

**Request for Proposals (RFP)**

**for**

**Selection of Service Provider for Citizen Experience Management Services  
(Call Centre) to the Government of Andhra Pradesh**

**March 2020**

**Issued by**

**APTS Ltd, 3rd Floor, R&B Building, MG Road, Labbipet,  
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**Newspaper advertisement**

**APTS**

**RFP for Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh**

**Time schedule of various tender related events:**

Bid calling date	21-03-2020
Prebid Meeting Date & Time	27-03-2020, 11.30AM
Bid closing date/time	07-04-2020, 03.00 PM
Bid Document Fee	Rs. 25,000/-
APTS Contact person	Mr. K. Shyam Sunder, Manager (HWP), Mobile: 9963029402, email: <a href="mailto:shyamsunder.k@gov.in">shyamsunder.k@gov.in</a>
APTS Reference No.	ITC51-15027/1/2020-PROC-APTS

For further details regarding detailed Tender Notification, specifications and digital certificate please visit <https://www.apts.gov.in> and [www.apecurement.gov.in](http://www.apecurement.gov.in).

**Managing Director, A.P. Technology Services Ltd.**

## 1. Invitation for Open Competitive Bid (OCB)

for

### Selection of Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh

#### 1.1. RFP Notice

APTS on behalf of the Chief Executive Officer, Real Time Governance Society, GoAP invites Sealed bids from eligible, reputed, qualified bidders with sound technical and financial capabilities for design, development, implementation and maintenance of an end-to-end IT solution along with the establishment and operation of related outsourced process operating units as detailed out in the Scope of Work under this Tender Document for Providing Citizen Experience Management Services.

#### 1.2. Important Dates & Contacts:

Bid calling date	21-03-2020
Pre-bid Conference for Clarification	27-03-2020 at 11.30AM at O/o APTS Office Vijayawada
Last date/time for seeking clarifications	27-03-2020 up to 5.00 PM
Bid closing date/time	07-04-2020 at 3.00 PM
Pre qualification opening date/time	07-04-2020 at 03.30 PM
Technical Bid Opening Date	Will be communicated to the PQ qualified bidders
Commercial Bid Opening Date	Will be communicated to the TQ qualified bidders
Bid Document Fee	Rs.25,000/-
APTS Contact Person	Mr. K. Shyam Sunder, Manager (Proc 2), Mobile: 9963029402,
Email Id	<a href="mailto:md_apt@ap.gov.in">md_apt@ap.gov.in</a> , <a href="mailto:shyamsunder.k@gov.in">shyamsunder.k@gov.in</a>

For further details regarding detailed Tender Notification, specifications and digital certificate please visit <https://www.apt.gov.in/tenders.aspx> and <https://tender.approcurement.gov.in>

Managing Director,

A.P. Technology Services Ltd.

## 2. Scope of Work

### 2.1. Introduction

GoAP is in the forefront of empowerment of its citizens through various innovative programs and initiatives. One of the main goals of these empowerment initiatives is a commitment to ensure inclusion of every section of the society. GoAP has launched several citizen centric public welfare schemes in the state, backed up by effective implementation mechanisms.

The primary objective of these schemes is to provide benefit to the society especially weaker sections, women, children, youth, minorities, farmers, and the worker community, resulting in improvement of their socioeconomic status. GoAP now plans to set up a Citizen Experience Management Centre to get independent feedback from the beneficiaries of the schemes and educate them on ways to derive maximum benefits from respective schemes. As part of this, GoAP is also keen on setting up a redressal mechanism to address the issues faced by its citizens in terms of availing the benefits. Towards this, GoAP is looking to set up a mechanism for the citizens to reach out easily through various media like IVRS, SMS, Web chat and other social media as well on the pages of the AP Govt.

### 2.2. Objectives of the Project

- Integrated communication platform for Government and citizens
- To improve awareness of beneficiary schemes
- To enhance beneficiary participation for availing the schemes
- To create a Structured Monitoring & Measurement Mechanism and assess / spread awareness of various citizen welfare schemes under various departments and enhance government - citizen connect

Real Time Governance Society (RTGS) is a non-profit organization registered by GoAP as a special purpose vehicle to undertake various strategic initiatives on its behalf.

RTGS has collaborated to sponsor and implement this important initiative, on behalf of GoAP, through a competent and reputed Managed Service Provider.

APTS will be the Tendering Authority on this initiative.

### 2.3. About the Project

Citizen Experience Management Centre will help to improve customer experience and business promotion as well. This Citizen Experience Management Centre will be purely on outsourced model to be setup at vendor premises. The vendor should setup all required infrastructure as required for operation of an outsourced model of Citizen Experience Management Centre. RTGS reserves the right to use the Citizen Experience Management Centre services for any other project/initiatives in future, on the similar Terms & Conditions. In such situation, the subject matter expert will be deputed from RTGS for necessary support in Citizen Experience Management Centre operations.

**2.4. Scope of Work**

Vendors (“Bidders”) are required to submit their proposals in strict adherence with the following:

Set Up and Operationalization of a Citizen Experience Management Centre for GoAP, fully on outsourced basis in the location as suggested by GoAP with a capacity of 500 seats (scalable to 1500 seats), to start with, for running the citizen service support operation. The shift would be 12 hours, 7 days a week during the project tenure. RTGS will notify any changes in this regard.

This Citizen Experience Management Centre should offer services in the following categories:

1. Inbound calling
2. Outbound calling
3. SMS management
4. Web Chat
5. Email
6. IVRS & Auto Robot calls
7. E-Survey

**2.5. Implementation Model**

The Service provider shall build, maintain, and upgrade the Citizen Experience Management Centre for the duration of 3 years from Go-Live. In addition, the technical manpower if required shall be provided by the Service provider on time-to-time basis

**2.6. Coverage**

The bidder is required to support all schemes of the government as conveyed by RTGS.

**2.7. Manpower requirements - Citizen Experience Management Centre Agents**

The individuals recruited to perform the role of Citizen Experience Management Centre Agents should meet a minimum Qualification of having passed 12th class. They should have excellent knowledge of Telugu and Working knowledge of English.

The agents deployed for this project shall be a mix of smart agents (without prior experience) and experienced with at least 12-24 months experience in handling call center processes.

The bidder may also be required to deploy additional resources with expertise in other languages. This will be informed to the bidder with sufficient notice based on the requirements.



## **2.8. Functional and Technical Requirements**

The functional and technical requirements are detailed in this section.

### **Citizen Experience Management Centre for GoAP**

The detailed functional requirements are described in Annexure A:

## **2.9. Software Licenses**

The bidder shall procure the software / hardware licenses required, if any. The system software licenses required shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the RTGS, for the entire period of contract. However, if the software is open source then this provision shall not be applicable. Ownership of Software shall vest with GoAP, if the Government pays for either purchase or development of such software during the contract period.

## **2.10. Upgrades/Updates and Changes in the Solution**

The Service provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance of the solution.

## **2.11. Citizen Experience Management Centre Services**

Citizen Experience Management Centre will serve as a single point of contact for all incidents and service requests for the users. This will work as a single point of contact for closure / escalation of incidents. The activities shall include:

The Service provider has to ensure that the system is available as per prescribed SLA. The Service provider shall install/develop his/her own tools for monitoring the SLA, at no additional costs to RTGS.

Service provider shall setup the Citizen Experience Management Centre and shall provide the seating infrastructure, desks, chairs, power supply and connectivity for the Citizen Experience Management Centre. The Service provider shall arrange the entire IT infrastructure required for the Citizen Experience Management Centre services. The Citizen Experience Management Centre should be monitored with CCTV surveillance with a recording backup of at least 30 days. The entry and exit should be controlled with biometric access controls. The logs of the visitors to the center should be provided to selected Government personnel on a real-time basis.

Necessary data security measures like data encryption, hardening and other industry standard best practices should be followed during the entire duration of the contract.

Necessary care should be taken so that there is no leakage of data to unknown sources either intentionally or unintentionally.

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Citizen Experience Management Centre shall operate on all the days during contract period. Number of shifts & the Shift strength may vary as per the call volume.

There should be sufficient provisions of relievers/ stand-by, to ensure that the given seats are operational all the time.

Necessary cabins and meeting rooms should be provided for the officials of RTGS who will be deployed on site for monitoring the project.

BI reports of Call statistics or call repository shall be provided. Analytics and actionable insights shall also be provided based on the data from call center operations.

## 2.12. Minimum Required Deliverables

The suggested list of deliverables (but not limited to) from the successful bidder includes:

Detailed Project Plan, with week-wise activities, including, but not limited to, detailed timelines for customization and acceptance testing of the modules, submission of deliverables, etc.

1. Tools to monitor the SLAs should be supplied, installed and maintained by the Bidder.
2. Deployment of hardware and manpower.
3. Training Plan, Training Manuals and literature.
4. Weekly Status and Review Reports during the implementation period.
5. Escalation Mechanism.
6. Exit Management Plan.
7. Periodical Reports during operations period (These reports must include the details of the maintenance activities, modifications in the software, release of new versions (if any), Analysis of the incident / call statistics, insights based on the available data in that particular month. Also, the SLA compliance matrix for the respective month shall be present in this report).

## 2.13. Project Schedule

The Service provider shall provide a detailed plan for implementation of the solution.

### **Implementation Timelines**

<b>S. No</b>	<b>Deliverables</b>	<b>Timelines from Signing of contract</b>
1	Project Start Date/Signing of Contract	T
2	Commencement of Work by MSP	T+2 weeks
3	Hiring of resources by MSP	T+4 weeks

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4	Training of Resources by MSP	T+5 weeks [ 1week training]
5	Completion of Citizen Experience Management Centre Set up by MSP	T+6 weeks
6	Test Run by MSP	During 1week post completion of Citizen Experience Management Centre
7	Launch of Citizen Experience Management Centre - GO LIVE	T+8 weeks
8	Project Sign off	T+9th Week

1. 'T' refers to signing of contract. Operations Phase will start from the date of Go-Live and will last for 3 (Three) years.
2. The bidder should ensure that the procurement and deployment of hardware and provisioning of the manpower activity shall be carried out in parallel to match the go live date.
3. RTGS reserved the rights to revise the timelines.
4. Liquidated damages of 1% of the Annual value, per week beyond Project Sign off date will be imposed.

#### 2.14. **Go-Live**

Go-Live date will be defined as date of acceptance of the below mentioned pre-requisites by the RTGS.

Submission and Approval of Deliverables as specified in Minimum Required Deliverables of Section III: Project Requirements of this Short Tender Document. A team comprising of representatives from RTGS and Bidder will verify satisfactory performance of all the modules.

Any delay on account of RTGS side procedures such as issuance of Government orders, logistics arrangement at site offices, personnel deployment, power supply, network connectivity and bandwidth etc. should not be considered for acceptance. In case such a delay occurs, the acceptance should be completed for those services where these procedures are not affecting. RTGS may make the prorated payment for the delayed service in good faith.

For acceptance, testing of the Software solution the RTGS and the Successful Bidder shall mutually agree on a detailed Acceptance Test Plan.

#### 2.15. **Service level Requirements (SLR)**

1. RTGS would provide the Volume forecast 30 days before start of an effort month so that the vendor could maintain the required headcount post hiring and training of necessary resources.
2. 90% of the forecasted volume is the minimum call volume guarantee to the Business. That means, the vendor will be raising bill to the value of 90% of the volume forecasted in case the call volume falls below the 90% of the volume forecasted.

**2.16. Operational SLA Parameters – Inbound**

- Service Level
- Call Abandonment
- Average Handling Time
- Call Quality
- Customer Satisfaction

**2.17. Acceptance Criteria**

RTGS will accept the commissioning and project Go-Live only as described earlier. A team comprising of representatives from RTGS and Bidder will verify satisfactory performance of all the modules.

Any delay on account of RTGS side procedures such as issuance of Government orders, logistics arrangement at site offices, personnel deployment, power supply, network connectivity and bandwidth etc. should not be considered for acceptance. In case such a delay occurs, the acceptance should be completed for those services where these procedures are not affecting. The prorated payment for the delayed service may be made in good faith by RTGS.

For acceptance testing of the Software solution the RTGS and the Successful Bidder shall mutually agree on a detailed Acceptance Test Plan.

**2.18. Definitions and details of SLA and Parameters: Inbound and outbound**

**Inbound Services**

<b>Service Level</b>	
<b>Component</b>	<b>Explanation of Component</b>
Definition	SL is the number of seconds it takes to connect caller with (Receive/reply) the Bidder’s Citizen Experience Management Centre representative.
Requirement	Throughout the uptime of Citizen Experience Management Centre except for scheduled downtime for a scheduled maintenance or when the GoAP system is down for whatever Reason.
Compliance	90% of calls shall be answered in <60 seconds by live person who is front-end directed by automatic call distribution (ACD)
Measurement Frequency	Monthly
Calculation Formula	$(1 - (\text{Number of calls answered in } <60 \text{ second} / \text{total calls})) * 100 = \text{Service Level Attained}$
Data Sources	CTI solution with date and time-stamp capabilities.
<b>Penalty Matrix</b>	
<b>System Uptime %</b>	<b>Penalty as % of the Monthly Payment towards Call Centre cost</b>

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>=90%	Nil
<90% & >=88%	1%
< 88% & >= 86%	2%
< 86% & >= 84%	3%
For each additional drop of 1% in performance below 84%, 5% of Monthly payment will be levied as additional penalty.	

<b>Call Abandonment Rate</b>	
<b>Component</b>	<b>Explanation of Component</b>
Definition	The proportion of calls that hang up or are disconnected before the Bidder's agent Answers the phone. A wrong immediate hang-up exclusion not exceeding 5 seconds is acceptable.
Requirement	Throughout the uptime of Citizen Experience Management Centre except for scheduled downtime for scheduled maintenance or when the GoAP's system is down for whatever reason
Compliance	95% of the calls should be answered by the Bidder's agent before hang up or are Disconnected.
Measurement Frequency	Monthly
Calculation Formula	$(1 - (\text{Number of abandoned calls (calls that have entered the queue and "hang up" with wait more than 5 secs)} / \text{total calls})) * 100 = \text{Service Level attained}$
Data Sources	CTI solution with date and time-stamp capabilities.
<b>Penalty Matrix</b>	
<b>Call Abandonment Rate</b>	<b>Penalty as % of the Monthly Payment towards Call Centre cost</b>
<=5%	Nil
>5% and <=7%	2%
>7% and <=10%	5%
For each additional increase of 5% abandoned calls above 10%, an additional penalty of 10% of Monthly Payment will be levied	

<b>Average Handling Time</b>	
<b>Component</b>	<b>Explanation of Component</b>
Definition	The proportion of calls whose total duration from beginning of actual interaction to closure, that exceeds an Average Handling Time (AHT), which is currently set at 5 minutes.

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Requirement	Throughout the uptime of Citizen Experience Management Centre except for scheduled downtime for scheduled maintenance or when the GoAP's system is down for whatever reason
Compliance	90% of the calls should not exceed AHT of 5 minutes.
Measurement Frequency	Monthly
Calculation Formula	$(1 - (\text{Number of calls whose AHT exceeds 5 minutes} / \text{total calls})) * 100 = \text{Service Level Attained}$
Data Sources	CTI solution with date and time-stamp capabilities.
<b>Penalty Matrix</b>	
<b>AHT Rate</b>	<b>Penalty as % of the Monthly Payment towards Call Centre cost</b>
>=90%	Nil
<90% & >=88%	1%
< 88% & >= 86%	2%
< 86% & >= 84%	3%
For each additional drop of 1% in performance below 84%, 1% of Monthly payment will be levied as additional penalty.	

<b>Call Quality</b>	
<b>Component</b>	<b>Explanation of Component</b>
Definition	This is measured by scoring a random sample of calls on pre-defined parameters
Requirement	Throughout the uptime of Citizen Experience Management Centre except for scheduled downtime for scheduled maintenance or when the GoAP 's system is down for whatever reason
Compliance	85%
Measurement Frequency	Daily and reporting period is Monthly
Calculation Formula	The Call Centre needs to have a call logging facility to record all the different calls that have been handled by the agents. A random sample of these calls will then be graded by the Call Quality Audit team against pre-decided parameters
Data Sources	Listening to voice calls from the log by the bidder's quality assurance team/ RTGS team
<b>Penalty Matrix</b>	
<b>Call Quality Rate</b>	<b>Penalty as % of the Monthly Payment towards Call Centre cost</b>
>=85%	Nil

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<85% & >=83%	1%
< 83% & >= 80%	2%
For each additional drop of 1% in performance below 80%, 5% of Monthly payment will be levied as additional penalty.	

<b>Customer Satisfaction</b>	
<b>Component</b>	<b>Explanation of Component</b>
Definition	Measures performance of service provided to customer. Used to identify Customer's opinion of service performance using SMS.
Requirement	Satisfied: (Parameters – Satisfied or not satisfied) (Note: Customer satisfaction survey process will start after 2 months from initiating the operations)
Compliance	85% of the customers should be satisfied
Measurement Frequency	Monthly for 0.25% of end users who contact help desk.
<b>Penalty Matrix</b>	
<b>Call Quality Rate</b>	<b>Penalty as % of the Monthly Payment towards Call Centre cost</b>
>=85%	Nil
<85% & >=83%	1%
< 83% & >= 80%	2%
For each additional drop of 1% in performance below 80%, 1% of Monthly payment will be levied as additional penalty.	

**Outbound Services**

- A Minimum contact percent for outbound calling activity to be set by RTGS.
- RTGS would also ensure that sufficient leads/data would be provided to vendor to enable outbound calling.

<b>Outbound Services</b>			
<b>S. no</b>	<b>Measurement</b>	<b>Definiton</b>	<b>Target&amp; Penalty</b>
1	Compliance to Schedule - Feedback Form completion rate	This is a measure that assesses the % of calls on which a feedback form is completed. Completion rate shall be calculated as the	>= 80% Nil, >= 80% but <65%, 1% of billed amount for the week, < 65 %, 2% of billed amount

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		sum of the total calls which lead to a completed form as a % of the total number of calls successfully made	
2	Call Quality Score	Call quality audit score is a method of scoring agent calls against predefined parameters to ensure that the agents are adhering to the quality standards as defined by the Purchaser. The parameters & mechanism for calculating quality score will be mutually agreed between the Purchaser & SI.	>= 90% Nil, >= 80% but <90% 1% of billed amount for the week < 80 % 2% of billed amount

**2.19. Management Information System - Report Requirement**

Bidder shall install necessary software and will be available for the Bidder to use the same for generating reports on operation of Citizen Experience Management Centre. Few sample reports are as below. These are only indicative.

- Number of incoming calls handled
- Number of outgoing calls placed
- Average talk time for calls handled -measured
- Average active time per call
- Summary of the interval of time required for handling incoming calls
- Number of calls exceeding threshold (i.e. calls waiting in queue longer than given time)
- Average time in queue by call type
- Number of abandoned calls
- Customer Satisfaction Report
- Business Enquiry Report
- Investment Enquiry Report
- Analytics Reports for trends, sentiments and other required KPIs by GoAP.

The Bidder will provide any other reports revealing the functioning of the Citizen Experience Management Centre.

**2.20. Exit Management**

The Service provider has to support an orderly, controlled transition of responsibility for the provision of the services/ from the Service provider to the new Service provider without any disruption in the services to GoAP. The Service provider is required to submit the Exit Management Plan 1 Year before the



completion of the contract. The Exit Management Plan shall be based on mutually agreed terms between Service provider and RTGS. RTGS can:

- Continue using the solution, in case the bidder opts to transfer the solution to RTGS. RTGS, however, reserves the right of refusal to continue with the solution.
- Extend the contract, based on same terms and conditions of this Short Tender Document. RTGS, however, reserves the right to re-negotiate terms of the contract.
- Data Handover, Process documents, Knowledge Bank, if any must be included in the exit management plan.

## 2.21. **Governance Structure**

### **Successful Bidder's Responsibilities**

- To prepare various deliverables as per requirements for the respective phase.
- To develop system as per committed plans and timelines.
- To ensure Quality Assurance of the system.
- To deploy the systems per committed Deployment plan.
- To monitor Risks and mitigate them continuously.
- To complete User Acceptance & Sign-Off for Phase wise functionalities.
- The Customization of the application using the infrastructure of the Service provider.
- Submission of the reports to department on project progress on weekly basis.
- Configuration management of the system during O&M period.
- The Service provider shall design a detailed training program for the staff users.
- Deliver the deliverables as per the contract terms and conditions.
- Responsibility of getting sign-off on deliverables and phases from RTGS.
- Adding value to the Functional Requirements provided in the Short Tender Document.
- Responsibility to conduct further research on process reform.
- Bring to the attention of the Government GPR opportunities.

### **RTGS's Responsibilities**

RTGS shall act as the Nodal Agency & will have the overall responsibility for the smooth implementation of the whole project. RTGS would be responsible for monitoring the Automation project as a whole.

- To participate in Program Governance processes as and when required.
- To facilitate process changes as required for Application deployment.
- To provide acceptance & sign-off for the deployed system and Deliverables
- Any other activity, as may be necessary for successful project implementation.

### 3. Pre-qualification Criteria

APTS invites the interested & eligible entrepreneurs desirous of bidding for the project and who meet the following Pre- qualification criteria (PQ):

#	Pre-Qualification Criteria Description	Supporting Documents to be submitted by the bidders
	<b>Nature of bidding</b>	<b>Single bid / Max 3 Consortium</b>
1	<p><b><u>Legal Entity</u></b></p> <p>Bidder must have registered under Companies Act, 1956 or under LLP Act, 2008 and also Registered with the Service Tax Authorities. Should have been operating for the last three years.</p>	<p><i>Bidder should submit:</i></p> <p>i. <i>RoC</i>                      ii. <i>Copy of Service Tax Registration Certificate</i></p>
2	<p><b><u>Sales Turnover</u></b></p> <p>The bidder shall have minimum average annual turnover of Rs. 75 Crore during the last three (3) financial years i.e., 2016-17, 2017-18 &amp; 2018-19</p>	<p><i>Bidder should submit the following:</i></p> <p>i. <i>Audited balance sheet</i>                      ii. <i>Profit &amp; Loss statement or</i>                      iii. <i>Certificate from the statutory auditor</i></p>
3	<p>The Bidder should be a profitable organization in the last 3 years of operations. The Bidder should have a minimum average positive net worth of Rs. 25 crores, and minimum average annual profit of Rs. 10 crores in the past three financial years (2016-2017, 2017-2018 &amp; 2018- 2019)</p>	<p>For each of the financial years, A Certificate of Net worth duly certified by a Chartered Accountant to be submitted.</p>
4	<p><i>Past experience in the establishment &amp; maintenance of Support center or Call center in the Govt/Corporate sector</i></p> <p>a. The bidder should have executed projects similar in nature and complexity comparable to the proposed project within last three (3) years.</p> <p>b. Experience of running 500 seater (or Rs. 15 cr. contract value) support/call center during the last three years i.e. i.e., 2016-17, 2017-18 &amp; 2018-19.</p> <p>c. A detailed list of past customers together with contact, address etc. of each customer in order to show past performance in the execution of projects of a comparable nature and complexity shall be provided.</p> <p><b>Note:</b> The experience of running in-house call center /help desk for bidder's own operations or their partner/associate's operation will not be counted &amp; only experience of running</p>	<p><i>Bidder should submit any of the following:</i></p> <p>i. <i>Work order &amp; work completion certificates from client dept.</i>                      ii. <i>Work satisfactory certificate from the client dept.</i></p>

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	a support/call center for 3rd party clients will be considered.	
5	<p><i>Manpower Deployment</i></p> <p>The bidders must have more than 750 Nos. of personnel in their company as on bid calling date.</p>	<p><i>Prime Bidder (lead Member) / Bidder should submit Self-Certification by the authorized signatory.</i></p> <ul style="list-style-type: none"> <li>• <i>List only key management and specialist positions in the Organization.</i></li> <li>• <i>Details of the personnel in the Project Management Team.</i></li> </ul>
6	The Bidder must have valid registrations / licenses for ESI, EPF, GST and Shops & Establishment certificate.	Valid Certificates to be submitted.
7	<p><i>Local Presence</i></p> <p>The bidder should have at least one office in any of the 13 districts of AP. The bidder shall have GST number allotted in AP and billing shall be from AP office only.</p>	<i>Bidder should submit Self certified office address and GST Registration Certificate copy</i>
8	<p><b><u>Blacklist</u></b></p> <p>Bidder shall not have been black listed by any State / Central Government Department, Ministry or Agency for breach of Contractual Conditions as on bid calling date. The bidder should also not be entangled in any legal disputes with any Govt./PSU body.</p>	<i>Self-Declaration Certificate that the Bidder is not black listed as on bid calling date to be enclosed in the bid.</i>

## **4. Instructions to Bidders**

### **4.1. Completeness of Response**

- a. Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

### **4.2. Proposal preparation costs & related issues**

- a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by facilitating the evaluation process.
- b. Will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- c. This RFP does not commit to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.

### **4.3. Pre-bid Meeting**

1. APTS shall hold a pre-bid meeting with the prospective bidders as per RFP Clause 1.2.
2. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach by email bidders as per RFP Clause 1.2.
3. All and any queries related to Scope of work, Payment Terms and mode of selection will be entertained during Pre-bid clarifications meeting.
4. Max. Two representatives authorized by the company will be permitted to attend the meeting.

### **4.4. Responses to Pre-bid Queries and Issue of Corrigendum**

- a. The Nodal Officer notified by the APTS will endeavour to provide timely response to all queries. However, APTS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does APTS undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, APTS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted in the portal [www.eprocurement.gov.in](http://www.eprocurement.gov.in).
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.

- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, APTS may, at its discretion, extend the last date for the receipt of RFP Proposals.

#### **4.5. Right to Terminate the process**

- a. APTS may terminate the RFP process at any time and without assigning any reason. APTS makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by APTS. The bidder's participation in this process may result in short listing of the bidder.

#### **4.6. Preparation of Proposals**

- a. The Proposal as well as all related correspondence exchanged by the bidders and APTS shall be written in English language, unless specified otherwise.
- b. In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- c. The Technical Proposals shall contain an Executive summary giving a brief overview of the manner in which the bidder proposes to achieve the outcomes and the assessment of resources required.
- d. The bidder is expected to submit the Technical Proposal as per the format given in Appendix II. Submission of the wrong type of Technical Proposal will result in the proposal being deemed non-responsive. The Technical Proposal shall not include any financial information.
- e. The Financial Proposal shall be prepared as per the format given in Appendix.

#### **4.7. Submission of Responses**

- a. The bidder shall submit the bid through e-Procurement platform only.
- b. The bidder shall submit (3) proposals – **Pre-Qualification Proposal, Technical Proposal and Financial Proposal** as per format given in Appendixes on e-procurement portal.
- c. The original proposal both Technical and Financial shall contain no interlineations or overwriting, except as necessary to correct the errors made by the bidders themselves. The same authorized representative who has signed the proposal shall initial the corrections.
- d. An authorized representative of the bidders shall initial all the pages of the original Technical and Financial Proposals. The authorization shall be in the form of written power of attorney accompanying the proposal and supported by any evidence that the representative has been duly authorized to sign.
- e. One copy of the documents necessary for Pre-Qualification as per the format given in Appendix I, shall be submitted. An authorized representative of the bidders shall initial all pages of Pre-Qualification documents submitted.
- f. The bidder shall submit one softcopy of the Technical Proposal in the form of a non-rewriteable CD. CD media must be duly signed using a Permanent pen Marker and should bear the name of the bidder.
- g. Bidder must ensure that the information furnished in the CD is identical to that

submitted in the original paper document. In case of any discrepancy, the information furnished in the original paper document will prevail over the soft copy.

- h. The bidder shall ensure that the proposal cost quoted in the Cost Break-up form (Form-C2) matches with the total cost (inclusive of taxes) quoted in the Commercial Proposal form (Form-C1).

#### **4.8. Bid Submission Format**

- a. The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the RFP proposal.
- b. The documents to be submitted for **Pre-Qualification** are:
  - i. General Information of the Bidder – **Form PQ#1**
  - ii. Financial Turnover – **Form PQ#2**
  - iii. Past exp. in call center maintenance – **Form PQ#3**
  - iv. Manpower available with relevant Exp.– **Form PQ#4**
  - v. Self-Declaration Certificate – **Form PQ#5**
  - vi. Bid Security.
- c. The documents to be submitted for **Technical Proposal** are:
  - i. Executive Summary
  - ii. Description of approach, methodology and work plan for Computerization of Call center – **Form TQ#1**
  - iii. Proposed Work Schedule - **Form TQ#4**
- d. The documents to be submitted for **Commercial Proposal** are:
  - i. Commercial Proposal submission - **Form C#1**
  - ii. Financial Proposal Cost Break-up - **Form C#2**

#### **4.9. Venue and deadline for submission**

- a. Proposals must be submitted through e Procurement Platform only on or before the last date time given.
- b. Any proposal received by the APTS after the above deadline shall be rejected. The bidders should take care in uploading their bids & supporting documents well in advance so as to avoid last minute rush & failures. APTS will not entertain any such complaints of failure on the e procurement portal.
- c. The bids submitted by telex/telegram/fax/e-mail, etc. Shall not be considered. No correspondence will be entertained on this matter.
- d. APTS reserves the right to modify and amend any of the above-stipulated condition /criterion depending upon assignment/project priorities vis-à-vis urgent commitments.

#### **4.10. Short listing Criteria**

- a. APTS will shortlist bidders who meet the Pre-Qualification criteria mentioned in this Invitation to RFP.
- b. Any attempt by a Bidder to influence the bid evaluation Process may result in the rejection of its RFP Proposal.
- c. APTS will constitute a Proposal Evaluation Committee to short-list the bidders

according to the Pre-Qualification criteria given in this document.

#### **4.11. Evaluation Process**

- a. The evaluation will be in 3 stages i.e., PQ, TQ & Commercial of the proposal submitted by the bidders.
- b. The bidders will be shortlisted based on the Pre-Qualification criteria as given in section 3 of this RFP document.
- c. The bidders who qualify in PQ evaluation will be eligible for opening of Technical Evaluation & also bidder should arrange for Technical presentation on the features of the proposed software.
- d. Technical Presentation Date, Time & Venue will be informed as per schedule fixed by the evaluation Committee.
- e. The bidders have to score a minimum of 50 marks in Technical evaluation for treating as technically qualified. Financial bids of technically qualified bids will only be considered for further evaluation.
- f. The overall evaluation shall be 70:30 i.e. Technical evaluation scores will be evaluated to a maximum of 70 Marks as per criteria mentioned in clause xxx. Financial bids will be evaluated to a maximum score of 30 Marks. Lowest quoted bidder will get maximum 30 marks. Remaining bidders marks will be calculated based on the formula  $\{(L1 \text{ quote}/\text{Bidder quote}) \times 30\}$
- g. Technical and Financial Marks added together, the proposals will be ranked in terms of the Overall Scores obtained from Highest to Lowest. The bidder with the highest overall score will be considered for award of contract & will be issue Notification of Award.

#### **4.12. The Technical Proposal shall cover the following:**

- a. Core business areas of operation, number of years in the business, ownership and organizational structure of Firm.
- b. Client and Project brief details of similar projects.
- c. Audited financial statement for the last three (3) years showing financial capability as specified in section 3.
- d. What is the Firm's vision for call centre solutions?
- e. Project Plan for the proposed project along with System design, BOM and detailed specifications together with a Project Tracker showing anticipated time schedule with milestones.
- f. Floor Plan of the proposed project with equipment layout model.
- g. Any other relevant information.

#### **4.13. Technical Evaluation Criteria**

Project Evaluation Committee (PEC) will evaluate the Technical Proposals of the Pre-Qualified bidders as per the following Stage I & Stage II criteria:

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<b>Stage –I – TQ Evaluation</b>			
<b>Sl .No</b>	<b>Technical Evaluation Parameter</b>	<b>Description</b>	<b>Maximum Marks</b>
1.	Proposed Technical Solution	<b>Certifications:</b> 1. ISO 9001:2015 – 5 Marks 2. ISO 27001:2013 – 6 Marks 3. CMMI Level 3 – 4 Marks	<b>15</b>
		<b>Call center design and operationalization Procedure:</b> Innovative features specified for Effective and efficient support/call center establishment and operations	<b>5</b>
2.	Past experience of Similar projects	Similar call center or support center projects handled by the bidder along with the features mentioned in the RFP during the last three years i.e., average 2016 through 2019: <ul style="list-style-type: none"> <li>• Resource count 500, or Contract value Rs. 15 cr. – 7 Marks</li> <li>• Resource count 750. or Contract value Rs. 20 cr. – 14 Marks</li> </ul> Supporting documents including Purchase Orders / work orders & Completion Certificate should be submitted.	<b>14</b>
3	Key Professional Staff: Qualification and Competence for the assignment	The evaluation will be done on the following sub criteria <ul style="list-style-type: none"> <li>• No. of Project Managers, Quality Executives and team leaders with more than 5 years Experience --- 0.25 Marks for every resource, Maximum 6 Marks</li> </ul>	<b>6</b>
<b>Stage –II – Technical Presentation cum Live Demo</b>			
4.	Technical Presentation	Methodology of Operational Plan & Manpower Deployment Plan (Live presentation)	<b>6</b>
		<b>Understanding the overall management of services:</b> <ul style="list-style-type: none"> <li><b>i.</b> Methodology for the proposed service - 4 Marks</li> <li><b>ii.</b> Proposed Work Plan based on Innovative services - 6 Marks</li> <li><b>iii.</b> Demonstration of training capacity (own training facility) by the bidder – 3 Marks</li> </ul> Demonstrating effective delivery and follow up action - 3 Marks	<b>16</b>
		IT Solution (Live Demo)	<b>8</b>
<b>Total Marks for Stage I &amp; Stage II criteria</b>			<b>70</b>



**4.14. Payment Model**

The method and conditions of payment to be made to the Firm under this contract shall be specified as follows. IT if any will be deducted at source as per IT act. The Bidder's request(s) for payment shall be made to the CEO, RTGS in writing accompanied by the details of work executed, supported with evidence of accomplishment of the item wise work. The Payment schedule shall be as follows:

<b>Phase</b>	<b>Milestone</b>	<b>Payment</b>
<b>1.</b>	Monthly Payments based on resources deployed	On submission of all the project deliverables as per timelines mentioned in the RFP and upon certification from the designated officer.

### 5. Statement of important limits/values related to bid

Sl No	Item	Description
1.	EMD	Rs.30,00,000/- (Rupees Thirty Lakhs only) Note: Scanned copy of EMD document should be uploaded on e-Procurement website. The EMD should be in the form of DD/Bank Guarantee from any Nationalized Bank / Scheduled Banks. The Original EMD should be submitted to APTS before opening of Pre-Qualification Bids in a sealed cover superscripted "Tender Reference No. & Name".
2.	Document Fee	Rs.25,000/- Note: Scanned copy of DD drawn in favour of "MD APTS. Vijayawada" should be uploaded on e-Procurement website. The Original DD should be submitted to APTS office before opening of Pre-Qualification Bids in a sealed cover superscripted "Tender Reference No. & Name".
3.	Bid Validity Period	180 days from the date of opening of financial bid
4.	EMD Validity Period	180 days from the date of submission of bid
5.	Contract signing authority	The Chief Executive Officer, Real Time Governance Society
6.	Period for furnishing performance security	Within 15 days from date of receipt of Notification of Award
7.	Performance security value for Schedule	Bank Guarantee of 10% of One-year Contract Value in favor of "CEO, RTGS AP, Vijayawada" from any Nationalized Bank / Scheduled Banks. The EMD of successful bidder will be returned back on submission of PBG.
8.	Performance security validity period	90 days beyond Project Completion period
9.	Period for signing contract	Within 10 days from date of receipt of Notification of Award
10	Penalties	As per RFP
11	Payment Terms	As per RFP
12	Conditional bids	Not acceptable and liable for rejection
13	Eligibility Criteria	As per RFP
14	Bid submission	On Line. – e-Procurement plat form Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre bid meeting in their bid.

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15	Transaction Fee	<p>All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores &amp; service tax applicable @ 12.36% as levied by Govt. of India on transaction fee through online in favour of MD, APTS. The amount payable to APTS is non refundable.</p> <p>Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.</p>
16	Procedure for Bid Submission	<p>Bids shall be submitted online on <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a> platform</p> <ol style="list-style-type: none"> <li>1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a>.</li> <li>2. Bidders will log-in to e-procurement platform in secure mode only by signing with the Digital certificates.</li> <li>3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.</li> <li>4. The bidders should scan and upload the respective documents in Pre Qualification and Technical bid documentation as detailed at Section 4 &amp; 5 of the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.</li> <li>5. The rates should be quoted in online only.</li> </ol>
17	Other conditions	<ol style="list-style-type: none"> <li>1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder to the O/o The MD, APTS Hyderabad as and when required. <ul style="list-style-type: none"> <li>• Failure to furnish any of the uploaded documents, certificates, will result in rejection of the bid. The APTS shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, <b>Blacklisted</b>, action will be initiated as deemed fit and the Bid Security will be forfeited.</li> </ul> </li> <li>2. APTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</li> <li>3. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.</li> <li>4. Important Notice to Contractors, Suppliers and Department users <ul style="list-style-type: none"> <li>• In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No. 13 dated. 5.7.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis/IDBI Banks with e-Procurement</li> </ul> </li> </ol>

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		<p>platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.</p> <p>5. In case of consortium either the prime bidder or the consortium partner can purchase the bid document. The bid can be filed either with user ID of prime bidder or consortium partner.</p>
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## **6. General Instructions to bidders**

### **6.1. Definitions:**

- a. Tender call or invitation for bids means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
- b. Specification means the functional and technical specifications or statement of work, as the case may be.
- c. Firm means a Company, Authority, Society, Trust, Co-operative or any other Organization incorporated under appropriate statute as is applicable in the country of incorporation.
- d. Bidder means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word Firms/bidder when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom CEO, RTGS signs the contract for rendering of goods and services.
- e. Pre-qualification and Technical bid means that part of the offer that provides information to facilitate assessment by APTS, professional, technical and financial standing of the bidder, conformity to specifications etc.
- f. Financial Bid means that part of the offer, that provides price schedule, total project costs etc.
- g. Three part Bid means the Pre-qualification bid, Technical and Financial bids submitted in e-procurement
- h. Two part Bid means the Technical bid and financial bids submitted in e-procurement and their evaluation is sequential.
- i. Composite bid means a bid in which the technical and financial parts are combined into one but their evaluation is sequential.
- j. Goods and services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
- k. The word goods when used singly shall mean the hardware, firmware component of the goods and services.
- l. Maintenance period means period mentioned in bid document for maintaining the systems for Call Center Operations.

### **6.2. General Eligibility**

- a. This invitation for bids is open to all firms both from within and outside India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre-qualification criterion.
- b. Bidders marked/considered by APTS to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- c. Bidder/Consortium Member debarred/ blacklisted by any Central or State Govt. / Quasi – Govt. Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- d. Breach of general or specific instructions for bidding, general and special conditions of contract with APTS or any of its user organizations may make a firm ineligible to participate in bidding process.

**6.3. Bid forms**

- a. Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- b. For all other cases the bidder shall design a form to hold the required information.

**6.4. Cost of bidding**

- a. The bidder shall bear all costs associated with the preparation and submission of its bid, and APTS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- b. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

**6.5. Clarification of bidding documents**

- a. A prospective Firm / bidder requiring any clarification of the bidding documents may notify APTS contact person. Written copies/ e-mail of the APTS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.
- b. The concerned person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the closure of date and time for seeking clarification mentioned in tender call notice. It is further clarified that APTS shall not entertain any correspondence regarding delay or non-receipt of clarification from APTS.

**6.6. Amendment of bidding documents**

- a. At any time prior to the deadline for submission of bids, APTS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.
- b. All prospective bidders those have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.
- c. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the APTS, at its discretion, may extend the deadline for the submission of bids.

**6.7. Period of validity of bids**

- a. Bids shall remain valid for the 180 days or duration specified in the bid document, after the date of the financial bid opening prescribed by APTS. A bid valid for a shorter period shall be rejected as non-responsive.
- b. In exceptional circumstances, the APTS may solicit the bidders' consent to an extension of the period of bid & EMD validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

**6.8. Submission of bids**

The bidders shall submit all the bids i.e., Pre-Qualification, Technical and Financial Bids on e-Procurement website only.

**6.9. Deadline for submission of bids**

- a. Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice.
- b. The APTS may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of the APTS and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

**6.10. Late bids**

- a. Any bid not received by the APTS contact person by the deadline for submission of bids will be rejected and returned unopened to the bidder.

**6.11. Modification and withdrawal of bids**

- a. No bid can be modified subsequent to the deadline for submission of bids.
- b. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

**6.12. General Business information:**

- a. The bidder shall furnish general business information to facilitate assessment of its professional, technical and commercial capacity and reputation.

**6.13. Bid security i.e. earnest money deposit (EMD)**

- a. The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice.
- b. The bid security is required by APTS to:
  - Assure bidder's continued interest till award of contract and
  - Conduct in accordance with bid conditions during the bid evaluation process.
- c. The bid security shall be in Indian Rupees and shall be a bank guarantee, or an irrevocable letter of credit or cashier's certified check, issued by a Reputed scheduled Bank in India and having at least one branch office in Hyderabad
- d. Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days.
- e. The successful bidder's bid security will be added to the Performance Security that the Bidder need to furnish.
- f. The bid security may be forfeited:
  - if a bidder withdraws its bid during the period of bid validity or
  - in the case of a successful bidder, if the bidder fails:
    - to sign the contract in time; or
    - to furnish performance security.

**6.14. Preparation of Pre-qualification bid**

It shall contain of the following parts:

- a. General Information of the Bidder – *Form PQ#1*
- b. Financial Turnover – *Form PQ#2*
- c. Past experience in Similar Project– *Form PQ#3*
- d. Manpower available with relevant Exp.– *Form PQ#4*
- e. Self-Declaration Certificate – *Form PQ#5*
- f. Bid Security (EMD).

*The bidders who qualified in Pre-qualification stage-I will only be short listed and eligible for participating Technical opening.*

**6.15. Preparation of Technical Bid**

It shall consist of the following parts.

- a. Executive Summary
- b. Description of approach, methodology and work plan for performing this assignment – *Form TQ#1*
- c. Proposed Work Schedule - *Form TQ#2*

**6.16. Preparation of financial bid**

The documents to be submitted for *Commercial Proposal* are:

1. Commercial Proposal submission - *Form C#1*
2. Financial Proposal Cost Break-up - *Form C#2*

**i. Overview of financial bid**

The financial bid should provide cost calculations corresponding to each component of the project.

**ii. Bid prices**

- a. The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
- b. The bidder shall indicate Basic Prices and taxes, duties etc. (If required) in the form prescribed.
- c. Bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by CEO, RTGS and will not in any way limit the purchaser's right to contract on any of the terms offered.
- d. Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

**iii. Bid currency:** Prices shall be quoted in Indian Rupees.

**6.17. Force majeure**

- a. The Firms/bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.



- b. For purposes of this clause, “Force Majeure” means an event beyond the control of the Firms/bidder and not involving the Supplier’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the AP. CEO, RTGS in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c. If a Force Majeure situation arises, the Firms/bidder shall promptly notify the APTS in writing of such condition and the cause thereof. Unless otherwise directed by the APTS / CEO, RTGS in writing, the Firms/bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**6.18. Termination for insolvency**

APTS may at any time terminate the contract by giving written notice to the Firms/bidder if the Firms/bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Firms/bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the RTGS.

The entire hardware & software infrastructure procured & used for the Call Center operations will be taken over by the CEO, RTGS from the date of service termination & any delay in handing over these equipment will not be acceptable & will be viewed severely for appropriate action.

**6.19. Termination for convenience**

- RTGS, may at any time by giving 30 days written notice to the Firms/bidder, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the RTGS /Purchaser’s convenience, the extent to which performance of the Firms/bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- The hardware & software infrastructure procured & used for the Call Center operations will be taken over by the CEO, RTGS from the date of service termination, if the GOAP has paid for the same. Any delay in handing over these equipment will not be acceptable & will be viewed severely for appropriate action.
- The client may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Vendor:
  - If the value of the penalty for different services together exceeds 10% of the contract amount for 1 year.
  - If the Bidder becomes Bankrupt or financially insolvent during currency of the contract.
  - If it is found that the bidder has been convicted for any unlawful activities.
  - If it is found that bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

**6.20. Resolution of disputes**

- a. The CEO, RTGS and the Firms/bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b. If, after thirty (30) days from the commencement of such informal negotiations, the CEO, RTGS and the Firms/bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- c. The dispute resolution mechanism shall be as follows:
- d. In case of a dispute or difference arising between the CEO, RTGS and the Firm /bidder relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

**6.21. Governing language**

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

**6.22. Applicable law**

The contract shall be interpreted in accordance with appropriate Indian Laws.

**6.23. Notices**

- a. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable or Facsimile and confirmed in writing to the other party's address.
- b. A notice shall be effective when delivered or tendered to other party whichever is earlier.

**6.24. Taxes and duties**

The Firms/bidder shall be entirely responsible for all taxes, duties, license fee etc. incurred until delivery of the contracted services to the CEO, RTGS Dept, GoAP or as per the terms of tender document if specifically mentioned.

**6.25. Delivery, Installation and Commissioning:**

As detailed in this document.

**6.26. Standards**

- The technology and quality of the service should be of the highest standards available in the present market.
- Before shipping, the identified Firm will inform CEO, RTGS Dept., giving full details about these standards and take approval.

## **7. Forms and Annexures**

## Bid Letter Form

From:  
(Registered name and address of the bidder.)

To:  
The Managing Director  
APTS, Vijayawada

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated.....

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for the amount which may vary in accordance with the schedule of prices attached herewith and coverage options made by APTS or its user organization.

If our bid is accepted, we undertake to;

1. Provide services/ execute the work according to the time schedule specified in the bid document,
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:  
Date:

Bidder's signature  
and seal.

## Form of Model Contract Agreement

This **contract agreement** is made on the [insert: *number*] day of [insert: *month*], [insert: *year*].

### Between

- (1) [insert: *Name of Client*], (hereinafter called “the Client”), and
- (2) [insert: *name of the bidder* ], (hereinafter called “the bidder”).

**Whereas** the Client desires for “\_\_\_\_\_” for \_\_\_\_\_ Department, AP, Hyderabad and submit all deliverables and have agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

**NOW IT IS HEREBY AGREED** as follows:

### 1. Article 1 - Contract Documents

#### 1.1 *Contract Documents*

The following documents shall constitute the Contract between CEO, RTGS and the Firm, and each shall be read and construed as an integral part of the Contract:

This Contract Agreement and the Appendices attached to the Contract Agreement.

- (a) Notification of Award
- (b) The Bid and Price Schedules submitted by the bidder
- (c) Special Conditions of Contract
- (d) General Conditions of Contract
- (e) Pre-bid conference minutes.
- (f) Bid document with modification if any
- (g) Agreed SOP for Dial XXX Operations
- (h) *Any other documents*

#### 1.2 *Order of Precedence*

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above.

- 1.3 *Definitions* (Reference GCC Clause 1)  
Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

## **2. Article 2 - Contract Price and Terms of Payment**

### 2.1 *Contract Price*

The Client hereby agrees to pay to the bidder as amount of **Rs. XXXX** /- for the items mentioned in the Commercial Form. The Contract Price in consideration of the performance by the bidder of its obligations under the Contract.

## **3. Article 3 - Effective Date for Determining Time for Operational Acceptance**

### 3.1 *Effective Date*

The time allowed for execution, delivering deliverables and Acceptance of the same should be determined from the date when all of the following conditions have been fulfilled:

- (a) This Contract Agreement has been duly executed for and on behalf of the Client and the bidder;
- (b) The bidder has submitted to the Client the Implementation cum performance security.

## **4. Article 4 – Jurisdiction**

- 4.1. Any legal proceedings arising out of the agreement shall be subject to the appropriate court in Hyderabad.

## **5. Article 5 – Appendixes**

- 5.1. The Appendixes listed in the attached List of Appendixes shall be deemed to form an integral part of this Contract Agreement.
- 5.2. Reference in the Contract to any Appendix shall mean the Appendixes attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

**IN WITNESS WHERE OF** CEO, RTGS and the Firm have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Client (Purchaser)

RFP for Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh

Signed: \_\_\_\_\_

in the capacity of [ insert: *title or other appropriate designation* ]

in the presence of \_\_\_\_\_

For and on behalf of the Bidder

Signed: \_\_\_\_\_

in the capacity of [ insert: *title or other appropriate designation* ]

in the presence of \_\_\_\_

### **Bid Security (EMD) form**

**File. No:** .....

**Project Name:** .....

(To be issued by a bank scheduled in India as having at least one branch in Vijayawada) Whereas..... (here in after called “the Bidder”) has submitted its bid dated .....(Date). For the execution of..... (here in after called “the Bid”) KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at..... (here in after called the “Bank”) are bound unto the (hereinafter called “APTS”) in the sum of ..... for which payment well and truly to be made to the said APTS itself, its successors and assignees by these presents.

The conditions of this obligation are:

- a. If the bidder withdraws its bid during the period of bid validity or
- b. If the bidder , having been notified of the acceptance of its bid by the APTS during the period of bid validity:
  - 1) fails or refuses to execute the contract form if required; or
  - 2) fails or refuses to furnish the performance security, in accordance with the bid requirement;
- c. bidder submits fabricated documents

We undertake to pay the above amount upon receipt of its first written demand, without the APTS having to substantiate its demand, provided that in its demand the will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee of Rs. -----will remain in force up to..... and any demand in respect thereof should reach the Bank not later than the above date.

**Place:**

**Date:**

**Signature of the Bank Official  
with seal**



## Check List

### Compliance/ Agreed/ Enclosed/ Deviation Statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

Sl.No	Bid document reference	Remarks
1.	Delivery period	
2.	Form PQ#1	
3.	Form PQ#2	
4.	Form PQ#3	
5.	Form PQ#4	
6.	Form PQ#5	
7.	Form T#1	
8.	Form T#2	
9.	Form C#1	
10.	Form C#2	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place:

Date:

Bidder's signature  
and seal

**NOTE:** For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

## **Annexure A: Citizen Experience Management Centre**

1. Bidder will provide adequate number of agents, team leaders, supervisors and managers for complete operationalizing and smooth running of Citizen Experience Management Centre.
  - Overall management of the Citizen Experience Management Centre: The Bidder will manage the Citizen Experience Management Centre, under a SLA agreement mentioned in this document. The scope includes overall management of Citizen Experience Management Centre and manpower management.
  - The Bidder will submit various reports as per Clause 6, on the operations of the Citizen Experience Management Centre in compliance to SLA agreement as discussed in this Tender Document.
2. Bidders (“Bidders”) are required to submit their proposals in strict adherence with the following:
  1. Operationalization of Citizen Experience Management Centre for GoAP for fully on-outsourced basis.
  2. Complete Infrastructure and manpower will be provided by the Bidder only.
3. This outsourced Citizen Experience Management Centre should offer services in the following five categories:
  1. Information Services
  2. Enquiry Services
  3. Grievances & Resolution
  4. Ticketing Application
4. **Services**
  - 4.1. Information Services**

Information services will provide citizens with information on Public Welfare Schemes
  - 4.2. Enquiry Services**

Application /Services request Status enquiry
  - 4.3. Grievances & Resolution**

Grievances capturing in system and correct assign to Concern section / official  
Citizen satisfaction capturing after resolution reported by concern official.
  - 4.4. Ticketing Application**
    - Issue Ticket to every issue/query reported.
    - Monitor and Escalate the Ticket to officials for resolution.
    - Monitor the Ticket and escalate if required.

#### **4.5. Citizen Experience Management Centre Technology**

The bidder is expected to deploy the latest technology in the proposed outsourced Citizen Experience Management Centre solution for GoAP with the following features.

#### **4.6. Robo Calls**

The system should support Robo Calls (voice of the CM) based on schemes and event triggers.

#### **4.7. Interactive Voice Response (IVR) Menu System**

- Receive all inbound calls on the telephone number and prompts the callers to make their selection(s).
- Identify customer through CLI and support intelligent call routing.
- Support messages scheduling.
- The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.

#### **4.8. Automatic Call Distribution (ACD)**

- Handle high call volumes efficiently.
- Support multiple groups for all call types.
- Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD).
- Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets.
- Support skill-based routing.
- Allow calls to be transferred within the Citizen Experience Management Centre
- Support the relaying of the information messages to voice callers waiting in queues or on hold.

#### **4.9. Computer Telephone Integration (CTI)**

- Should be able to integrate with hybrid setup of a Citizen Experience Management Centre solution.
- Ability to generate and service requests.
- On transferring the call to another agent, the screen too should be transferred to that agent's screen.
- The CTI must be capable of activating the fast dialing feature of the ACD.
- Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.
- CTI should be integrated with core Citizen Experience Management Centre system and update the IVR.

### **5. Citizen Experience Management Centre Application**

Citizen Experience Management Centre application should have following features:

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- Support Ticket with all related data logging and tracking.
- Enable Managers / Supervisors to monitor the overall performance of the Citizen Experience Management Centre agents and interact when needed.
- The application must integrate with the CTI and should be able to pull IVR usage details of the customer including all options selected by the customer and all details entered by customer from the time the customer reaches an agent.
- Agent should be able to log and track each ticket. Information of the escalated tickets should be made available as and when required by RTGS.

**6. Performance Monitoring**

Provide the capability to define key Performance Indicators (KPIs) and measure performance against defined KPIs, both online and with scheduled/ad-hoc reports.

**7. Recording**

- 100% recording of voice calls to be provided. The recording should contain detailed call information and the solution must provide advanced searching capabilities.
- Calls must be stored for two months, preserved, and should be made available when required. The Bidder will provide the digital media for archival (tapes or disk).

**8. Language Requirements**

The Citizen Experience Management Centre must support Telugu language and have working knowledge of English.

**9. Operating Window**

The Citizen Experience Management Centre will operate in 12-hour shift, 7 days during contract period. Any changes to this by the Purchaser would be binding on the successful bidder.

**10. RTGS Representatives**

Four RTGS representatives will sit on the Bidders premise for any technical help on the email solution required by the Bidders agent to resolve the customer's requests/complaints. RTGS reserves the right to increase / decrease the number of representative as and when required. Bidder has to arrange necessary infrastructure for the same.

**11. Number of Phone Lines required**

Bidder will arrange PRI and Links for the Citizen Experience Management Centre. The number will be published to all customers of the GoAP. RTGS reserves the right to increase/ decrease the number of lines during the contract period.

**12. Facility Management**

RTGS intends that the contract, which is contemplated herewith with the Bidder, shall be for a period of 3 years from the date of fully operationalization of Citizen Experience Management Centre and shall cover all the services as per the scope of this Short Tender Document. The bidder at no cost to RTGS will manage all Hardware

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Management, System Administration, Software Maintenance & Support in this outsourced contract.

This contract can be further extended for a period of 2 years on mutually agreed prices.

### **13. Project Timeframe**

- RTGS expects the bidder to complete the operationalization within 8-10 weeks of Agreement.
- RTGS expects the bidder to submit a complete activity wise timelines as part of the response to the Short Tender Document.

### **14. Number of Agents**

The Bidder shall deploy and dedicate sufficient number of Citizen Experience Management Centre Agents, Team Leaders, Managers etc., to provide the services uninterruptedly throughout the decided duration in a day, as per the minimum SLA Parameters, indicated in this document.

- The hierarchy, i.e., Agent < Team Leader < Manager, will be decided by the Bidder, who will ensure meeting of SLA requirements. However, the following are the indicative guidelines.
- Manpower for all shifts – Bidder will ensure availability of manpower (agents, team leaders and managers) throughout the time duration.
- Buffer Agents: Bidder will also have sufficient additional agents for managing absence of agents from their seat due to leave, sick, recess, interval, training, etc.
- Agent / Team Leader Ratio – Bidder will deploy appropriate “Agent / Team Leader Ratio” as per industry practice. However, it is indicated that Bidder may implement 1:25 ratio, i.e. there may be one team leader per group of 25 agents. Similarly, Bidder will deploy sufficient numbers of team leaders, quality control teams, and training and management teams to ensure that the SLA parameters are met.
- Team Leader / Manager Ratio – 7: 1 i.e., there should be one manager per 7 team leaders.
- Quality Executive / Agent Ratio – 80: 1, i.e., there may at least be one quality executive per 80 agents. Minimum one Quality Executive is required if the number of agents is less than 80.
- Keeping the above parameters in view, the Bidder will employ / deploy appropriate number of agents, team leaders and managers in order to ensure that the SLA parameters are achieved.

These are only indicative requirements. The Bidder may decide an appropriate ratio and ensure meeting of SLA criteria.

### **15. Manpower Profile**

It is expected that the Bidder may adhere to the following indicative criteria for recruiting /deploying their employees. Resources to be engaged/employed by Bidder in the Citizen

Experience Management Centre cannot be construed as employee of RTGS and cannot claim any benefit thereof.

The following are the indicative requirements for Citizen Experience Management Centre Agents

- Educational Qualification – 12<sup>th</sup> Pass
- Desirable Experience – 6 months to 1 year of BPO / Citizen Experience Management Centre Experience, or college education in lieu of experience
- Age Profile: Above 18 years of age. Age profile of the Agents should be such that the customer gains confidence in confiding / sharing the information with the Agent.

If the behaviour of any resource of the Bidder is not up to the satisfaction of the RTGS or any such staff misbehaviour with any customer/s of the RTGS during the performance of given assignment, the Bidder will immediately, on the advice of the RTGS, remove such resource without expressing any objection to the RTGS in any manner.

## **16. Training**

The Bidder, in consultation with the RTGS, shall provide training to all the resources on the systems and procedures laid down by the RTGS. The training will cover the following:

- Proposed Citizen Experience Management Centre processes
- The products and services of the RTGS
- The behavioural and cultural expectations of RTGS from a professional Citizen Experience Management Centre agent
- The Information security and their relevance and importance to the customers

First time training shall introduce the Citizen Experience Management Centre resources on systems, procedures and processes in an elaborate manner. However, since RTGS will keep modifying its services, the Bidder will put a training system in place to ensure continuous updating of knowledge, processes and skills.

The actual requirement of training may be assessed while implementing the Citizen Experience Management Centre and will be decided mutually by RTGS and Bidder. RTGS in coordination with Bidder will also organize a Trainer's Training program to train the trainers of the Bidder on RTGS's products and services, processes, etc.

The training infrastructure will be made available in the Bidder's premises. At least one training room with necessary accessories like whiteboard, projector, furniture, etc., must be provided. The Bidder will provide necessary faculty support for the training on Citizen Experience Management Centre processes. RTGS will support training efforts by providing its faculty on GoAP operations and processes from time to time.

### **17. Staff Retention Program**

The Bidder will put in place systems to ensure that the resources are not changed frequently for internal purposes. The Bidder will ensure that the given seating capacity is fully resourced and will ensure achievement of SLA parameters.

### **18. Assessment & Remedial Action**

The Bidder will put in place evaluation systems to continuously evaluate the performance of its resources.

A “Quality Score” may be generated for all the agents and Team Leaders. The parameters for “Quality Score” will include time duration for various functions, number of calls handled, fatal error etc.

RTGS and Bidder will jointly decide on the benchmarks for Quality Scores and the Bidder will agree to maintain only those Agents / Team Leaders who qualify the “Quality Score” criteria as decided above.

### **19. Quality Management**

The Bidder will deploy exclusive quality management team, which will continuously audit the systems and procedures of operations and management of the Citizen Experience Management Centre. This team will also suggest systems to improve the ratings against SLA parameters. The Bidder will present information about its internal audit and quality assurance practices in all areas of operations, including human resources in periodical review meetings.

- The RTGS’s authorized resources will inspect / audit the Citizen Experience Management Centre facility any time with or without notice to the Bidder.
- RTGS’s authorized resources will inspect the procedures, reviews of Agents, etc., based on “Quality Score” discussed in this document.
- RTGS will conduct any mystery calling / Barging in process, onsite & offsite, to ensure service quality management.

### **20. Industrial Relations and Discipline**

The Bidder will put in place appropriate disciplinary procedures and ensure congenial industrial relations with its employees. RTGS shall not intervene in any of the industrial disputes between the Citizen Experience Management Centre employees and management, nor can RTGS be drawn in any circumstances in such industrial disputes. The employees of the Bidder will never be considered as employees (fulltime or part-time or contractual) of the RTGS in any circumstances. The employees of the Bidder will never claim any right to employment in the RTGS irrespective of their status of employment with Bidder.

### **21. Remuneration to Employees of Bidder**

RTGS will have NO obligation to pay any remuneration, reimbursements or incentives to employees or members of the Bidder. All the payments due to them shall be paid only by the Bidder.

**22. Insurance Coverage**

Bidder shall procure insurance policies to include requisite insurance coverage as applicable including but not limited to Comprehensive General Liability Insurance and / or third party accident insurance to safeguard any eventuality while the employees of the Bidder are on duty.

**23. Compliance to Labour laws**

The Bidder shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and agents (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.

**24. No Outsourcing by Bidder**

The selected Bidder will undertake to provide the Citizen Experience Management Centre Services required in this Short Tender Document to the RTGS and will not outsource or subcontract any or all of the core services being offered to GoAP to any company or to a company fully / partly owned by the Bidder.



## **APPENDIX I**

### **Pre Qualification (PQ) Proposal submission forms**

RFP for Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh

**Name of the Service Provider (Bidder):**

**Name of the Project:**

**Form – PQ#1 General Information**

<b>1</b>	Name of the Company/ Firm	:	
<b>2</b>	Date of Incorporation (Registration Number & Registering Authority) VAT No., CST No., PAN No.		
<b>3</b>	Legal Status of the Company in India & Nature of Business in India		Public Ltd Company/ Private/ Partnership firm
<b>4</b>	Address of the Registered Office in India	:	
<b>5</b>	Date of Commencement of Business		
<b>6</b>	Name & e-mail id, phone number, fax of the Contact Person	:	Phone: Fax: Email
<b>7</b>	Web-Site	:	
<b>8</b>	Quality Certifications attained by the firm –ISO 9000 certification or any other Internal Quality System with defined quality policy and standard quality procedure.	:	
	Issue Date		
	Expiry Date		
<b>9</b>	EMD details	:	Amount: DD No. & Date Name of the Bank: Valid up to :
<b>10</b>	Proof of purchase of bid document	:	Receipt No: Date of purchase:

Place:  
Date:

Bidder's signature  
and seal.

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Name of the Bidder:

Name of the Project:

**Form - P#2 Turnover**

(All values in Rs. Lakhs)

<b>Financial Information of Bidder</b>					
<i>Sno</i>	<i>Financial Year</i>	<b>Turnover of the firm in</b>		<i>Total Profit after Tax</i>	<i>Net Worth of Company</i>
		<i>Total Turnover of the firm</i>	<i>Call centre services like 108, 104 etc.</i>		
	<i>(1)</i>	<i>(2)</i>	<i>(3)</i>	<i>(4)</i>	<i>(5)</i>
<i>1</i>	<i>FY.2016-17</i>				
<i>2</i>	<i>FY.2017-18</i>				
<i>3</i>	<i>FY.2018-19</i>				

**Note:**

1. Please attach audited Balance Sheets and IT return statements to confirming the figures mentioned in columns (2).
2. Bidder should submit any of the Audited balance sheet / Profit & Loss statement / certificates from CFO of the Company duly audited by the Chartered Accountant and certified by the Company Secretary for all the above stated three financial years.

Place:

Date:

Bidder's signature  
and seal.

**Name of the Bidder:**

**Name of the Project:**

**Form – P#3 Project Experience**

<b>Description of Item</b>	<b>Supporting Document with page number</b>
Name of the Client / Department	
Contact address & details of the department	
Value of the Project	
Details of Project	
Duration of Project	
Bidder should submit any of the following: i. Work order & work completion certificates from client dept. ii. Work satisfactory certificate from the client dept.	

**Note:**

- 1. Please submit supporting documents to support the claim and the certificates must be signed by Senior Executive/ Deputy GM of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.*
- 2. Please attach certificate from the client for the successful completion & implementation of project.*

Place:

Date:

Bidder's signature  
and seal.

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**Name of the Bidder:**

**Name of the Project:**

**Form - P#4 Manpower Details**

<b>Sl. No</b>	<b>Employee Name</b>	<b>Designation</b>	<b>Skills &amp; Professional Certification, if any</b>	<b>Proposed Area of expertise</b>	<b>Previous Experience</b>	<b>Experience with Bidder</b>

**Note:**

- 1. The bidder should submit Self-Certification by the authorized signatory.*

**Place:**  
**Date:**

**Bidder's Signature  
with Seal**

RFP for Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh

**Name of the Bidder:**

**Name of the Project:**

**Form – P#5 Declaration Regarding Clean Track Record**

To:

The Managing Director

APTS, Vijayawada

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No.\_\_\_\_\_]. I hereby declare that my company/ Consortium Partners has not been debarred/ black listed as on Bid calling date by any Central or State Government/ Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

## **APPENDIX II**

### **Technical Proposal Submission Forms**

**Name of the Bidder:**

**Name of the Project:**

**Form – T#1**

**Understanding of the project**

**a. Understanding the overall management of services**

Technical Methodology for the Call Centre.

- Proposed work Plan based on Innovative services
- Adequate manpower by the Single bidder / Prime bidder

**b. Software application Proposed**

Quality of software application developed and algorithms with relevant features.

**c. Call Centre design and operationalization Procedure:**

Innovative features specified for Effective & efficient call centre

**d. Any other details**

**Place:**

**Date:**

**Bidder's Signature  
with Seal**



RFP for Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh

Name of the Bidder:

Name of the Project:

**Form – T#2 Proposed Work Schedule**

<b>Sl. No</b>	<b>Activity Weeks</b>								<b>Total Weeks</b>
<b>1</b>	1	2	3	4	5	6	7	8	
<b>2</b>									
<b>3</b>									
<b>4</b>									
<b>5</b>									

**Note:**

- *Indicate all main activities of the Assignment, including delivery of reports (e.g.: inception, interim, draft and final reports)*
- *For phased Assignment indicate activities, delivery of reports separately for each Phase*
- *Duration of activities shall be indicated in the form of a bar chart.*

**Place:**

**Date:**

**Bidder's Signature  
with Seal**

**APPENDIX III**

**Commercial Proposal Submission Forms**

**Form C#1**  
**Commercial Proposal Submission Form**

[Location, Date]

To:

The Managing Director  
APTS, Vijayawada

Dear Sirs:

We, the undersigned, offer to provide the for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date], and our Technical Proposal.

Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*].

This amount is inclusive of the Domestic taxes such as ----- (*Indicate the amounts against each*).

We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

RFP for Selection of Service Provider for Citizen Experience Management Services (Call Centre) to the Government of Andhra Pradesh

**Name of the Bidder:**  
**Name of the Project:**

**Form-C#2**  
**Commercial Form**

Sl.no	Description	Price (INR) per month	Taxes & other Duties if any	Price (INR) per month with taxes	Qty	Total Price (INR) for month with taxes
1	Project Manager				1	
2	Team Leaders				20	
3	Quality Management & Training Executives				6	
3	Call Center Agents				500	

**Note:**

1. All unit rates indicated in the schedules shall be inclusive of (not limited to supply), installation, duties, transport, packing and transit insurance charges etc. Taxes should be indicated under the relevant column in the schedules.
2. RTGS reserves it right to alter the scope (increase/decrease quantities).
3. All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.
4. Deduction of taxes at source will be made as per applicable laws from the payments to be made to the vendor.

**Place :**  
**Date :**

**Bidder's signature**  
**and seal.**