



Tender for Setting up, Operations and Management of State Helpline

Reference number: DGRPG/Helpline/2024/1

Department of Governance Reforms and Public Grievances,
Government of Punjab
2nd Floor, Academic Block, MGSIPA Complex, Sector - 26,
Chandigarh. 160019

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1. Notice inviting tender

Government of Punjab
Tender Reference Number: DGRPG/Helpline/2024/1

DGRPG (Department of Governance Reforms and Public Grievances) invites online bids for Setting up, Operations and Management of Call Center for Sate Helpline.

The closing date and time is 20/02/2024 up to 01:00 PM. For details log on to

<https://dgrpg.punjab.gov.in/> and <https://eproc.punjab.gov.in/>.

2. Document control sheet

SN	Particulars	Details
1.	Document reference number.	DGRPG/Helpline/2024/1
2.	Date & time for the start of sale of e-tender	30-01-2024 13:00 Hrs
3.	Date and time for submission of queries through email	04-02-2024 upto 18:00 Hrs
4.	Date and time for pre-bid meeting	05-02-2024 11:00 Hrs (Details will be updated on website https://dgrpg.punjab.gov.in/ and https://eproc.punjab.gov.in/)
5.	Date and time for submission of bids	20-02-2024 upto 13:00 Hrs
6.	Date and time of opening of pre-qualification bids	20-02-2024 15:00 Hrs
7.	Date and time of opening of technical / financial bids	To be intimated later
8.	Address for communication and venue for pre-bid meeting.	Department of Governance Reforms and Public Grievances, 2nd Floor, Academic Block, MGSIPA Complex, Sector - 26, Chandigarh. 160019
9.	Cost of tender document to be paid online	Rs. 2,000/- (Rs. Two Thousand only)
10.	Earnest Money Deposit (EMD) through online mode	Rs. 15,00,000/- (Rs. Fifteen lakhs only)
11.	Contact details.	Abhilash Sharma, Business Analyst Mobile : 9780192257 Email: abhilash.sharma043@punjab.gov.in
12.	Website for reference.	https://dgrpg.punjab.gov.in/ and https://eproc.punjab.gov.in/
13.	Method of Selection.	Quality and Cost Based Selection (QCBS)

Note: All corrigendum / addendums / clarifications regarding this tender shall be posted on the above-mentioned websites only. No other communication or advertisement will be given.

3. Definitions

- 3.1. Unless the context otherwise requires, the following terms whenever used in this tender and subsequent contract shall have the following meanings:
- 3.1.1. "AHT" means "Average Handle Time".
 - 3.1.2. "ACD" means "Automatic Call Distributor".
 - 3.1.3. "Bid" means a proposal submitted by a bidder in response to this tender.
 - 3.1.4. "Bidder" means a business entity which submits a bid in response to this tender.
 - 3.1.5. "Bid Evaluation Committee" means the committee constituted by the DGRPG for evaluation of bids.
 - 3.1.6. "Contract" refers to the contract entered between the DGRPG and the Service Provider.
 - 3.1.7. "CRM" means "Customer Relationship Management".
 - 3.1.8. "CCE" means Call Center Executive"
 - 3.1.9. "Call Center Premises" refers to the physical location or facility where the call center shall operate. It refers to the entire space where the call center's activities take place, including the workspace for CCEs, support staff, management, meeting rooms, pantry/ canteen, dining area, toilets, parking space, etc.
 - 3.1.10. "Call Center seat"
 - 3.1.11. "Call Center Solution" refers to the entire IT solutioning (hardware/software/any other tool/third party services) required for the operationalization of a call center as per scope of this tender, including but not limited to modules like CRM, IVRS, ACD, Voice Logger, CTI, PRI Line(s)/ SIP/ VOIP etc.
 - 3.1.12. "Client" or "DGRPG" refers to the Department of Governance Reforms and Public Grievances, Punjab.
 - 3.1.13. "Day" refers to any calendar day of 24 hours
 - 3.1.14. "EMD" means Earnest Money Deposit.
 - 3.1.15. "Go-Live" means when the Call Center and CRM application/Call center solution is made operational for the Call Center Executives and DGRPG is able to view the real time records with respect to Calls, agents etc. to log their case logs with respect to any Call, Email support, etc. case category.
 - 3.1.16. "IPR" means "Intellectual Property Rights".
 - 3.1.17. "IVRS" means Interactive Voice Response System
 - 3.1.18. "Man Shift" means one shift of 8 hours which shall be equal to one call center seat.
 - 3.1.19. "PRI" means "Primary Rate Interface".
 - 3.1.20. "PBG" means "Performance Bank Guarantee".

- 3.1.21. "PGRS" refers to Public Grievance Redressal System - A portal of Govt. of Punjab to receive and dispose off grievances of citizens.
- 3.1.22. "Service Provider" means the bidder selected through the competitive tendering process in pursuance of this tender.
- 3.1.23. "Similar work" refers to work done w.r.t. call center services
- 3.1.24. "SLA" refers to "Service Level Agreement".

4. Introduction

- 4.1. Department of Governance Reforms and Public Grievances, Punjab administers the implementation of e-Governance projects for the overall benefits of the citizens and public by setting up the necessary administrative, financial, legal & technical framework, implementation mechanism and resources in the State of Punjab.
- 4.2. The State Government at various levels is consistently striving for offering various services to the citizens under different schemes and programs. Services like tele-consultation, taking citizen feedback, registering grievances and providing information about government schemes through a call center-based operation can be very effective.
- 4.3. Through this tender DGRPG invites bids from interested bidders for the setting up, operation and management of Unified State Helpline with state-of-the-art facilities

5. Instructions to bidders

5.1. Bid evaluation process

- 5.1.1. The bid evaluation will be carried out in a three-stage process as under:
 - a. Pre-qualification / eligibility evaluation
 - b. Technical bids evaluation
 - c. Financial bids evaluation
- 5.1.2. In the first stage of evaluation, the pre-qualification proposal of all bidders shall be evaluated to determine whether the bidder satisfies the pre-qualification criteria. At the end of this stage, the DGRPG shall publish online on the e-procurement portal, the list of bidders that satisfy pre-qualification criteria (the "Qualified Bidders") for the next stage i.e. technical evaluation.
- 5.1.3. In the second stage of evaluation, the technical proposal of only qualified bidders from the first stage will be opened and evaluated for the purpose of identifying the bidders meeting the technical criteria ("Technically Qualified Bidders"). The technical proposals and financial proposals of the non-qualified bidders shall not be opened.
- 5.1.4. In the third stage of evaluation, the financial proposal of only technically qualified bidders from the second stage will be opened and evaluated for the purpose of identifying the successful bidder(s). The financial proposals of the bidders not declared as qualified bidders shall not be opened.
- 5.1.5. During the process of evaluation of bids, the DGRPG may, at its discretion, ask bidders for clarifications on their bids. Bidders are required to respond within the prescribed time frame given for submission of such clarification otherwise the Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection.

5.2. Pre-qualification / Eligibility evaluation

- 5.2.1. The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the bidders who fulfill the given pre-qualification / eligibility criteria shall be eligible for the next round of evaluation i.e. technical bid opening. Non-conforming bids will be rejected and will not be eligible for any further processing.
- 5.2.2. The eligibility criteria are given as below: -

SN	Eligibility Criteria	Supporting documents
1.	<p>Bidder should be either:</p> <ul style="list-style-type: none"> ● A company registered under the Indian Companies Act, 2013 <li style="text-align: center;">OR ● A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 <li style="text-align: center;">OR ● A partnership firm registered under the Indian Partnership Act, 1932 <p>Note: Consortium / JV is not allowed</p>	<p>Certificate of Incorporation, or Certificate of Registration, or Partnership deed, or constitution documents as per applicable laws etc.</p>
2.	<p>Be in business for more than 3 years as on last date of bid submission</p>	<p>Certificate from statutory auditor / practicing Chartered Accountant having UDIN / work order</p> <p style="text-align: center;">OR</p> <p>Any other relevant proof</p>
3.	<p>The bidder should have successfully completed “Similar Work” in government / private organizations during the last three years ending 31.12.2023 as per following details:-</p> <p>A. One similar work costing not less than the amount equal to Rs. 7 crores.</p> <p style="text-align: center;">OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 5 crores each.</p> <p style="text-align: center;">OR</p> <p>C. Three similar works costing not less than the amount equal to Rs. 3 crores each.</p>	<p>1. For completed projects:</p> <p style="margin-left: 20px;">a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying number of seats.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p style="margin-left: 20px;">a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying number of seats.</p> <p style="margin-left: 20px;">b. Client certificate/ Invoice Copy (with CA certificate specifying number of seats) or any other relevant proof mentioning work order details, completion of at least 1 year of</p>

SN	Eligibility Criteria	Supporting documents
		activity.
4.	The Bidder must have an average annual turnover of at least INR 30 crores in any three of the last five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Audited Financial Statements with Certificate from statutory auditors having UDIN clearly certifying the turnover OR CA certificate having UDIN clearly certifying the turnover
5.	The Bidder should have positive net worth for any three financial years out of five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Certificate from the Statutory Auditor/ Practicing Chartered Accountant, having UDIN, depicting the Net worth/Cash flow for each year.
6.	The bidder shall submit an undertaking of not being under declaration of blacklisting, insolvency and conviction for any criminal offense as on last date of bid submission	Self - certified letter as per Annexure 10.3
7.	The bidder should have a valid GST registration certificate and PAN/TAN in the name of the bidder.	Self - certified copy of relevant valid certificates
8.	The bidder must ensure to deposit the tender document fees and EMD.	Any relevant proof
9.	Registered with EPF Organization and ESI Corporation	Copy of EPF and ESI registration certification

5.2.3. Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations.

5.2.4. The Bid Covering Letter as per format 10.1 and compliance against the above criteria in the same format & same sequence of PQ section of the tender with

attached submitted documents and its page number reference for validation is to be submitted as per below format: -

SN	Particulars	Eligibility Criteria	Supporting Documents	Pg. No.	Compliance (Yes / No)
...

5.3. Technical Evaluation

5.3.1. The evaluation of the bidders will be carried out by the committee as per the technical evaluation criteria. Only the bidders who fulfill the given technical criteria shall be eligible for the financial bid opening.

5.3.2. Technical evaluation criteria are as under:

SN	Criteria	Max Marks	Supporting Document Required
1.	<p>Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23:</p> <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75 crores : 10 marks; ● AT >= INR 75 crores : 15 marks 	15	<p>Audited Financial Statements with Certificate from statutory auditors having UDIN clearly certifying the turnover</p> <p style="text-align: center;">OR</p> <p>CA certificate having UDIN clearly certifying the turnover</p>
2.	<p>Past Experience (No. of Projects of “Similar Work”) Number of “Similar Works” within the last 5 financial years i.e., FY 18-19, FY19-20 FY-20-21, FY 21-22, FY 22-23 with seats not less than 50 seats each:</p> <ul style="list-style-type: none"> ● 3 projects : 5 Marks ● 4 projects : 10 Marks ● 5 or more projects : 15 Marks 	15	<p>1. For completed projects:</p> <p style="padding-left: 20px;">a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying number of seats.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p style="padding-left: 20px;">a. Project citation supported with Work order / Client Certificate /</p>

SN	Criteria	Max Marks	Supporting Document Required
			<p>Work order along with certificate from CA / Statutory Auditor certifying number of seats.</p> <p>b. Client certificate/ Invoice Copy (with CA certificate specifying number of seats) or any other relevant proof mentioning work order details, completion of at least 1 year of activity.</p>
3.	<p>Past Experience (Largest “Similar Work”)</p> <p>Largest “Similar Work” within the last 5 financial years i.e., FY 18-19, FY19-20 FY-20-21, FY 21-22, FY 22-23:</p> <p>Number of seats:</p> <ul style="list-style-type: none"> ● ≥ 100 but < 150 : 10 marks ● ≥ 150 but < 300 : 15 marks ● ≥ 300 : 20 marks 	20	<p>1. For completed projects:</p> <p>a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying number of seats.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p>a. Project citation supported with Work order / Client Certificate / Work order along with certificate from CA / Statutory Auditor certifying number of seats.</p> <p>b. Client certificate/ Invoice Copy (with CA certificate specifying number of seats) or any other relevant proof mentioning work order details, completion of at least 1 year of activity.</p>
4.	<p>CCE on payrolls of the bidder:</p> <ul style="list-style-type: none"> ● ≥ 500 but < 750 : 5 marks ● ≥ 750 but < 1000 : 10 marks ● ≥ 1000 : 15 marks 	15	<p>Undertaking by HR Head / PF-ESI statements</p>

SN	Criteria	Max Marks	Supporting Document Required
5.	<p>Profit Making: Number of FYs for which the Bidder has been a profit-making entity in the last 5 financial years (FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23):</p> <ul style="list-style-type: none"> ● Any three FYs : 5 Marks ● Any four FYs : 10 marks ● All five FYs : 15 Marks 	15	Profit & Loss Statement for the concerned financial year along with the Certificate from the statutory auditor/ Practicing Chartered Accountant clearing mentioning the profit, having UDIN.
6.	<p>Number of years for which the bidder has been in business as on last date of bid submission</p> <ul style="list-style-type: none"> ● ≥ 4 & < 5 : 2 marks ● ≥ 5 & < 7 : 3 marks ● ≥ 7 : 5 marks 	5	Certificate from statutory auditor / practicing Chartered Accountant having UDIN / work order/Certificate of Incorporation
7.	<p>ISO 9001 Certificate The bidder possesses ISO 9001 certification which should be valid on the date of bid : 5 Marks</p>	5	Certificate which is valid on the date of bid submission.
8.	<p>ISO 27001 Certificate The bidder possesses ISO 27001 certification which should be valid on the date of bid : 5 Marks</p>	5	Certificate which is valid on the date of bid submission.
9.	<p>The Bidder is registered with the Department of Telecom (DoT), Government of India, under OSP category for providing domestic call center services : 5 Marks</p>	5	Registration Certificate which is valid on the date of bid submission
Total		100	

5.3.3. Only those Bidders whose absolute technical score is 75 or more shall be considered by the DGRPG for further evaluation i.e. financial bid evaluation.

5.3.4. The DGRPG shall award marks based on documents submitted and the decision of the DGRPG regarding the marks awarded shall be final and binding on the bidders. It shall be the sole responsibility of the bidder to submit all supporting documents as mentioned in the above table at the time of bid submission.

5.4. Earnest Money Deposit (EMD)

- 5.4.1. The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per details provided in the Document Control sheet.
- 5.4.2. EMD of the successful bidder will be released after the successful bidder signs the final contract and furnishes the Fixed Performance Security.
- 5.4.3. EMD of the bidders whose bid is rejected in technical evaluation shall be returned upon the completion of technical evaluation.
- 5.4.4. EMD of all the remaining bidders, except the successful bidder, shall be returned upon the completion of financial evaluation.
- 5.4.5. The EMD submitted shall be interest-free and will be refundable to the bidders without any accrued interest on it.
- 5.4.6. The EMD will be forfeited on account of one or more of the following reasons: -
 - a. Bidder withdraws its bid during the validity period specified in the tender.
 - b. If a bidder makes misleading or false representations in the forms, statements and attachments submitted in the bid documents.
 - c. If the bidder breaches any provision of code of conduct and integrity as prescribed for bidder in this document.
 - d. In case of a successful bidder, the said bidder fails to sign the contract in time; or furnish Performance Security in time.

5.5. Clarification on Tender document

5.5.1. The bidders requiring any clarification on the bid document may submit their queries by the due date and time as mentioned in the Document Control Sheet in the following format in a MS Excel file:

SN	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification
...

5.6. Preparation of bid

- 5.6.1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices, and other information along with all the bid's terms and conditions and other formats. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at the bidder's own risk and may be liable for rejection.
- 5.6.2. The bidders need to assess the quantum of work involved before submitting the bid. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete Scope of Work.
- 5.6.3. The bid shall be uploaded on the www.eproc.punjab.gov.in website by the bidder or duly authorized person(s) to bind the bidder to the contract.
- 5.6.4. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
- 5.6.5. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
- 5.6.6. The bids submitted by a consortium of companies / firms or any subcontractors will be rejected.
- 5.6.7. All correspondences between the bidders and DGRPG shall be written in the English language.
- 5.6.8. All information supplied by bidders shall be treated as contractually binding on the bidders on the successful award of the assignment by DGRPG on the basis of this Tender.
- 5.6.9. Failure to comply with the below requirements shall lead to the bid rejection:
 - a. Comply with all requirements as set out within this Tender.
 - b. Submission of the forms and other particulars as specified in this Tender and respond to each element in the order as set out in this Tender.
 - c. Submission of all supporting documentation specified in this Tender, corrigendum or any addendum issued.

5.7. Deviations

- 5.7.1. Bids submitted with any deviations to the contents of this Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that the

pre-bid meeting is attended by their concerned senior people / representative so that all clarifications and assumptions are resolved before bid submission.

5.8. Validity of bids

- 5.8.1. Bids shall remain valid till 180 (one hundred and eighty) days from the date of submission of bids. DGRPG reserves the right to reject a proposal valid for a shorter period.
- 5.8.2. If required, DGRPG may solicit the bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its bid.
- 5.8.3. The DGRPG reserves the right to annul the Tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
- 5.8.4. The DGRPG may, at its own discretion, extend the date for submission of proposals.

5.9. Amendment to the Tender document

- 5.9.1. Amendments / corrigendum / addendums / clarifications necessitated due to any reasons, shall be made available on the website only as provided in the document control sheet. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to keep on visiting the website for updates.
- 5.9.2. In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, DGRPG, at its discretion, may extend the last date for the submission of bids.

5.10. Submission of Bid

- 5.10.1. The bid submitted by the bidder shall comprise of:
 - a. Pre-Qualification proposal;
 - b. Technical proposal; and
 - c. Financial proposal
- 5.10.2. Bidders are required to upload bid documents as per terms & conditions of this tender and attach PQ and TQ checklist.

5.10.3. Bidders shall submit their bid through e-procurement portal on or before the last date and time for submission of bids as per bid data sheet. It is advised that bidders may submit their bids well in advance of the stipulated time so as to avoid last minute hiccups.

5.10.4. The bids that are uploaded online on e-procurement portal will only be considered for bid evaluation unless the bid evaluation committee has asked for revised documents in case of any clarification/additional information pertaining to submitted documents sought during bid evaluation.

5.11. Bid opening

5.11.1. The DGRPG will constitute a committee to evaluate the bids submitted by bidders. No correspondence will be entertained outside the process of evaluation with the Committee.

5.11.2. The bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.

5.12. Financial bid format and evaluation

Table 1

SN	Description of service	Unit price including GST (Rs.)
1.	Monthly cost per call center seat (for 8 hour shift)	

Note: Payment shall be released on actual no of call center seats.

No decimal values allowed. If mentioned, the decimal part shall be discarded.

Table 2

SN	Description of service	Unit price including GST (Rs.)
1.	Outbound call charges per minute	

Note: The maximum outbound call charges per minute shall be capped to Rs 0.60

5.12.1. Bidders must quote charges for both **Table 1** and **Table 2**. Incomplete financial bids shall be rejected.

- 5.12.2. The bidder has to provide bundled cost per seat with regards to the manpower like CCE / Project Manager / any other, Infrastructure, Internet, Inbound and Outbound facility and/or any other component required for the Call Center Solution. DGRPG will not be liable to compensate/pay to the Service Provider for any item not mentioned in the Financial Bid.
- 5.12.3. Financial bids would be opened for only those bidders, who qualify all the Technical Evaluation Criteria as mentioned in this document on the prescribed date in the presence of bidder's representatives, who may wish to be present.
- 5.12.4. The bids will be evaluated on the Least Cost Based Selection method for prices mentioned in **Table 1**. The lowest bid for **Table 1** shall be declared as most responsive bidder (L1).
- 5.12.5. In case of a tie, the bidder having the highest technical score (T) among such bidders will be considered.
- 5.12.6. In case of a tie of the technical score, the bidder having the highest annual turnover in the last financial year FY 2022-23 shall be considered as the L1 or the successful bidder.
- 5.12.7. If the L1 bidder is unable to provide the services in full or in part, the work order with the L1 bidder shall be canceled, the EMD and / or Performance Security of the L1 bidder shall be forfeited and the Client reserves the right to take appropriate action against the Service Provider.
- 5.12.8. Failure to abide by the tender conditions may result in forfeiture of EMD & Performance security.
- 5.12.9. Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- 5.12.10. The bidders quoting zero or negative charges in the financial bid will be treated as non-responsive and their EMD shall be forfeited.

5.13. Disqualifications

DGRPG may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:

- 5.13.1. Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the bidder will be forfeited in such cases.
- 5.13.2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.

- 5.13.3. Failed to provide clarifications related thereto, when sought;
- 5.13.4. Submitted more than one bid (directly / indirectly);
- 5.13.5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.
- 5.13.6. Submitted a bid with price adjustment/variation provision.
- 5.13.7. Documents are not submitted as specified in the tender document.
- 5.13.8. Suppressed any details related to bid.
- 5.13.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted.
- 5.13.10. Not submitted documents as mentioned in this tender.
- 5.13.11. Submitted bid with lesser validity period.
- 5.13.12. Any non-adherence/non-compliance to applicable tender content.

5.14. Issue of Letter of Intent (LoI)

- 5.14.1. DGRPG will issue a Letter of Intent (LoI) to notify the successful bidder in writing about acceptance of their bid. The LoI will constitute the formation of the contract after submission of performance security to DGRPG by the successful bidder.

5.15. Performance security

- 5.15.1. The successful bidder shall furnish performance security to DGRPG valuing @ 10% of the contract value (calculated as “Monthly cost per call center seat” * 100 call center seats) within 15 days from signing of contract in the form of Performance Bank Guarantee / NEFT / DD.
- 5.15.2. Performance security shall remain valid for a period of 180 (one hundred eighty) days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of Performance security proportionately.
- 5.15.3. In case the successful bidder fails to submit performance security within the time stipulated, DGRPG at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited.
- 5.15.4. The Service Provider will not be entitled for any interest on the performance security submitted.
- 5.15.5. DGRPG shall forfeit the performance security in full or in part in the following cases:

- a. When the terms and conditions of contract are breached/ infringed.
- b. When the contract is being terminated due to non-performance of the Service Provider.
- c. DGRPG incurs any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions

5.16. Signing of contract

- 5.16.1. The successful bidder shall sign the contract with the DGRPG within 15 days of the issue of Lol. After signing of the contract, no variation in or modification of the terms of the contract shall be made except by mutual written amendment signed by both the parties.

6. Scope of Work

6.1. Introduction

- 6.1.1. The broad scope of work including but not limited to, is as under:
- a. Establishing a **state-of-the-art Unified State helpline call center** in S.A.S Nagar (Punjab) / Chandigarh on a per-seat cost basis, equipped with both inbound and outbound call facilities, featuring 100 seats initially(accumulated across all three shifts in a day). These seats can be increased upto 200 and reduced to a minimum of 50 as per requirement.
 - b. The DGRPG already has a short code (1100) allocated by DoT. The bidder shall acquire/takeover the same from the existing call center service provider.
 - c. The call center shall be operational 24 * 7 with 3 daily shifts of 8 hours each.
 - d. Deployment of required trained manpower well versed with Punjabi, Hindi & English for day to day operation of the call center.
 - e. Providing all IT and non-IT infrastructure of the call center. All civil and electrical works including electricity, water, internet connection, IT hardware, software, audio/video equipment etc. as required for setting up and running of call Center smoothly shall be in scope of the Service Provider with no additional cost to the DGRPG.
 - f. Providing inbound & outbound calling facility with technologies such as Computer Telephony Integration, Automatic Call Distributor etc, call recordings with live access to DGRPG for hearing and quality assurance, customized live dashboard for analytics and report generation such as received calls, dropped calls, transferred calls, etc and CRM for data entry and processing with integration capabilities.
 - g. Operations and maintenance of the call center.

6.2. Call Center Solution

- 6.2.1. The Service Provider shall be responsible for providing all infrastructure elements for operating the Call Center Solution of the Unified State Helpline which shall include but not limited to premises, requisite licenses, telecom infrastructure, third party software/tools/licenses, hardware related to telecom services, high-speed internet/network connection, switches, PBX, network security sub-system, ACD, Call Logger, reporting system, CRM Software, CRM database server(s) and requisite software, Call Server(s), CCE client machines, storage,

LAN connections with cabling, high definition and noise cancellation headsets, desktops, mouse, keyboard, power, lighting, air conditioning, heating etc. and any other hardware/software required for handling calls & back-end operation of Unified State Helpline.

- 6.2.2. The Service Provider shall provide **adaptive Active Noise Cancellation headphones** with integrated mic and mute button to all the CCE(s).
- 6.2.3. The Service Provider will provide workstations to be connected to local servers / cloud servers (mandatorily from any of the MeitY empanelled Cloud Service Provider) with adequate performance (including storage, speed, etc.), to be used by the CCE(s)/other staff for accessing CRM/Dialer/etc. for operations of this Call Center. The minimum specification of Desktop provided to all CCE(s) is at [Annexure 10.5](#)
- 6.2.4. The Service Provider shall be responsible to provide and manage necessary telephony lines (PRI)/SIP/VOIP etc. for handling inbound or outbound calls and integrate with the existing helpline number 1100 or any other number as decided by DGRPG.
- 6.2.5. The system architecture should be designed by the bidder in such a way that it meets the requirements of the project and the performance including service levels and other requirements as stated in this tender.
- 6.2.6. The Service Provider shall ensure that the computer system or any other equipment provided to CCE(s) for handling the operations of the call center process under this tender shall have restricted access and no personal activity shall be allowed on such system. Also, there should be restrictions at the hardware level to not allow connection of any personal device on such a system.
- 6.2.7. The Service Provider shall ensure that the CCE(s) shall not take away any data/customer information/government information related to this process by any means.
- 6.2.8. The Service Provider and DGRPG shall work together for two-way API integration of call center solution CRM & PGRS for grievance submission, tracking, analytical activities and any other requirement to be performed by the Service Provider for dashboard contents as directed by the DGRPG.
- 6.2.9. The Service Provider shall integrate the Call Center solution with Public Grievance Redressal System (PGRS) so that the data of complaints (including but not limited to citizen data, nature of complaint, timestamps, complaint title & description, and any flags etc.) captured by the CCE(s) from the call center solution are registered in PGRS. The exchange of data should happen in

real-time and any response from PGRS shall be linked/stored with the appropriate ticket in the call center solution.

- 6.2.10. The ownership and responsibility of operations and maintenance of all physical hardware, software and licenses including related services associated with Unified State Helpline, shall remain with the Service Provider throughout the contract period. The Service Provider shall upgrade the software/technology to the latest version as per requirement or industry standards at no additional cost to the DGRPG.
- 6.2.11. The Service Provider will ensure adequate backup (fail over) server(s) along with the required servers, as part of business continuity plan, for running smooth processes and operations for the scope of this project.
- 6.2.12. Data Security & associated regulatory compliance for handling the data, shall be done by Service Provider. The related audit process(es) shall be conducted by the Service Provider, and submit a certified/self-certified report with supporting documentation/artifacts in this regard.
- 6.2.13. The Service Provider needs to ensure that any data which is provided by the DGRPG or data generated during the operations of the process or information / data received in handover from the previous vendor or any other data which is related to the project including reports, call recordings, call logs, emails, personal information, such as but not limited to names, addresses, contact details etc. of the citizens during the tenure of the project needs to be retained throughout the tenure of the project and handed over to the DGRPG at the end of the Project and the Service Provider must not use that data for any purpose other than mandated by the DGRPG. DGRPG may initiate a legal action as may be revealed from the nature of breach. DGRPG may also blacklist the Service Provider in-case it fails to provide full/partial data to the DGRPG.
- 6.2.14. The Service Provider will provide following preventive support:
 - a. Preventive maintenance of equipment(s).
 - b. Virus scans and Anti-virus updates (virus prevention, anti-virus updating and distribution).
 - c. Regular Backups (Onsite and Offsite backup planning).
 - d. Security policy creation & monitoring (Local Network Security, Application-Level Security including authentication and Authorization etc., OS Level Security, Physical Security, workstations, etc.).
- 6.2.15. Install safety mechanisms to prevent unauthorized access and manipulation of the technical systems and data.
- 6.2.16. Information Security - The Service Provider shall not carry and/ or transmit any

written material, information, layouts, diagrams, storage media (hard disk/ tapes) or any other goods/ materials in physical or electronic form, out of Unified state helpline premises without prior consent from the DGRPG.

6.2.17. The requirements mentioned in this document are indicative and the Service Provider shall develop & deploy additional solutions and features as per the requirement of the DGRPG from time to time.

6.2.18. **Computer Telephony Integration (CTI)**

- a. Should be able to integrate with call center solution and PGRS portal of client
- b. The CTI must be capable of activating the fast-dialing feature of the ACD.
- c. Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc. On transferring the call to another CCE the screen too should be transferred to that CCE's screen.
- d. The CTI link shall have the ability to pass events and information of agent states and changes in agent states as well as incoming calls to the computer applications. For example, if the citizen calls from the same no. from which he had called earlier (registered/unregistered), the CTI platform shall be able to automatically fetch and display at least the last 5 service requests details of that citizen.
- e. The offered CTI platform shall support a set of APIs which support TAPI / TSAPI / JTAPI / .Net framework / API.
- f. CTI should perform in both preview dialing mode and progressive dialing mode and also perform following functions including but not limited to
 - i) It indicates that the call has entered the setup phase.
 - ii) Call is connected or delivered to CCE when the call starts ringing.
 - iii) Call establishes when a call is answered.
 - iv) Call is cleared when the voice connection is terminated.
 - v) Call is completely ended when the logical call appearance (including call data) is complete

6.2.19. **Automatic Call Distributor (ACD)**

ACD responsible for distribution of incoming calls to CCEs should have the following features, but not limited to:

- a. Standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.
- b. Handle high call volumes efficiently.

- c. Should be able to connect a citizen calling from a previously used number (registered/ unregistered) to one of the last 5 agents (recent agent interacted gets higher priority) interacting based on the availability of the agent. If none of the previous agents are available, the standard process follows.
- d. Provide the capability of combining data with the Interactive Voice Response System, (IVRS) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD).
- e. Provide a highly configurable system for adding/removing users and assigning users to different queues.
- f. System should support skill based routing, multiple group support, priority handling and queue status indicator.
- g. System should be able to intelligently route the callers to CCE's as defined by the DGRPG.
- h. Allow calls to be transferred within the call center.
- i. System should support assigning higher priority on calls to certain trunk groups or to certain dialed numbers than other calls, and the calls which overflow from another split be queued ahead of other calls.
- j. Offered IVRS applications should support open standards based development environments such as Voice XML, CCXML for simpler integration with existing web and enterprise applications.

6.2.20. Other Features

- a. The IVRS should be customizable & multi level and shall be able to link ACD, call recording etc. to information held on a CRM database about the inbound caller.
- b. It should be able to support the following information messages and options that are related to voice callers while they are waiting in queues or put on hold by the call center CCEs.
 - i) Any specific message requirement given by the DGRPG.
 - ii) Background tune.
 - iii) Any information related to special campaigns of state /central governments
- c. It should be suitably integrated with CRM and other communication media (phone) to send/receive data which needs to be populated on CCE screen and must also update the IVRS usage details into the CRM as the caller traverses through the IVRS and reaches the CCE.

- d. Call can be moved from the active to held state or the call is removed from hold. ACD should provide the capability of combining data with IVRS menu system that can intelligently route calls requesting further assistance: It should be able to put the caller on hold if no CCE is available and keep the caller informed about the status of the call. Also support relying on messages (as defined by DGRPG) during the hold period.
- e. It should follow call routing to the CCEs with following features. It should follow at least one of the features mentioned below:
 - i) With 'Least Recent' - The extension that received a call the longest time ago, will be on the top of the list.
 - ii) With 'Fewest Calls' - The extension that received the least number of calls, will be on the top of the List
 - iii) Random Selection – Routing to the CCEs with first CCE picks the call, it will be closed for the other CCEs.
 - iv) With 'Same CCE' – Priority routing to the CCE who attended the call from same caller during the day or previously
- f. It should allow CCEs to be members of multiple ACD groups. Each CCE should have a unique identification number.
- g. When a call lands on the Service Provider's system, the caller should be greeted with a pre-recorded welcome note in English/Punjabi language or to an available agent (as per flow approved/changed by the DGRPG) .
- h. It should support voice and DTMF (touch tone shortcuts that can be used in sequence) signaling based menu service. Callers can access the information more quickly or opt to talk to CCE, without having to "drill down" through the menu structure with every call.
- i. It should support Punjabi, Hindi and English Languages.
- j. It should change the IVRS route based on the language selected (if required)
- k. There shall be a provision of scalability of IVRS so that over a period of time it will take care of maximum functionalities of the Call Center (feasible through IVRS) under this contract. Features of scalability shall be customizable any time during course of the entire Project
- l. The Service Provider must have the ability to change the IVR tree, and the same shall be updated from time to time as required by the DGRPG. It must have the ability to add multiple messages on the IVR system.
- m. There should be adequate number of IVRS ports to ensure that all calls meant for CCE are able to reach the CCEs terminal

- n. There should be an option available to the caller to opt for talking to CCE by pressing a pre-defined digit any time during the IVRS announcements.
- o. Caller Identification:**
 - i. It should identify the caller (new - with phone number and existing caller with name and phone number) through CLI (Caller Line Identification)/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence) and pass on relevant information to the screen pop up at CCE's desktop by seamlessly integrating with the ACD / CLI.
 - ii. For new callers, the screen pops up at CCE's desktop with only its mobile/phone number.
 - iii. For existing callers (present in PGRS database), the screen pop up at CCE's desktop with mobile/phone number, name should also be an option. For the existing caller, the CCE should greet him with his name.
- p. It should retrieve CCE availability from Automatic Call Distribution and announce to the caller the expected wait time to talk to an available CCE.
- q. It should support audio-text for playback of music, regulations, procedures, social messages as per the IVRS Call Flow & Call Tree. (Shall be decided by DGRPG during the implementation).
- r. The caller can be given the option to wait in the queue or request a callback.
- s. It should have the ability to add multiple awareness messages on the IVR system.
- t. Facility to customize and schedule prompts during welcome message, Call on Hold etc. to promote various campaigns/Govt. scheme/Hon'ble Chief Minister's recorded messages.

6.2.21. **Call Recording solution**

- a. The call center solution should have an in-built call recording solution to have 100% call recording to replay and monitor all calls. The system should record voice conversation between CCE and Citizen. The recordings should be stored for the whole contract period.
- b. The recording solution should log at least the following information: date, time, call duration, CCE ID, caller name/number, Service Request number, number dialed for outbound calls, inbound/outbound identifier (System Generated) etc.
- c. It should also have the ability to provide extensive filters which helps managers / DGRPG to listen/ download voice recordings as single or bulk.

- d. Inbound/Outbound Identifier - System Generated,
- e. Provision of 3-way Calling and Call Recording (100%), Call Pulling, Live Call Coaching/ Call whisper.
- f. The CCE ID and call record should be linked to the recorded query. The recorded query can be viewed & listened to by CCE but cannot be modified.
- g. The system should also record the inbound/outbound communication of CCE and the caller at the time of providing answer and information in the citizens queries and should be supported for filtering, retrieval & playback on the basis of following: date, time, call duration, unique id, caller name, caller number, Service Request number, etc.
- h. Any call rejection status and reason shall be recorded for retrieval and audit. Metadata of the call such as caller number (inbound), called number (outbound), timestamp etc. shall also be recorded.
- i. The recording solution shall have the feature to playback/listen to recorded calls on the integrated PGRS accounts / any other system in online mode by the DGRPG other than the call center premises.

6.2.22. **CRM (Customer Relationship Management) Software**

- a. Features of CRM
 - i. Customer Service and Care
 - ii. Contact Management
 - iii. Customization and integration
 - iv. Graphical User Presentation
 - v. Inbound/Outbound
 - vi. CTI features
 - vii. Web enabled
 - viii. Help Desk Applications
 - ix. Follow-up data callbacks
 - x. Call history
 - xi. System and CCEs monitoring
 - xii. Data import/export
 - xiii. Complaint tracking system
 - xiv. Email Support
- b. The CRM should integrate with email, voice, and other systems to facilitate task assignment and tracking. It should be able to link emails, voice recordings, and communication transcripts to specific tasks within the CRM.

- c. The CRM of the call center shall be the front-end application, which shall be tightly integrated with the Public Grievance Redressal System (PGRS) application for the Punjab Government.
- d. The IVR system is designed to be configurable, allowing the DGRPG to manage and modify the prompts as needed. This can be done through a user-friendly interface provided by the CRM.
- e. The application should be able to pick relevant data and/or screens without delay, from these systems.
- f. The Service Provider shall ensure proper connectivity required to each of these servers for uninterrupted & fast servicing of all requests. Also, estimation regarding throughput required based on the rate of data flow within the network shall be done & appropriate equipment provided for.
- g. The CRM shall properly handle all means of connectivity & accessibility to ensure smooth & prompt call center functioning.
- h. The CRM shall have provision/feature to mark/tag any call recording as evidence which should not be deleted from the system
- i. The Service Provider will have to study the present application of Punjab Grievance Redressal System and propose the best workflow management system considering the backend to act as a single information source for the State.
- j. Basic information about every caller should be recorded and stored in a database in real time through the call center solution by CCE.
- k. Every interaction with the customer, irrespective of the medium used by the customer should form a part of the customer interaction history. All interactions specific to a trouble ticket will have to be threaded to ensure that the response to the customer by the CCE is provided after factoring in the previous interactions.
- l. The CRM shall display the previous interaction history along with remarks, action taken, escalation, medium of communication etc.. The same should be available as a downloadable report also.
- m. The system should be able to maintain a log of all outgoing and incoming calls/email etc., along with the results generated by the call. It should also provide statistics on all CCEs that can be used for productivity & performance rating.
- n. The system should record the ID of the CCE(s) who answered the specific Citizen's Call/Email etc.

- o. CRM should automatically locate and display the incoming caller's information as the call is assigned to the next available CCE. This information could be residing in the call center database or in the other application servers. CRM should provide useful information about a customer's previous interactions. Also, customer profiles should be built & updated continuously on the basis of interactions / transactions.
- p. There should be an internal running serial number for every ticket generated and this should be maintained without resetting the counter

6.2.23. Non-IT Infrastructure

- a. The call center shall have following amenities but not limited to:
 - i. Air ventilated, proper lightning office space with all required office furniture and power outlets
 - ii. High-speed Wi-Fi
 - iii. Drinking water facilities
 - iv. Separate toilets for males and females.
 - v. Cleanliness and hygiene of premises.
 - vi. 24*7 power backup
 - vii. Security
 - viii. Other essential amenities to facilitate proper working conditions.
- b. The Service Provider shall be responsible for operations and maintenance of all physical infrastructure of the call center throughout the contract period.
- c. The facility of the Unified State Helpline call center shall have adequate physical security and surveillance to restrict access of unauthorized personnel in the premises.
- d. The Service Provider shall set up the workstations of the CCEs as per industry standards with minimum measurement of 3.0 ft width and 2.0 ft depth each.
- e. The Service Provider shall provide two LEDs at locations as under:
 - i. Meeting cum training room for training of new CCEs and meetings as per requirement.
 - ii. On the calling floor for displaying various aspects like important information, the performance matrix (like total logins, on call, on queue, on wrap up, important information) of the call center like call received, call in waiting, total active calls etc. The information to be displayed on this LED may be changed as per requirement of DGRPG.

- f. The Service Provider shall maintain proper hygiene and cleanliness in the complete area of the call center premises including but not limited to entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, printers, computers, telephones, curtains, wall mounted fans, Air conditioner, etc. and follow government related guidelines including first-aid facility in the call center premise. Additionally, the Service Provider shall ensure proper pest control/fumigation from time to time in the premises to keep insects and diseases away.
- g. The Service Provider shall ensure a separate and non-disturbing pantry/canteen area.
- h. The Service Provider shall ensure to have proper Air-conditioning to maintain adequate temperature in all the operating premises for this call center i.e., CCE floor, conference room cum training room, officer room etc.
- i. The Service Provider must ensure the call center setup uses soundproof room/floor/cubicles in order to eliminate noise, echo and other agent's conversation. The noise level on the floor must adhere to industry standards, with a maximum of 40 decibels noise level. The service provider shall install a device for measuring the noise level and shall be displayed on the central monitor of the working area.
- j. The Service Provider shall be responsible for compliance to fire safety norms for call center premises and submit the compliance report quarterly.
- k. The professional ambience of the call center should be maintained through well-painted walls and a conducive work environment, ensuring a positive and efficient workspace in the office.
- l. The Service Provider shall ensure smartly covered windows with blinds and / or filmed / tinted.
- m. In case of multiple projects running in the same building, the Service Provider shall ensure that there must be a separate walled area with restricted access for this contract.
- n. The Service Provider shall ensure to have ISO 9001 for the location where the Call Center under this contract will be run. In case of a new location being set-up, the Service Provider needs to ensure to obtain the certificate within 90 days of signing of contract and shall ensure the validity of such certificate during the contract period.

6.3. Operations of Unified State Helpline

- 6.3.1. The Service Provider shall provide CCE(s) who shall be deputed in numbers as per shift rosters finalized.
- 6.3.2. Review meetings shall be conducted as per the requirement of the DGRPG.
- 6.3.3. The call center operations shall comprise the following from day 1:
 - a. Inbound calls
 - b. Outbound calls
 - c. Email support – email account shall be decided by the DGRPG
 - d. IVRS or any other medium as decided by DGRPG
- 6.3.4. The Service Provider will work with various stakeholders of the Unified State Helpline as per directions from DGRPG.
- 6.3.5. The Service Provider shall ensure to take over all the operations and any other exit related formalities as informed by DGRPG from existing call center vendors.
- 6.3.6. The Service Provider shall be responsible for replying to inbound emails received on a dedicated email account (to be decided by the DGRPG). Emails shall only be answered in English/Punjabi, as per the language chosen by the citizen in the email. CRM should have a facility to migrate/transmit such email on the case logs by the CCE in PGRS along with the details of complaint.
- 6.3.7. The Service Provider should add/ change/ remove scripts/ prompts and publish within 24 hours in the IVRS without impacting the services, with no additional cost to DGRPG. The timeline may be extended by DGRPG on receiving written justification.
- 6.3.8. The Unified State Helpline call center shall have adequate redundancy options like manpower, physical and ICT infrastructure for smooth operation of the call center.
- 6.3.9. The Service Provider shall provide the facility of call listening / barging from remote location to DGRPG for quality assurance and audit.
- 6.3.10. The system should have the below listed functionalities for monitoring and other floor management aspects:
 - a. Whisper with the CCE without alerting the citizen.
 - b. Conference with CCE and citizens.
 - c. Force logout of CCE from his/her login session.
 - d. Ability to initiate internal chat to supervisors or other users in the system during the call.
 - e. Total CCE Login

- 6.3.11. The Service Provider shall work jointly with the DGRPG to identify problems and queries. The Service Provider shall be responsible for creating, maintaining and updating the knowledge repository.
- 6.3.12. The Service Provider shall work closely with DGRPG and develop workflow, escalation procedures and reporting mechanism for resolution of queries/grievances through different resolvers.
- 6.3.13. **Operating Hours** – The Unified State Helpline shall be operational 24*7. The number of call center seats to be manned shall be decided mutually based on call volume, etc.
- 6.3.14. The Service Provider shall cooperate with DGRPG in case of unforeseen circumstances and shall work under the guidance & instructions of DGRPG. The call center operations may be changed (partially / fully) to cater the scenarios/issues or as per requirement. For instance, the call center was utilized to tackle the Covid- 19 pandemic situation and acted as "Command & Control Center " for the State. No extra cost for the same amount of manpower under the contract or for any additional facility shall be provided by DGRPG in such circumstances.
- 6.3.15. **Inbound Calling**
- a. The call Center shall facilitate the citizen through inbound calls on short code/ long code provided by DGRPG for registration of grievance, demand & suggestion on PGRS, along with the information dissemination related to various government schemes for citizens.
 - b. The grievances, demands and suggestions received from citizens through calls shall be captured on the CRM and also stored on the PGRS database through tight integration. A unique ticket shall be raised in CRM for every registration and in inquiry on inbound. For grievances shared on PGRS, the unique grievance ID generated by PGRS shall be captured in CRM and communicated to citizen for status tracking
 - c. All inbound calls wherein the grievance / demand or suggestion shall be registered on PGRS, to be tagged with the registered reference as “registration call’ for listening to the concerned official and all stakeholders.
 - d. The call center shall provide the current status of registered complaint/grievance by fetching the same from PGRS.
 - e. The CCE should have the facility to forward the call to another Call Center/Support Desk/IVRS/person as per requirement of the process and confirmation by the DGRPG. For instance, in one of the scenarios, when a citizen calls in to avail a Door Step Delivery of a notified service offered by

the Government of Punjab or their representatives, the agent must be able to forward the call to the relevant call center / support desk (external or internal) while the CCE may or may not be required to remain on the call-in conference mode, as decided and required by the DGRPG.

6.3.16. **Outbound Calling**

- a. The CCE of the Service Provider shall call the citizens for feedback and for various purposes as required by the DGRPG.
- b. Should have a facility for citizen feedback calls - automatic IVR calls from the number and short/long code provided by the DGRPG for feedback from the caller. In case of a negative response (threshold should be customizable), the call can immediately be connected to a CCE.
- c. Creating awareness about the various government schemes and programs and under multiple campaigns run by different departments.
- d. The Service Provider will design the outbound call flow according to the requirements of the DGRPG.
- e. The inbound call where the caller is on wait by IVRS/ACD to connect with CCE for more than 60 seconds and abandoned continually twice in the same day, CCE call back shall be done to the caller within 8 hours.
- f. The call center shall also make outbound calls to beneficiaries of various schemes of the State Government as and when directed by DGRPG. The data and scripts for such calling shall be provided by DGRPG / concerned departments.
- g. The calling schedule of outbound calls shall be defined and updated by the DGRPG as required.
- h. Calls should be filtered to eliminate no answer, line busy, answering machine and other non-productive calls.
- i. Customers should be assigned follow-up dates and times, and the CCE should be able to create a queue of customers to be serviced or contacted during the day.
- j. The system should support both single and dual call log solutions.

6.3.17. **Manpower management**

- a. The Unified State Helpline call center will follow the cost structure based around the per-seat model. The call center will run the given number of seats in a day spread over multiple shifts.
- b. The initial work order is expected to be of 100 seats (cumulative of all 3 shifts in a day) and as per the requirement may be scaled up to 200. The DGRPG

will decide the number to be increased/decreased based on the call volume after regular intervals. The minimum seats will be 50 at any time during the contract period.

- c. DGRPG may request for **increase / decrease of CCEs** as per seats limits defined above. The Service Provider must decrease the number of CCEs within 14 days of intimation and increase a set of 25 CCEs within an interval of every 14 days of intimation. For example: If DGRPG requests for an increase of 35 seats, then the first 25 seats shall be increased within 14 days of intimation and the remaining 10 seats shall be increased within one month of intimation. The CCE(s) shall be proficient with Punjabi and shall also have efficiency to handle calls in Hindi and English languages.
- d. The Service Provider will be responsible for management of manpower deployed in the call center and ensuring smooth operations for 7 days a week.
- e. The Service Provider shall ensure and indemnify that the CCE(s) hired by the Service Provider shall not mis-conduct with the citizen/any caller (by any means) reaching out to the Government of Punjab through this call center.
- f. The manpower engaged under the contract must be on rolls of the Service Provider.
- g. The Service Provider shall be required to adhere to statutory requirements as per The Labor laws & abide by the Minimum Wages Act and other related laws, failing which, the DGRPG shall take appropriate action against the Service Provider.
- h. The Service Provider shall adhere to The EPF and ESIC regulations with amendments (if any) for manpower during the entire contract period. The EPF & ESIC payment certificates issued by the authorities may be submitted to the DGRPG when asked by DGRPG.
- i. The Service Provider shall provide an identity card to the persons engaged for the work.
- j. The Service Provider shall make provisions for biometric/electronic attendance for CCE and other staff members. This attendance shall be shared with the DGRPG at the end of each calendar month or when requested by the DGRPG.
- k. The Service Provider shall ensure that CCEs and other staff do not use personal mobile phones on the operations floor.
- l. Login hours per seat per day must be 8 hrs.

- m. The Service Provider shall ensure that each seat shall work 8 hours per shift. In case CCE needs to take a break, it will be the responsibility of the Service Provider to appoint another agent or 'reliever' for the duration of such break to ensure continuous operations without any additional cost to the DGRPG.
- n. Service Provider shall conduct a test of the newly hired CCEs post completion of 7 days training and only passed candidates shall be put on floor to take live citizen calls. Compliance report shall be submitted to DGRPG in this regard as and when so requested.
- o. The DGRPG has the right to evaluate any member of the call center team deployed for the project at any stage and can reject them in case they are not found suitable. In such cases, the DGRPG will send a written communication to the Service Provider and/or their representative. Under such circumstances, the bidder shall replace the resource within 1 week from the date of written intimation from the DGRPG. In case, a resource is replaced, the bidder will ensure that the replaced resource should be as per the qualification / experience criteria specified in the tender and necessary handover/ knowledge transfer and training has been provided to the resource being taken as the replacement.
- p. The CCEs shall be required to undergo typing speed test as part of the hiring process of Service Provider. This typing speed test shall be conducted by the Service Provider for new manpower hiring on continual basis. The minimum typing speed shall be 25 words per minute (WPM) with minimum 90% accuracy in either English or Punjabi for CCEs. The test results of the CCEs may be randomly evaluated / verified by DGRPG at any point in time.
- q. The Service Provider should ensure that CCE deputed for this process must have basic knowledge of geography of Punjab and should possess required communication and soft skills to cater requirement of this process.
- r. In addition to CCEs, the call center team of the Service Provider shall also comprise Team Lead(s) cum Trainer(s) and Project Manager (Single point of contact for the DGRPG) deployed onsite in the call center without any additional cost to the DGRPG.
- s. The Service Provider shall be responsible for manpower deployment on both inbound and outbound processes (voice, email etc.), as per live scenarios, call flow trend or as directed by the DGRPG.
- t. The Service Providers are required to put in a Man-hour login (MHL) web-based monitoring system, so that DGRPG is able to verify and monitor daily work activity done by the team on the project. The Service Provider

should submit a MHL report to the DGRPG as and when requested. In addition, the admin level access of the system must be given to The DGRPG, which should have a provision to check such reports and dashboards on a real time basis.

- u. The desired qualifications of manpower for the call center shall be as per below:

SN	Role	Qualifications
1.	CCE	<ul style="list-style-type: none">a. 10 + 2 with minimum 1 year of experienceb. Must have basic computer operating knowledgec. The minimum typing speed shall be 25 Words Per Minute (WPM) with minimum 90% accuracy in either English or Punjabi.
2.	Project Manager	<ul style="list-style-type: none">a. Graduateb. Minimum 10 years of call center experience out of which minimum 5 years experience as Manager (in call center operations)
3.	Team Leads cum Trainers (1 per 25 CCEs)	<ul style="list-style-type: none">a. Graduateb. Minimum 5 years' experience in call center out of which 2+ years in the role of Team Lead

6.3.18. Trainings of Call Center Staff

- a. The Service Provider shall provide adequate and regular training to call center executives (CCEs) deployed at Unified State Helpline call center.
- b. The Call Center trainers shall be trained regarding Government services related issues & schemes by the DGRPG. The call center trainers shall further provide these trainings to the CCEs on a regular basis.
- c. Training topics should include but not limited to training on handling various types of expected calls, CRM platform and other software/hardware to be used by CCEs, soft skills and dialect training.
- d. Training process shall include training for new hires and refresher training for all CCEs. In addition, training will be conducted for all CCEs on changes in schemes suggested by DGRPG.

- e. The Service Provider shall build an FAQ database / knowledge bank in coordination with the DGRPG and various departments concerned. The Service Provider shall also create a step-by-step workflow for the call center team to effectively handle day-to-day operations and any special cases.

6.3.19. **Language Capabilities**

- a. The CCE should be proficient in communicating in all the three languages i.e., Punjabi, English and Hindi so that citizen interaction can be done efficiently and cases can be logged for proper issue resolution.
- b. For all inbound calls, an IVRS prompt may provide language options to the caller to facilitate language selection. The Service Provider ensure that an adequate number of CCEs trained in Punjabi language are available for providing services
- c. Default language for calls (both inbound and outbound) shall be Punjabi when the preferred language of the caller is not known. However, in case of outbound calls, the CCE may also ask for the preferred language of the citizen at the beginning of the call. In case of a repeat caller, the language of preference from last time will be used.
- d. Outbound emails to customers shall be in the language of communication received from the citizen.

6.3.20. **Quality Assurance Process**

- a. The Service Provider shall ensure the quality of the call and resolution provided by the CCE for the entire duration of the contract. The quality assurance includes the following, but not limited to:
 - i. Monitoring at least 10% of calls/emails etc. of all the CCEs.
 - ii. Monitoring the performance of CCEs on the basis of quality templates approved by the DGRPG.
- b. Enhancing the existing training modules, frequently asked questions, etc. that help improve call center operations.

6.4. Content and SoP preparation

6.4.1. **Content Creation:** Content creation refers to the conversion and transformation of the identified information and data in predefined formats.

- a. It will be the responsibility of the Service Provider to develop the initial standard knowledge /question bank in consultation with various departments.

The question bank developed by the bidder shall be validated by the DGRPG before the rollout. The Service Provider will ensure that validated and updated information is available within the system for answering the FAQs.

- b. Once the data transfer is completed by DGRPG, this data shall be processed at State Helpline level for conversion in predefined formats, usually in script form, which shall be utilized by CCEs during service delivery to citizens. During data processing, it shall be ensured by the Service Provider that sanctity of data is maintained and no change in data content is done.
- c. The Service Provider will provide the complete manual / SoP for the process before go-live and periodically during the tenure of the contract.
- d. In addition, the Service Provider will prepare and maintain various manuals as per the requirements of the DGRPG which are relevant for the operations of Call Center. This will help the call center team to share proper information with the citizens by looking at the respective manuals.

6.4.2. **Content Creation: Content Update and Modification:**

- a. The Service Provider shall also ensure that the knowledge repository is reviewed on fortnightly-basis in consultation with the departments and the DGRPG, and is updated after the validation by the DGRPG
- b. Any update request by DGRPG must be incorporated within 2 days of such intimation. The Service Provider must also ensure preparation of FAQs on the basis of frequent service requests experienced at the Call Center.
- c. The Service Provider will create, maintain, update and validate the scripts from the data for the purposes of facilitating the same to its CCEs. These scripts shall be considered for real-time citizen interaction usage only after approval from DGRPG.

6.4.3. **Content Validation:** The Service Provider must ensure validation and formal vetting / approval of scripts (including FAQs) generated and updated on the basis of content received from DGRPG before its use for real-time citizen interaction.

6.5. Call Center Escalation Matrix

- 6.5.1. The Service Provider shall provide the escalation matrix of at least 2 levels, each representing a different tier of support within the call center.
- 6.5.2. Level 1 - CCE (Call center Executive): He/she is responsible to handle initial customer inquiries, provide basic support, and attempt to resolve issues at the first point of contact.

- 6.5.3. Level 2 - First Level of Escalation (Trainer cum Team Lead): He/she is responsible to handle more complex issues that require in-depth knowledge and expertise beyond what Level 1 CCEs can provide and/or CCEs have been unable to satisfactorily assist the citizen.
- 6.5.4. Level 3 - Second Level of Escalation (Call Center Project Manager): He/she is responsible to address highly technical or specialized issues that cannot be resolved by Level 2 support.

6.6. Analytics, Dashboards & Reporting

- 6.6.1. The Unified State Helpline Solution shall be equipped with extensive reporting capabilities to generate various reports based on DGRPG requirements.
- 6.6.2. The user interface for reporting tools shall be online and GUI based. Reporting tools shall be pluggable to PGRS via API integration. Any further reporting required shall be duly informed during the operational phase of the project.
- 6.6.3. The data analytics tools and dashboards have to be powered by advanced tools as deemed appropriate in-sync with the PGRS database.
- 6.6.4. Data analytics should (but not limited to) generate reports based on functional requirements of the project.
- 6.6.5. The dashboards shall provide real-time insights across all channels in a single report in addition to detailed reports for each channel.
- 6.6.6. The Service Provider shall ensure availability of proper reports and data analysis to optimally utilize the call center manpower in different processes. Additionally, analysis of common reports such as ATA, AHT etc. shall be available
- 6.6.7. The Service Provider is required to build/modify/maintain the required MIS/Dashboard as directed by DGRPG time to time, within the call center CRM and integrate it with PGRS.
- 6.6.8. Suitable reporting software should be available to generate standard report formats to measure/ verify various SLAs, for monitoring the performance of CCEs, IVRS, ACD etc. The Service Provider shall leverage the existing applications and or develop a new portal for sharing reports so that the designated officers are able to generate reports. The key characteristics of the reports shall include:
 - a. The reports should be in flexible report formats, in pdf, excel, txt or any other user-friendly structure including graphics depending on the request of the DGRPG from time to time.

- b. Reports should also be available in **web-enabled format with live access** to DGRPG & should be configurable to be mailed to a defined mailing list at defined interval/ period.
- 6.6.9. Indicative list of parameters for reports generated by MIS should include but not limited to:
- a. Type of complaints/grievances
 - b. Department wise
 - c. Division/ District /Block/ Tehsil/ Thana/ Ward wise and other last entities report
 - d. Repeat requests / complaints
- 6.6.10. It should generate different types of reports on user interactions (through IVR, email etc.) such as but not limited to:
- a. Total number of calls - Inbound and Outbound
 - b. Number of calls diverted to CCEs from IVR
 - c. It should generate call center queue analysis reports including but not limited to:
 - i. Number of calls waiting in queue.
 - ii. Average call duration. <how is it different from below>
 - iii. Average call waiting time
 - iv. Abandoned calls
 - v. Number of outbound calls (Feedback on PGRS, calling citizens regarding Government schemes).
- 6.6.11. It should generate CCE reports (Summary for all CCEs and details for each CCE): Login and logout, average speed of answer time, average talk time, MIS related to average handling time, average hold time, average wrap up time, number of dropped calls before pickup, number of dropped calls after pickup, idle time, performance reports, time CCE is ready, number of emails received, number of call backs report, no answer, etc.
- 6.6.12. It should also be capable of generating customized reports/ MIS including graphical reports as per DGRPG requirement.
- 6.6.13. Standard reports (like IVRS, ACD etc.) should be generated on hourly, daily, weekly, monthly, quarterly, half yearly and yearly basis.
- 6.6.14. It should be integrated with the PGRS / Unified State Helpline database & portal which shall provide access to DGRPG for report generation.

6.7. Monitoring

- 6.7.1. A facility should be available for the DGRPG monitoring team, external & internal auditors to periodically inspect the functioning of the Call Center. The monitoring team should be able to access all sub- systems/ servers, records, security measures including data & software back-ups, firewalls, anti-virus software updates etc.
- 6.7.2. The Service Provider has to ensure that whenever members of the DGRPG are available in the call center for inspection, they should have the option to check the real time internal reports and can have the option to barge in between the calls.
- 6.7.3. DGRPG may audit at any time the live/recorded calls and/or using playback feature or remote call barging facility. The Service Provider shall make sure to provide such access for monitoring, audit and quality assurance purposes through some online login.

6.8. Contract Period

- 6.8.1. This contract shall be valid for a period of 3 years initially from the date of signing of the contract. If the services of the Service Provider are found satisfactory, the contract may be extended on the same prices for an additional period of maximum 2 years (up to 1 year at a time), on the same terms and conditions at the sole discretion of DGRPG.

6.9. Exit Management

- 6.9.1. The duration of exit management period will normally be 1 month from date of termination or 1 month prior to expiry of contract / work order. In case, during Exit Management, the services are provided by the Service Provider, post termination or expiry of the work order, the payment for such services provided shall be made by DGRPG as per the same terms of the Contract
- 6.9.2. During the exit management period and till the DGRPG issues a written sign-off, the Service Provider will not take action to stop the work. In addition, during such a period, the Service Provider will permit the DGRPG or its nominated agency to assess the existing services being delivered.
- 6.9.3. During the exit management period, the Service Provider shall ensure proper support as per the contract so that the business of the DGRPG is not affected.

- 6.9.4. The Service Provider shall provide all such information as may reasonably be necessary for a smooth handover to DGRPG / replacement agency and which the Service Provider has in its possession or control at any time during the exit, all information (including but not limited to documents, records, database, etc) in digital and/ or paper form relating to the services reasonably necessary to enable DGRPG and its nominated agencies to carry out due diligence in order to transition the provision of the Services to DGRPG or its nominated agencies.
- 6.9.5. The DGRPG will issue a written sign-off after the transition / take-over from the Service Provider. The Service Provider shall not remove/delete/destroy any data/content/information/communication/ report etc. till such a written signoff is provided by the DGRPG along with an explicit request to delete/ remove/destroy the content.
- 6.9.6. The payment of the last invoice as per the payment terms mentioned in this tender will be paid only on the written sign-off from the DGRPG.
- 6.9.7. The Service Provider will also have to handover the complete database for the CRM software and any media or other electronic or physical data generated (like call records, call logs, case logs, email logs/details, Call Disposition details etc. generated during the contract period) or created during the tenure of the contract (or received as handover from previous vendor), as that will be the Intellectual Property Rights of the DGRPG.

6.10. Outsourcing / subletting

- 6.10.1. No part of the contract shall be outsourced by the Service Provider. In case, the Service Provider has to take help from any third party such as software development etc, the Service Provider must take the approval from DGRPG.

7. SLA and Penalties

7.1.1. The penalties with regards to the delay is mentioned below

SN	Activity	Target/Service level	Penalty for delays beyond target level
1.	Submission of PBG	15 days from the issue of Lol	Rs. 200 per day for a delay of the first 5 days. Rs. 500 per day for delay after first 5 days
2.	Signing of contract	15 days from the issue of Lol	Rs. 200 per day for a delay of the first 5 days. Rs. 500 per day for delay after first 5 days
3.	Go-Live including deployment of complete manpower and CCEs, CRM integration, takeover from existing vendor, hardware & software deployment, etc.	30 days from signing of the contract	Rs 2,000 per day
4.	ISO 9001 certificate for the call center that is setup under this contract	90 days from Go-live	Rs. 1,000 per day
5.	Average Call Response Time - average time for a caller waiting in a queue to be attended by an agent	95% of incoming calls within 10 seconds	0.5% of monthly invoice value for every % drop
6.	Abandoned Call Rate - % of calls where the call patched on Call Center IVR/dialer or caller requested for agent however call got disconnected before being answered by the Agent or caller disconnected while waiting for the agent to answer the call	Less than 1 %	1% of monthly invoice value for every % drop
7.	Time taken for updating IVRS Functionality, Email content,	Within 24 hours of intimation by DGRPG	Rs. 1,000 per delay of 24 hrs or part thereof

Unified Helpline

SN	Activity	Target/Service level	Penalty for delays beyond target level
	other IT/Software		
8.	Request for information, data, reports in desired format by DGRPG. Also any change in report format in the software	Within 24 hours of intimation by DGRPG	Rs. 1,000 per day or part thereof
9.	<p>Functionalities for monitoring, Reporting and other floor management aspects from remote location to DGRPG.</p> <ul style="list-style-type: none"> • Call listening/Barging facility as mentioned in this document • CRM features for monitoring as mentioned in this document • Unable to download the reports as mentioned in this document 	The facility should be in proper working condition at all times and as specified in the contract	Rs. 5,000 per instance
10.	Maintenance of Call Center - IT infrastructure like desktops, headsets, etc.	IT infrastructure should be in proper working condition at all times and as per specification in the contract	Rs. 1,000 per instance per device
11.	Maintenance of Call Center - Non - IT infrastructure like civil, electrical, furniture, ACs, etc.	Rectification of issues reported by DGRPG within 5 days of intimation	Rs. 1,000 per instance per issue
12.	Manpower deployment - CCEs / Trainer / Team lead / Project Manager	100% as per Lol / contract / subsequent increase or decrease request at all times	<p>Rs. 300 per day per CCE</p> <p>Rs. 2,000 per day per Trainer cum Team Lead / Project Manager</p> <p>The billing for absent / non-deployed days shall not be made.</p>

Unified Helpline

SN	Activity	Target/Service level	Penalty for delays beyond target level
13.	Manpower deployed must be on the rolls of Service Provider	At all time	Rs 5,000 per instance per resource
14.	Manpower Replacement on request by DGRPG	Within 1 week of intimation	Rs 1,000 per day per CCE Rs 2,000 per day per Team Lead cum Trainer Rs 3,000 per day for Project Manager
15.	Deployed resources must have requisite qualifications and experience	As mentioned in this document	Rs. 10,000 per resource per instance for CCE Rs. 50,000 per resource per instance for Team Lead cum Trainer and Project Manager, Along with immediate replacement of resource
16.	Resolution of the critical issues (as per Clause 7.1.3)	Within 2 hours of incident / intimation	Between 2 hours to 8 hours: Rs. 1,000 per hour After 8 hours: Rs. 2,000 per hour Note: For repeated issues, penalty shall be Rs. 2,000 per hour, effective immediately from time of incidence / intimation.
17.	Resolution of the non-critical issues (as per Clause 7.1.4)	Within 24 hours	Rs. 1,000 per delay of 24 hrs or part thereof
18.	Call quality score - ensure that certain standards are adhered to during the calls. A composite score will be calculated on the basis of average of quality score of 25 calls audited by DGRPG on quality score parameters (Proper opening, Issue	95%	0.2% of monthly invoice value for every % drop

Unified Helpline

SN	Activity	Target/Service level	Penalty for delays beyond target level
	Identification, Proper Issue Resolution, Proper closing, Proper case logging in the CRM software, quality of information provided, diction, language, politeness, ability to satisfy customers, ability to get correct information from customers, etc.) every month. As per format 10.4		
19.	The agents are expected to login into the system for 8 hours excluding lunch/ tea breaks, etc	8 hours (with relaxation maximum 10 Mins)	Rs. 50 for every 15 min. Short login of more than 04 (four) hours will be treated as non deployment and shall not be billed.
20.	Noise level within the working area	Less than 40 decibels	Rs. 5,000 per instance
21.	Fire safety compliance / certificate at all times	100%	Rs. 10,000 per instance
22.	Central Led Display monitor - which displays information as requested by DGRPG on floor	100% working at all times with correct information displayed against all parameters	Rs. 5,000 per instance for non availability of LED Rs. 1,000 per instance for incorrect information
23.	Central Led Display monitor in training cum conference room for training purpose	100% working at all times	Rs. 5,000 per instance
24.	Conference Room cum Training room availability	-	Rs. 5,000 per instance
25.	Hold Time - holding the call in between the conversation	2% calls with more than 30 seconds hold time	0.2% of monthly invoice value for every % increase

SN	Activity	Target/Service level	Penalty for delays beyond target level
26.	Increase of CCEs	Refer Clause 6.3.17(c)	Rs. 1,000 per delayed deployment per CCE per day
27.	Decrease of CCEs	Decrease of seats within 14 days of intimation.	Excess CCEs will not be billed beyond 14 days
28.	Call recording with remote access	100% - availability for the whole contract period	Rs. 10,000 per instance
29.	Any non-compliance of the contract which is not covered above.	As mentioned in this document	Rs. 1,000 per non-compliance on the first instance A letter of warning along with penalty of Rs. 5,000/- on each repeated instance for the same non-compliance.

- 7.1.2. “Critical Issues” means the issues which impact the operations of the Call Center such as but not limited to, software glitches, hardware failures/shortages, data breach, security breach, etc. Call center services are either partially or fully unavailable (includes partial outage/full outage).
- 7.1.3. “Non-Critical Issues” means the issue which does not impact the operations of the call center such as but not limited to, unsatisfactory housekeeping, failure to adhere to industry-specific regulations, training and knowledge gaps, poor customer feedback handling, etc.
- 7.1.4. In case, it is found that if a penalty is applicable against more than one SLA parameters, then the SLA against which the higher penalty is imposable, shall be applicable.
- 7.1.5. The maximum penalty shall not exceed by 20% of the monthly bill value.
- 7.1.6. In case any of the above-mentioned SLA breaches with maximum level of penalty for consecutive three (03) months, an additional penalty of 10% of monthly bill value shall be applicable for subsequent months until the value goes below 20%. In addition to this, the DGRPG may also issue warning letter / termination of contract notice (for not running the services to the satisfaction of

the DGRPG / breach of service level & quality) and may initiate forfeiture of PBG and blacklisting of the bidder.

- 7.1.7. The data collected / integrated by the Service Provider while running the State Helpline shall be maintained with high security. The agents shall not take away the citizen's data (personal / non-personal) outside the office. The agents cannot collect any personal information from the caller which is not related to his/her call to the State Helpline. Privacy of citizens has to be adhered under Information Technology Act, 2000 (including the amendments issued later) and other legal provisions that exist or come in future in this regard. Any breach in this regard will be the responsibility of the Service Provider. DGRPG can initiate legal action against the Service Provider in case of any breach in this regard or can forfeit PBG.
- 7.1.8. It may be noted that deductions shall be made for services not rendered. These deductions shall be separate from the penalties and accordingly the penalty cap shall not apply to deductions.
- 7.1.9. The penalty / timelines may be relaxed by DGRPG for justified reasons submitted in writing by the Service Provider.

8. Payment terms

8.1. General

8.1.1. The Service Provider shall submit its monthly invoice mentioning details of actual number of man shifts done by the Service Provider and total amount of claim during the first week of every month following the month for which services have been rendered. DGRPG may request the Service Provider to furnish any relevant clarification/information to facilitate proper checking of the bill.

8.1.2. For the billing, the Service Provider shall generate invoice/bill as per following:

Sc = Cost of one "Call Center Seat" offered by the Service Provider

Sn = Number of man shift done by Service Provider in the relevant month

Sb = Per day per seat cost = $Sc / (\text{No. of days in the relevant month})$

St = $Sn \times Sb$

Note: St shall be calculated on pro-rata based on Sn depending on increase / decrease of seats as ordered by DGRPG for changes in Sn during the billing period

Pt = Total amount of penalties

Om = Total Number of minutes of out-bound calls made in the month

Oc = Cost of per minute Outbound Call (as per contract)

Ot = $Om \times Oc$

Invoice amount = $St + Ot - Pt$

8.1.3. The Service Provider shall ensure to submit documents / artifacts in support of the SLAs along with monthly invoice, such as but not limited to:

- a. Call center System Availability
- b. Average Call Response Time
- c. Abandoned Call Rate
- d. IVRS Functionality, Email, other IT/Software related Updating time
- e. Features/ Modules/Report Generation/workflow new/change existing
- f. Manpower Deployment
- g. Resolution of critical issues
- h. Resolution of non-critical issues
- i. Call Quality Score
- j. Man hour login (MHL) report.

8.1.4. Payment will be made monthly purely on the per seat basis and no separate payment for the hardware, software, etc will be made to the Service Provider.

- 8.1.5. Payment to the Service Provider will be made in Indian Rupees through account payee cheque / NEFT / RTGS.
- 8.1.6. Payments shall be subject to deductions / penalties of any amount for which the Service Provider is liable under this tender. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per The Income-Tax Act, 1961, and any other applicable deductions/ taxes.
- 8.1.7. All taxes, duties and any statutory levies etc. payable by the Service Provider during the contract tenure shall be the sole responsibility of the Service Provider to be paid to concerned DGRPG.
- 8.1.8. The decision of the DGRPG pertaining to the quality and quantity of works/services performed by the Service Provider will be final and acceptable to the Service Provider besides being binding. It shall be the responsibility of the Service Provider to rectify the deficiencies so pointed out without any extra payment.

8.2. Prices

- 8.2.1. The rates quoted in the financial bid shall be inclusive of all taxes.
- 8.2.2. The prices shall remain fixed for the complete contractual period. No price change request will be accepted after opening of the bids and during the validity of the contract.

9. General Contract Conditions

9.1. Corrupt/Fraudulent Practices

- 9.1.1. All the bidders must observe the highest standards of ethics during the process of selection of Supplier and during the performance and execution of contract.
- 9.1.2. For this purpose, definitions of the terms are set forth as follows:
 - a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the DGRPG or its personnel in contract executions.
 - b. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the DGRPG of the benefits of free and open competition.
 - c. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.
 - d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 9.1.3. DGRPG will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.
- 9.1.4. DGRPG will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

9.2. Limitation of Liability

- 9.2.1. The liability of Service Provider(whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the aggregate of revenue earned by the Service Operator as on the date of the claim.

9.3. Confidentiality

- 9.3.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
- 9.3.2. The Service Provider shall ensure that while providing services, all the details and information is kept confidential.
- 9.3.3. During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

9.4. Intellectual Property Rights

- 9.4.1. The work done by the Service Provider (except third party COTS - Commercial Off the Shelf software), database backup/schema, creatives, designs, documents, etc. shall be Intellectual Property of the Client.
- 9.4.2. Records in the database are the exclusive property of Client and the same shall not be used/shared by Service Provider in any manner.

9.5. Termination of contract for default

- 9.5.1. The DGRPG, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, may terminate the contract in whole or in part by giving two months notice, if Service Provider:
 - a. Fails to deliver any or all of the services within the specified period in the contract, or within any extension thereof granted by the client.
 - b. Fails to perform any other obligation under the contract.
 - c. Violates code of integrity and/or engaged in fraud and corruption, in competing for or in execution of the contract.
 - d. In such a case, the provisions under the Exit Management clause shall apply.

9.6. Termination of contract for insolvency, dissolution etc.

- 9.6.1. The Client may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company.

In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such a case, the provisions under the Exit Management clause shall apply.

9.7. Termination for convenience

- 9.7.1. The Client reserves the right to terminate, by prior written 1 month notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply

9.8. Force Majeure

- 9.8.1. The PBG of the Service Provider shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 9.8.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.
- 9.8.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by Client in writing, the Service Provider 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.

9.9. Resolution of disputes

- 9.9.1. If any dispute arises between parties, then these would be resolved in following ways:
- a. **Amicable Settlement:** Either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If

that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

- b. **Arbitration:** In case dispute arising between the Client and the Service Provider, which has not been settled amicably, the Service Provider can request the Client to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and amendments thereof. Such disputes shall be referred to the Arbitrator which shall be appointed by Hon'ble Punjab and Haryana High Court. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Mohali. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the client and the Service Provider. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

9.10. Legal Jurisdiction

- 9.10.1. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Mohali, Punjab only.

9.11. Amendment to the contract

- 9.11.1. The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

10. Bid formats

[Note: Italicized comments in rectangular brackets of formats have been provided for the purpose of guidance/ instructions to bidders for the preparation of the bid formats. These should not appear in the final bids to be submitted by the bidders]

10.1. Covering letter

Bid Reference No.: DGRPG/Helpline/2024/1

[Bidders are required to submit the covering letter as given here on their letterhead]

To

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
2nd Floor, Academic Block, MGSIPA Complex,
Sector - 26, Chandigarh. 160019

Sub: Submission of bid for providing Setting up, Operations and Management of Unified State Helpline

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced Tender and submit our bid in full conformity with the said Tender.
2. We have read all the provisions of Tender & corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to.
4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the Tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

Unified Helpline

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding.
8. We declare that this is our sole participation in this Tender bid and we are not participating / co-participating through any of the other related parties or channels.
9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on date of bid submission.
10. Our details have been filled below: -

SN	Particulars	Details
1.	Name of the bidder	
2.	Address with telephone numbers, email, etc	
3.	Date of incorporation and/or commencement of business	
4.	Registration Number	
5.	PAN Number	
6.	GST Registration Number	
7.	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the bidder with power of attorney.	
8.	Details of individuals who will serve as the point of contact/communication with the DGRPG in case of the award of the contract. <i>[The details must include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]</i>	

11. Details of Similar Works that are in progress or have been completed (Proofs attached) :-

SN	Name of the Service Contract	Name of the DGRPG	Number of persons deployed	Value of Contract	Contract start date	Contract completion date

Signature

Full Name

In the capacity of

Duly authorized to sign Proposal for and on behalf of

Date.....

Place.....

10.2. Format for Performance Bank Guarantee

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
2nd Floor, Academic Block, MGSIPA Complex,
Sector - 26, Chandigarh. 160019

Whereas, <<name of the Service Provider and address>> (hereinafter called “the applicant”) has undertaken, in pursuance of Tender No: **DGRPG/helpline/2024/1** dated. <<insert date>> for “Selection of Implementing Agency for Setting up, Operations and Management of Unified State Helpline” to Department of Governance Reforms & Public Grievances (hereinafter called “the beneficiary”)

And whereas it has been stipulated in the said contract that the applicant shall furnish you with a irrevocable and unconditional bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its offices at <<address of the local office>> have agreed to give the DGRPG such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider, upto a total of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. We hereby waive the necessity of your demanding the said debt from the applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs <<Insert Value>> (Rupees <<insert value in words>> only).
2. This bank guarantee shall be valid up to <<insert expiry date>>.
3. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

10.3. Format for Undertaking

[On the letterhead of the organization]

No.

Date:

To,

Director,
Directorate of Governance Reforms & Public Grievances, Punjab
2nd Floor, Academic Block, MGSIPA Complex,
Sector - 26, Chandigarh. 160019

Subject: Self Declaration for not being blacklisted, insolvent and convicted of any criminal offense.

Ref: Your Bid Ref. No.: **DGRPG/Helpline/2024/1** dated <xxx>

Dear Sir/ Madam,

We confirm that as on the date of submission of this bid: -

- A. Our company / firm is not under a declaration of ineligibility for corrupt or fraudulent practices and is not blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on date of bid submission.
- B. Our company / firm is not insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons.
- C. And our directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of last 5 years as on 31/12/2023 or not have been otherwise disqualified pursuant to debarment proceedings.

Yours Sincerely,

Signature of Authorized Signatory
Name and designation of Signatory:
Name of Firm:
Address:

10.4. Parameters for Call Audit

Quality Parameters				
Parameter	Mark Down Reaso	SCORE		
			Quality Parameters	
			Total	
1	Opening/Greeting	10	1 Did the agent mention the "Welcome to Punjab State Helpline"	4
			2 Did the agent mention his/her name?	3
			3 Did the agent mention "How may I help you today?"	3
2	Grievance	20	4 Did the agent let the citizen speak about the matter for which he called	4
			5 Did the agent understand the problem?	4
			6 Did the agent paraphrase the exact problem?	4
			7 Did the agent probe the matter clearly?	4
			8 Did the agent asked the relevant probing questions?	4
3	Capturing the Citizen information	10	9 Did the agent captured the demographic details as per the requirement of the CRM?	5
			10 Did the agent checked the pervious case log?	5
4	Issue resolution	30	11 Did the agent made proper case log in the CRM?	6
			12 Did the agent gave proper resolution to the citizen?	6
			13 Did the agent mention the Grievance id to the citizen?	6
			14 Did the agent tag the complaint with the proper department?	6
			15 Did the agent tag the complaint with the proper Category?	6
			16 Proper use of call hold	3
5	Call Hold	5	17 Manage Dead air	2
			18 Offer empathy	4
6	Etiquette/Soft Skill	20	19 Did the agent display a professional manner throughout the call?	4
			20 Did the agent sounded clear, Enthusiasm & confident throughout the call?	4
			21 Did the agent refrain from using technical jargon throughout the call?	4
			22 Complaint Confirmation,Additional info	4
7	Closing	5	23 Close the call appropriately with thanks notes.	5

10.5. Minimum Specification of Desktop

SN	Feature	Minimum Specifications
1.	Processor	12th Generation Intel Core i3
2.	Graphics	Integrated Graphics Card
3.	Operating System	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit)
4.	Memory (RAM)	8 GB DDR4
5.	Storage Disk	256 GB SSD
6.	Display	19.5 inch
		Resolution - 1920 x 1080p
		IPS / VA, Anti Glare
7.	Connectivity	10/100/1000 Gigabit Ethernet Port
		Integrated WiFi 6
		Bluetooth 5