

# **Request for Proposal For HSVP Helpline Services**



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## **1. Introduction**

Online bids are invited from reputed Indian Call Centre service providers for outsourcing HSVP helpline services. Interested bidders may submit the bids online on <https://etenders.hry.nic.in>. on or before **08-12-2022** till 12:00 noon.

### ***About HSVP***

The Haryana Urban Development Authority (HSVP), was constituted under the Haryana Urban Development Authority Act, 1977. A statutory body of Haryana Government, HSVP's mandate is to promote and secure development of urban areas in a systematic and planned way with the power to acquire, sell and dispose off property, both movable and immovable; use this acquired land for residential, industrial, recreational and commercial purposes, to make available developed land to Haryana Housing Board and other bodies for providing houses to economically weaker sections of the society and to undertake building works.

After mid-2006, HSVP adopted IT initiative for process efficiency because, the transactions between HSVP and its allottees became so huge that handling such transactions manually was a gigantic task and affecting the productivity of the organization.

It has been HSVP's constant effort to provided most innovative programs aimed to

- Improve transparency in HSVP's operations
- Improve service delivery process of HSVP
- Cut down the lengthy processes for the convenience of its allottees

Keeping in track with its aim, HSVP has undertaken various IT initiatives about 3.25 Lakh allottees across the state of Haryana

To enquire about various queries allottees visit different Estate Offices daily with numerous queries. These queries are presently answered in person at the HSVP offices. For the convenience of such allottees, HSVP intends to start a telephone-based Helpline service for its allottees so that the queries of the allottees can be

answered over the phone. This Call Centre will act as an interface for the allottees to get their queries answered instantly by HSVP. Also, for the convenience of citizens, HSVP proposes to establish a Grievance Management System wherein the citizens can call to log a complaint about a service provided by HSVP (e.g. Water, Sewerage, Roads, Parks) through a Toll-Free number.

For more information on HSVP, please visit [www.hsvphry.org.in](http://www.hsvphry.org.in)

Abbreviations used in this document HSVP Helpline Services

### **1.1 List of Abbreviations**

<b>Abbreviation</b>	<b>Full Form</b>
AT	Acceptance Test
BPO	Business Process Outsourcing
CA	Chartered Accountant
CRM	Call Record Management
CSE	Customer Service Executive
DD	Demand Draft
FAQs	Frequently Asked Questions
FY	Financial Year
GMS	Grievance Management System
HSVP	Haryana Urban Development Authority
ITB	Instructions to Bidders
IVRS	Interactive Voice Response System
LAN	Local Area Network
LOI	Letter Of Intent
MIS	Management Information System
OSP	Other Service Provider
RFP	Request For Proposal
SLA	Service Level Agreements
SMS	Short Message Service
TRAI	Telecom Regulatory Authority of India
w.r.t.	with respect to

**1.2 Eligibility Criteria**

<b>Sr. No.</b>	<b>Criteria</b>	<b>Supporting Document(s)</b>
1	Call Centre Operations of the Bidder should be in existence in India for at least last 3 years	Certificate of Registration duly attested
2.	The bidder should have provided call centre services with at least 100 seats per month, in the last Financial Year (2021-22) to all its clients taken together.	Work Order / Completion Certificate clearly mentioning number of seats and period
3.	The bidder should have the experience of having executed three similar call center projects in the last 3 financial years.	Copies of Signed Agreements or Satisfactory Services Certificate to be attached.
4.	The bidder should have 3 Crore per annum from call center operations in any of the last two financial years i.e. in FY 2020-21, FY 2021-22.	Certificate from CA as per the format mentioned in Annexure-2
5.	The Bidders organization must be a profit making/organization and have net profit in the FY ending 2020-21 and 2021-22.	
6.	The bidder should not have been blacklisted with any of the Central Government Department and any State Government Department on account of corrupt or fraudulent practices.	Self undertaking signed by the Bidder.

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7.	Earnest Money amounting to Rs 5,00,000/-	The payment shall be made online through the Portal  Up to the level of MD/CEO of the organization
8.	Cost of Tender amounting Rs 5,000/-	
9.	Escalation Matrix along with e-mail ID & Mobile Numbers.	

**1.3 Tender Activities Schedule**

Sr. No.	Activity	Date
1.	RFP available on website <a href="https://etenders.hry.nic.in..">https://etenders.hry.nic.in..</a>	18-11-2022
2.	Last date for sending written clarifications through e-mail on <a href="mailto:citohsvp01@gmail.com">citohsvp01@gmail.com</a> (See Note) Till 12:30 PM	25-11-2022
3.	Pre Bid Meeting at 03:00 PM in the Conference, Hall, HSVP, Sec-6, Pk1	28-11-2022
4.	Response to the queries, along with Addendum to the RFP, if any, will be available on HSVP website <a href="http://www.hsvphry.org.in">www.hsvphry.org.in</a>	02-12-2022
5.	Bid submission date & Time	08-12-2022 till 12:00 noon
6.	Prequalification/Technical Bid Opening	08-12-2022 at 04:00 PM
7.	Bid Document Fee	Rs 5,000/- (non refundable)
8.	Processing Fee in ₹ (18.00% GST Incl.)	Rs 1,180/-
9.	Earnest Money Deposit	Rs. 5,00,000/-

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Note 1: Submission of Documents - Online Bidders will also required to physically submit the Bid Document and other document related to prequalification, technical parameter / Technical bid etc. The documents duly binded, properly tagged and numbered shall be sent through speed post or courier and should reach in the office of CITO, HSVP, C-3, Sector-6, Panchkula by 08-12-2022 till 02:30 PM.

Note 2: The commercial bid should only be submitted through online mode.

Note3: In case bidder needs any clarification or for participating in the pre bid meeting, the bidder has to first deposit the cost of RFP- Rs 5000/- by DD in favour of the Chief Administrator, HSVP payable at Panchkula. Other bidders, who do not have any query, can deposit the cost of RFP along with the bid.



## **2. Project Description**

### **2.1 Brief of Scope of Work**

- 1 The HSVP helpline service shall be established at HSVP HQs, Panchkula.
- 2 HSVP invites bids from eligible Call Centre operators to offer their services for operation of the HSVP Helpline Services Call Center at HSVP HQs, Panchkula.
- 3 The successful bidder will be responsible for handling end-to-end operations of the call centre operations for HSVP.
- 4 The Call Centre will be for inbound, outbound calls& SMS alerts on the mobile number of the allottees. Majority of the call volume will be inbound calls from the allottees/citizens/general public
  - a. Request for Information or
  - b. Submit a Grievance.

Outbound calls will be made by the CSEs to the concerned officials at HSVP and to high value customers of HSVP. e,g : Payment reminder calls for Water Bill Payment and also call back to be made to the callers incase the call is unattended due to all agents busy attending to other callers.
- 5 The infrastructure for operations and CSEs will be owned and managed by the Successful Bidder at HSVP HQs, Panchkula.
- 6 The Successful Bidder will have to provide Call Centre Services using a Toll Free Number preferably from BSNL. This number shall be accessible from all Mobile and Landline networks.
- 7 The Successful Bidder will be responsible for providing a Call Record Management system (For Details, refer to Section 2.2.1) and also a Grievance Management System (GMS). (For Details, refer to Section 2.2.2)
- 8 It is proposed to have a centralized Call Centre number for HSVP which will serve to the queries and grievance of the citizens in two languages, i.e., English and Hindi.
- 9 In the beginning, the HSVP Call Centre may have 10 seats. The CSEs should be able to handle calls in English and Hindi language both. The Call Centre

shall operate from 8 AM to 8 PM on all 7 days of a week including National and Government holidays with 10 agents available at all the time from 8 AM to 8 PM. In addition to the CSE's, service provider is required to have supervisory staff dedicated for the helpline like team leaders, quality analyst and trainers etc.

The monthly review meeting to be attended by senior official of the company at Panchkula.

10 HSVP shall have the right to vary quantities i.e., no. of seats/ shifts in the Call Center, at the time of award of the contract and/or subsequently at any time during the contract period. For the proposed helpline bidder will ensure that 10 agents plus the supervisory staff is available at all the time from 8 AM till 8 PM.

11 HSVP officials may inspect the call centre at any time during the currency of the contract.

The detail scope of work is as described below.

## **2.2 Call Handling Procedure**

- 1 The HSVP Helpline would receive the calls from allottees/ citizens through a toll free number. HSVP would bear the charges of the incoming calls on the Toll Free Number and also the outbound calls that are made.
- 2 Calls should be answered within 3 rings with hold time not more than 15 seconds.
- 3 The caller can choose from the language options English or Hindi through an IVRS.
- 4 The caller should then be prompted by the IVRS to choose whether he/she has a query or a grievance; this would be in the language previously selected by the caller.
- 5 Based on the response, the caller should be connected to a CSE.

- 6 All interactions will be logged and maintained in the Call Center for analysis at a later stage.
- 7 The Successful Bidder should also provide Voice Logging facility for recording and playing back CSE's conversations so that it can be used to monitor agent performance on random basis and to provide proof of transaction records. Such recordings shall be preserved for at least six months.
- 8 The incoming calls from the citizens will be of broadly two types:
  1. Query Related Calls – Seeking Information about the Allottes Account or any New Schemes floated by HSVP.
  2. Grievance related calls – Grievance about any services rendered by HSVP.

### **2.2.1 Query Related Calls**

1. These calls will usually be made by present allottees or applicants of various schemes of HSVP. An allottee may call to inquire about his account details (e.g. next payment due date)
2. The CSE should establish the identity of the caller with reference to information available in the Intranet Application.
3. The CSE will respond to information requested by the citizen(s) by looking up the details in HSVP's Intranet Application. The Successful Bidder will be given access to HSVP's Intranet Application so as to lookup the information required by the caller.
4. The CSEs should record the name, address, contact details, queries, scheme type, reply to the query etc. in a suitable format which is approved by HSVP. The information would be stored in the CRM and would be used for the purpose of preparing MIS reports. The information would be required for analysis by HSVP at regular intervals.
5. Upon a response to the complete satisfaction of the caller's query the CSE should also log the details requested in the CRM and then disconnect the call.

6. If in case, the CSE is unable to respond to the request of the caller, the CSE should redirect the call to Grievance Related Calls.

### **2.2.2 Grievance related Calls**

1. These calls may be made by the allottees of HSVP's or using services provided by HSVP (Roads, Electricity, Sewerage, Parks, water billing etc.) to report a grievance about the services.
2. The CSE should record the complaint with all the necessary details in the GMS. The caller information should also be logged in the GMS.
3. The CSE should then provide the Grievance ID that is generated by the GMS. This will be used in tracking the status of the Grievance.
4. The CSE should now forward the complaints to concerned authority in HSVP via Email, SMS or Phone, following up / escalating whenever required. These all activities will have to be managed through a Grievance Management System.
5. Depending on the type of complaint and severity of the complaint the CSE should notify the concerned authority of the grievance.
6. These requests should reflect in the GMS access given to HSVP's team. They should also be notified of the Request through system generated emails sent to the concerned HSVP officers. The email body should contain the exact request/grievance of the caller.
7. The HSVP official, each having an unique user ID and password for accessing the GMS via internet from a regional office should only be able to view the Grievances, severity and their status (i.e. Grievance logged / Work in Progress / Escalated / Closed) which are specific to their location.
8. The CSE will also have to make outbound calls in cases where:
  - a. A grievance is of a high priority and needs to be notified to the concerned authority of HSVP immediately.
  - b. An escalation has to be made of a high priority grievance due to non-resolution of the grievance in the defined timelines.

### **Escalation of a Grievance**

9. In case the Grievance is not closed by the concerned authority within the pre-defined timelines, the GMS should be capable of auto-escalating the Grievance to the higher authority.

10. Depending on the severity of the Grievance, the CSEs may also be required to call the higher authority notifying the escalation due to non-closure of the Grievance.

### **2.3 Functional Requirements**

#### **2.3.1 IVRS**

1. The IVRS should support English & Hindi languages.
2. It shall be possible to customize the IVRS welcome prompt, menu and sub-menus as per the requirement of HSVP.
3. It shall have Automatic Call Distribution feature based on Skill, Idleness, and utilization of each CSE.
4. It should also support to hold calls in case all the CSEs are busy.
5. It should be able to generate MIS reports automatically.

#### **2.3.2 Call Record Management (CRM)**

**The Call Record Management will have to be developed/ maintained/ customized by the successful bidder.**

1. The CRM should be capable of logging the following details:
  - Name of Caller
  - Exact Query of the caller
  - Category of Query/Grievance
  - Sub Category of Query/Grievance
  - Brief Response of the CSE to the Query/Grievance
  - Time of call
  - Name of CSE who handled the call
  
2. The CRM should be capable of auto-generating a query/Grievance ID for each query /Grievance recorded.

3. Facility for searching the call record database on various attributes and combination of attributes should be provided.
4. The application may also have the provision to build database of FAQs and their standard answers.
5. Database of all calls received since start of the HSVP Helpline should be maintained in the CRM.
6. The CRM application should have a report generation module providing various MIS and statistical reports based on the call records database as required by HSVP from time to time.
7. The user should be given the choice to set various filters like period (from-date and to-date), time of day, category of query and various other attributes and their combinations while generating an MIS report from the database.
8. Some ad-hoc/on-demand MIS Reports may also need to be generated as and when required by HSVP.
9. SMS functionality should also be available for sending SMS for grievance calls to customers & HSVP officers.

### **2.3.3 Grievance Management System (GMS)**

**The Grievance Management System will have to be developed/customized/ maintained by the successful bidder.**

1. The GMS should allow the CSE to log the following details:
  - Caller Name
  - Address
  - Nature of Grievance
  - Severity of Grievance (will be pre-defined by HSVP)
  - Concerned Authority responsible for resolution of the Grievance (pre-fetched from data already fed in the GMS)
  - Time of logging the Grievance
  - CSE's Name who logged the call

2. Once the Grievance is logged, the concerned authority (will be pre-defined by HSVP) should be notified via Email, SMS or Phone Call depending on the severity of the Grievance.
3. Although a Phone Call to the concerned authority will depend on the Severity of Grievance, an email/SMS has to be sent for every grievance logged.
4. A grievance link to be created on HSVP website to log grievances for monitoring wing & Estate offices.
5. A grievance link to be created on HSVP website for consumers to register grievances related to plots, water billing, sewage, roads, horticulture or any other services provided by HSVP, these grievances should be integrated with the GMS and SMS along with the complaint no. should be generated instantly upon registration of grievance on HSVP Portal.
6. The GMS should also be integrated with the CM dashboard and real time data of the grievances registered and resolved/pending should be available at any given point of time.
7. All customization during the currency of the contract should be duly handed over to HSVP after expiry of contract.

**Access of the GMS to the regional offices of HSVP:**

8. The successful bidder should also provide access to the GMS to the regional offices of HSVP.
9. The HSVP official, each having a unique user id and password for accessing the GMS via internet from a regional office should only be able to view the Grievances, severity and their status (i.e. Grievance logged / Work in Progress / Escalated / Closed) which are specific to their locations.
10. The concerned HSVP official should be able to update the status of the Grievance to 'Work In Progress' & 'Closed'.
11. A super user access should also be provided at the Panchkula Head Office of HSVP where the GMS should reflect status of Grievances across all regions.
12. SMS functionality should also be available for sending SMS for grievance calls to customers & HSVP officers.

## **2.4 Outgoing Calls**

The CSE may have to call the various officers of HSVP for escalation purpose. All the call details – like calls made to which number, duration of call, date and time of the call etc. details will have to be provided by successful bidder on a regular basis.

## **2.5 Management Information System (MIS) Reports Requirement**

The Successful bidder shall install necessary software and make available the same to HSVP to use the same for generating reports on operation of the Call Centre.

### **MIS Reports:**

Few sample reports are as below. These are only indicative. Exact reports will be decided after award of contract.

- Number of incoming calls handled
- Number of outgoing calls placed
- Average talk time for calls handled - measured
- Average active time per call
- Summary of the interval of time required for handling incoming calls
- Number of calls exceeding threshold (i.e. calls waiting in queue longer than given time)
- Average time in queue by call type
- Number of abandoned calls

The Successful Bidder will provide any other reports relevant to demonstrate the functioning of the Call Centre.

The required report must be generated from the system automatically not manually

## **2.6 Resilient Operations**

The successful bidder should have provisions to have a backup location wherein the call centre operations of HSVP can temporarily shift, till resumption of



original status, in case of any failures related to people, technology or natural calamities.

### ***2.7 Call Centre Timings and Holidays***

The Call Centre will operate initially for 12 hours (8 AM to 8 PM) on all seven days in a week and therefore making the Call Centre available to the citizens on all 365 days, including national holidays, Sundays, etc.

### ***2.8 Languages***

The Call Centre's CSEs will initially use two languages – Hindi and English. The proportion of CSEs allocated amongst the two languages is initially thought to be 10 (70%) for Hindi and 5 (30%) for English. This distribution can later change depending on call history and experience.

### ***2.9 Seat capacity & scalability***

Presently, HSVP proposes to establish a Call Centre with **10** seats. Depending on the call volume, the successful bidder should be in a position to scale up/down their operations, at the request of HSVP.

### ***2.10 Connectivity with HSVP's Intranet Application***

HSVP will make provisions to enable the Successful Bidder to access the Intranet Application. The Successful Bidder will have to make provisions to have a secure access to the Intranet Application using Industry-best Firewall, IDS, connectivity etc. The Successful Bidder will have to bear the costs of Internet or any other connectivity that may be required to access HSVP's Intranet Application.

### ***2.11 CSEs Profile***

The following are the indicative requirements for the CSEs

1. Preferably, the CSEs should have a previous experience of working with HSVP. This will help them to better understand a caller's needs.
2. Basic Qualification – at least a Graduate degree.

3. Desirable Experience – 6 months to 1 year of BPO / Call Centre experience
4. CSE's communication skills – soft and polite voice, well behaved, un-argumentative and trust-worthy
5. The appointment of the CSEs should be to the satisfaction of HSVP.

### ***2.12 Training of CSEs***

1. HSVP will provide classroom training to the complete (first) batch of CSEs and supervisory staff.
2. This training will cover the HSVP's Intranet Application (which will be used to answer most of the Query-related calls) and various property schemes for the general public.
3. The Successful Bidder will have to make sure that ALL the CSEs who will be involved in the operations have to attend the training.
4. A CSE who has not attended the training provided by HSVP will not be allowed to participate in the operations for a period of first 6 months after the operations go live.
5. Training of any CSE being recruited / replaced in HSVP's operations will be the responsibility of the Successful Bidder.
6. Although HSVP will not charge the Successful Bidder for any training, the Successful Bidder will bear all other charges during the trainings. (e.g. Lodging, Conveyance)

### ***2.13 Confidentiality of Information***

During the course of the operations, the Successful Bidder and the CSEs may get access to information of allottees and/or HSVP which may be sensitive in nature. The Successful Bidder should take enough measures to contain the distribution and restrict access of such information. Also, the CSEs should never disclose the information of an allottee without validating the identity of a caller.

Further, the Call Center shall have capability to logically partition the switching system to avoid interference with other set of users.

**2.14 Project Go-Live & Scale-up**

The Successful Bidder would be required to make the project LIVE within a period of **ONE month** from the date of issue of work order. Any scale-up or scale down of operations, as per the request of HSVP will have to be effected as and when required based on a mutually agreeable timelines. Any increase or decrease of the number of CSEs will be at the same rate, the rate quoted by the bidder during the submission of the bid.

**2.15 Acceptance of the HSVP Helpline call center setup**

Acceptance Test (AT) of the HSVP Helpline shall be conducted by HSVP and/or any appointed third party after the same is offered by the successful bidder for acceptance. The tests to be carried out test procedure, test equipment and tools, and expected test results are to be provided by the successful bidder to meet all the specified parameters/ service requirements. The Test procedures /Test results shall be approved by HSVP and/or any appointed third party. Acceptance will be given subject to satisfactory performance failing which the order shall stand automatically cancelled.

The AT has to be performed within one month of the Call Centre Operations

**2.16 Complying to Laws and Regulations**

HSVP will not be responsible for any operation and/or management related activities of the Successful Bidder's call centre operations. The Successful Bidder will be expected to comply with any laws and regulations or licenses required by the TRAI or any other Governmental Body.

**2.17 Miscellaneous activities by the successful bidder**

The successful bidder will be responsible for the complete end to end solution and successful implementation of the Call Centre operations.

An indicative list is provided below:

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- 1 Development/ Customization/ Installation/ Maintenance of the softwares, for CRM, GMS. The IT infrastructure that is maintained by the successful bidder should be able to support the volume of transactions from the HSVP offices (Detail of volume of transactions is enclosed at Annexure-3). All will be included as part of the project.
- 2 Development of Mobile App during the currency of the contract.
- 3 Infrastructure setup including office space, telephones and systems etc. for CSE.
- 4 MIS reporting tool etc.

The bidder shall submit the software, data and other intellectual property of HSVP upon the completion of contract with HSVP.

### **3. Instructions to Bidders**

#### **3.1 General Instructions**

The Successful Bidder will be responsible for providing end-to-end services are mentioned in this RFP.

The Successful Bidder and the CSEs have to maintain confidentiality about all the applications, database and network set up of the HSVP and should not divulge it to any person/ organization not related to the HSVP. In this regard the short listed vendor will be required to execute confidentiality cum non-disclosure agreement with the HSVP.

#### **3.2 Purchase of RFP document**

The Complete RFP document can be downloaded online from the portal <https://etenders.hry.nic.in> by the bidders registered on the Portal. The bids to be submitted online are required to be digitally signed; the bidders are therefore advised to obtain Digital Signature at the earliest. For further details, terms and conditions please visit the website <https://etenders.hry.nic.in>.

The scanned images of the RFP Cost / EMD are required to be uploaded at the time of Online Submission, the Bidders are therefore required to keep the scanned copies of prequalification and other documents of the above mentioned documents ready.

#### **3.3 Eligible Bidders**

Eligibility of the bidders shall be on the basis of the criteria mentioned in Table 1.2 of this RFP

#### **3.4 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of the Bid and HSVP will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **3.5 Amendments to Bidding Documents**

At any time prior to the last date and time for submission of bids, the HSVP may, for any reason, modify the Bidding Document by amendments at the sole discretion of the HSVP. All amendments will be updated on the HSVP website with appropriate markings. The amendments may also be delivered by hand / courier or through e-mail to all bidders, who have received the bidding document. For this purpose bidders must provide name of the contact person, mailing address, telephone number, email id and FAX numbers on the covering letter sent along with the bids. All clarifications will be hosted on HSVP's website.

In order to allow eligible Bidders a reasonable time to take the amendment into account in preparing their bids, HSVP, at its discretion, may extend the deadline for the submission of bids.

### **3.6 Clarification on Bidding Documents**

Bidder, requiring clarification on the RFP may submit queries/ clarifications to HSVP in writing on the Bidder's Letterhead at the address indicated above, before the deadline for the submission of the bid. HSVP will not respond to any queries received after this date.

All such clarifications will be hosted on HSVP website [www.hsvphry.org.in](http://www.hsvphry.org.in) and <https://etenders.hry.nic.in> . The identity of the bidder seeking clarification will not be disclosed in this document.

### **3.7 Language Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and HSVP, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

### **3.8 Bidding Document**

The bidder is expected to examine all instructions, forms, terms & conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

### **3.9 Bid Price**

The bidder shall indicate the prices in Indian Rupees only.

### **3.10 Period of Validity**

Bids shall remain valid for 180 days from the date of bid opening prescribed by HSVP. A bid valid for a shorter period shall be rejected by the HSVP as non-responsive.

### **3.11 Acceptance of Terms**

All Bidders, by submitting the Bid/Proposal in response to this RFP document shall be deemed to have accepted all the terms and conditions of this document.

**Note 2:- The price bids are to be submitted mandatory online.**

### **3.12 Instruction to bidder for E-Tendering**

**These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.**

#### **1. Registration of bidders on E-tendering Portal:-**

All the Bidders intending to participate in the tenders processed online, are required to get registered on the Electronic Tendering System on the Portal <https://etenders.hry.nic.in>

**2. Obtaining a Digital Certificate:**

- 2.1** The Bids submitted online are required to be signed electronically with a Digital Certificate to establish the identity of the bidder online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- 2.2** In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in HSVP tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
- 2.3** In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- 2.4** The same procedure holds true for the authorized users in a private/Public limited company or L&C Society. In this case, the authorization certificate will have to be signed by the directors of the company.



**3 Set up of machine:**

In order to operate on the electronic tender management system, the user's machine is required to be set up. A help file on setting up of the system can be downloaded from the home page of the website -

<https://etenders.hry.nic.in>

**4 Online Viewing of Detailed Notice Inviting Tenders:**

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the electronic tendering system on the HSVP's e-tenders website <https://etenders.hry.nic.in>

**5 Download of Tender Documents:**

The tender documents can be downloaded by the registered user from the Electronic Tendering System through the Portal <https://etenders.hry.nic.in> and [www.HSVP.org.in](http://www.HSVP.org.in)

**6 Key Dates:**

The bidders are strictly advised to follow dates and times as indicated in the Notice Inviting Tenders. The date and time will be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the Notice Inviting Tenders.

**8 Submission of actual online bids:**

Bidders have to submit their bids online and upload the relevant documents. The process is required to be completed within the date and time as stated in the Notice Inviting Tenders (Key Dates). The electronic bids of only those Bidders who have submitted their bid within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Bidder who does not submit his bid within the stipulated time will not be allowed to submit his bid by the E-Tendering System.

**Note:- *Bidders participating in e-tendering shall check the validity of his/her Digital Signature Certificate before bidding in the Tenders floated online at e-tendering website***  
<https://etenders.hry.nic.in>

### **3.13 Modifications and/or Withdrawal of Bids**

Valid bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.

No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

### **3.14 Payment Schedule**

The successful bidder will be paid on a monthly basis for the call center operations on the submission of original bills. This will be done only after submission of the required MIS reports to HSVP.

The lump sum charges shall be paid in two installments i.e. 1<sup>st</sup> installment shall be paid after one month of successful execution of the call centre. 2<sup>nd</sup> Installment after 6 months of the 1<sup>st</sup> Installment.

Any penalties applicable on the billed period will be deducted from the bill amount.

The bidder will be required to pay the bills for the monthly bills of the Toll-Free Number, SMS gateway and the outbound calls made by the CSE to the concerned authority or for escalations. HSVP will reimburse these along with the monthly call centre bills submitted. A copy of the original bill of the Toll-Free Number & the SMS Solution has to be attached along with the bills submitted.

**4. Bid Evaluation and Technical Evaluation criteria.****4.1 Bid Evaluation**

1. Bidders having scored minimum of 70% marks as defined in technical criteria will be considered technically qualified and financial bid of all technically qualified bidder will be opened.
2. Contract will be awarded to the lowest bidder (L1) in the financial bid.

**4.2 Technical Evaluation Criteria**

Technical Proposals will be evaluated based on following criteria:

Sr. No.	Evaluation Criteria	Max Marks (70 Marks)
1	Quality of the Technical Bid document Bidder's understanding of the RFP document and the responsiveness of the bidder in providing the required information and documents in the bid document.	5 Marks
2	Proposed plan for HSVP Helpline setup w.r.t.: <ol style="list-style-type: none"> <li>1. Proposed setup of HSVP Helpline at HSVP HQs</li> <li>2. Proposed network diagram with equipment, servers, system software, security components etc.</li> <li>3. Make, model and configuration of the servers, desktops, LAN etc. to be used.</li> <li>4. Provisions for regular Data backup</li> <li>5. Proposed Call Flow architecture and associated processes.</li> </ol>	30 Marks
3	Adherence to the Functional Requirements of CRM & GMS Applications in the software's proposed.	10 Marks
4	Proposed Business Continuity Plan for HSVP Helpline setup (including manpower, technology or natural calamities etc.)	5 Marks

5	Experience in handling a similar project (Case Study)	5 Marks
6	Monitoring Tools/methods proposed 1. Proposed methodology for ensuring that the call center processes are being followed and that telephone connections are not misused. 2. Provision of trained supervisors for monitoring of call center. 3. Voice Logging Facility for recording and playing back of CSEs conversation at random basis.	5 Marks
7	Scale Up /Scale Down capacity in terms of manpower of the proposed Call Center where HSVP Helpline is proposed.	5 Marks
8	Awards / Recognitions received by the Bidder for the Facility that the Bidder wishes to propose for HSVP's Helpline Services.	5 Marks

#### **4.3 Contacting HSVP**

Any effort by bidder to influence HSVP in the bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidder's bid. HSVP's decision will be final and without prejudice and will be binding on all parties.

#### **4.4 HSVP'S Right to Accept or Reject Any Bid or All Bids**

The HSVP reserves the right to accept or reject any bid as well as scrap bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the HSVP's action.

#### **4.5 Signing Of Contract**

The successful bidder will be issued letter of intent and the successful bidder will have to sign the agreement with HSVP within 15 days of the issuance of LoI. The successful Bidder shall furnish Performance Bank Guarantee to HSVP for an amount equal to 10% of the order value with a validity of 3 months more than

the expiry of the contract. HSVP may forfeit the Performance Bank Guarantee for any failure on part of Bidder to complete its obligations under the Agreement. The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be absolutely , irrevocably and unconditional guarantee in the form of a Bank Guarantee issued by a Nationalized/Scheduled Commercial Bank and payable at Panchkula in the format provided by HSVP.

#### **4.6 Contract Period**

The contract period will be for 2 year and may be extended further at the discretion of HSVP.

#### 4.7 Activities after Award of Contract

<b>Sr. No.</b>	<b>Activity</b>	<b>Timeline</b>
1	Signing of LOI and/or Contract Agreement	T
2	Providing access to HSVP's Intranet Application to the Successful Bidder using a suitable technology	T + 3 Weeks
3	Training of CSEs	T + 3 Weeks
4	HSVP Helpline Services Go Live	T + 4 Weeks
5	Acceptance Test	After Sr. No. 4 (Within 7 days)

#### **4.8 Liquidated Damages**

If the supplier fails to offer the services and system within the periods specified in the Bid, HSVP shall, without prejudice to its other remedies under the Bid, deduct from the PBG, as liquidated damages, a sum equivalent to 1% of the Bid price for each week or part thereof of delay until Final Acceptance, up to a maximum deduction of the 10%.

If the delay is more than 4 weeks, HSVP has the right to terminate the contract and encash the PBG.

## 5. Service Level Parameters and Penalties

### 5.1 Unattended calls (Calls routed to CSEs but not responded to)

Penalty as mentioned below will be levied on the Successful Bidder on each monthly billing cycle.

Sr. No.	Unattended Calls (as % of total calls routed to CSEs)	Penalty per month
1	Less than 1%	NIL
2	1% - 2%	2% of monthly payment
3	2% - 3%	4% of monthly payment
4	3% - 4%	6% of monthly payment
5	4% - 5%	8 % of monthly payment
6	Beyond 5%	10% of monthly payment

### 5.2 Delay in Answering of Calls

If the CSEs answer the calls after a delay of 15 seconds then a Penalty as mentioned below will be levied on the Successful Bidder on each monthly billing cycle.

Sr. No.	Calls answered after 10 seconds (as % of total calls attended by all CSEs)	Penalty per month
1	Less than 1%	NIL
2	1% - 2%	Rs. 1000
3	2% - 3%	Rs. 2000
4	Beyond 3%	Rs. 4000

**5.3 Poor Call handling as detected in audits of the recorded calls**

Calls handled by the CSEs will be monitored through checks on the recorded calls. If it is found that a CSE is providing wrong/incomplete information or is misbehaving with the caller or is not responding properly, a penalty of Rs. 1000/- will be imposed on every such instance.

**5.4 Complaint from Callers regarding poor response and/or misbehavior by a CSE**

If complaint(s) are received from callers regarding misbehavior and/or poor response by any CSE, and if such complaint(s) are established to be true beyond reasonable doubt, a penalty of Rs. 2000/- will be imposed on every such instance.

5. During the Course of the Call Centre Operations HSVP reserves the right to modify the existing SLAs/penalties and/or introduce new SLAs/penalties

**Annexure 1: Bid Price Schedule**

Name of the Bidder: \_\_\_\_\_

<p>(A) Monthly Basic Call Center Charges per CSE (To maintain 12 hours operations with 10 agents available at all the time from 8 AM till 8 PM all 07 days a week including National Holidays, Sunday etc.)</p>	<p>In Figures: Rs. _____ In Words : Indian Rupees _____</p>
<p>(B) Lump sum charges for administrative and IT infrastructure.</p>	<p>In Figures: Rs. _____ In Words : Indian Rupees _____</p>

The bid will be evaluated on Least **Total Annual Charges i.e. Monthly basic charges (A) X 12 + Lump sum Charges (B)**.

Note: The lump sum charges shall be paid in two installments i.e. 1<sup>st</sup> installment shall be paid after one month of successful execution of the call centre. 2<sup>nd</sup> Installment after 6 months of the 1<sup>st</sup> Installment.

The above price shall remain valid for a period of two years from the date of award of the contract.

The above prices are inclusive of Infrastructure, Management and other costs involved [other than the SMS, telephone, toll free Number].

HSVP will provide the space with workstations, computers, AC, Fans etc. Separate space will be provided by HSVP to the service provider to setup the dialer, CTI, servers etc.

The above prices shall be exclusive of Govt. taxes.



**Annexure 2: CA Certificate Format**

***(On CA's Letter head)***

To Whom It May Concern:

Having examined the Balance Sheets of [*Company Name*] we hereby certify that following is the Annual Turnover from Call Center Operations and Overall Profit After Tax is..... as on 31<sup>st</sup> Mar 2022

<b>Financial Year</b>	<b>Annual Turnover (in Crores)</b>
2020-21	
2021-22	

Yours Faithfully,

CA's Name \_\_\_\_\_

Organization Name \_\_\_\_\_

Date \_\_\_\_\_

(Authorized Signatory & Seal)

**Annexure 3: Detail of volume of Transactions**

<b>Month</b>	<b>Calls Received</b>
June'21	13983
July'21	14531
Aug'21	15632
Sep'21	16909
Oct'21	19767
Nov'21	14263
Dec'21	18465
Jan'22	16652
Feb' 22	15328
<b>Total</b>	<b>145530</b>

**Annexure 4: HSVP's Intranet Application**

HSVP's Intranet Application has 3 modules. This application is hosted in a data centre at Chandigarh. The application is accessed in HSVP's offices using leased line connectivity. A brief about each module is mentioned as below:

**1. Plot and Property Management (PPM):**

The Plot and Property Management take care of the general working of the Estate Office in terms of the plot and property management for all types of the property. This system covers various activities such as allotment of plots, payments/ dues for plots, survey details of the plots, maintenance of certificates by their issue dates and so on.

The PPM module of the HSVP application enables users to manage all types of plot and property. The major functionalities covered by the PPM module are:

- Online Services.
- Allotment of the plots by draw or auction, scrutiny of applications, generation of schedule of payments, allotment letters, and offer of possession to plot holders.
- Maintenance of date-wise tracking of the payments received; compute possession interest, delay interest, rebates, extension fee and generate notices to the plot holders for due payments, extension fee, and enhancement due.
- Maintenance and tracking of all the certificates (Possession certificate, building plan, DPC level certificate, full or partial Occupation certificate) by storing their issue dates. Generate notices for compoundable/ non-compoundable violations.
- Tracking of cancelled/ vacant plot, Issue Transfer certificate, Mortgage certificate, Non-encumbrance certificate, and No-dues certificate.
- Monitoring of appeals filed by the plot holders.
- Monitoring of legal cases of HSVP property under litigation.
- Providing export data file to HSVP that would be replicated by HSVP on their public website at pre-defined frequency to let the plot holder's view their payment and dues details.

## **2. Financial Accounting System (FAS):**

The Financial Accounting System (FAS) deals with preparation of all account books and generation of final accounts, reconciliation of the funds, preparation of budget and monitoring of loans, and entry of bills and their payment. The FAS module of the HSVP application enables users to manage all the activities related to financial accounting. The major functionalities covered by the FAS module are:

- Preparation of all account books like Cash book, Bank book, Journal, Ledgers, and Balance Sheet.
- Reconciliation of funds:

- Released by the Head Office (HO) to the various estates and XEN offices providing details of head office wise matched/ unmatched and unit-wise matched/ unmatched entries.
- Disbursed by each DDO (District Development Office) with bank statement providing details of DDO wise matched/ unmatched entries and bank-wise matched/ unmatched entries.
- Received in the office with the receiving bank's statement.
- Preparation of Budget
- Budget estimates of the receipts and expenditures of the current financial year at HO level, XEN Office level and estate level.
- Monitoring of loans
- Entry of bills at various divisional offices
- Payment to bidders through cheques.
- Preparation of trial balance, income/ expenditure and balance sheets. Monthly accounts are now easily available through trial balance.
- Payment gateway.
- HSVP queries.

**3. Administration Module:** - The Administration module deals with the administration activities for the application such as users and their access levels in the application.

The information required by the callers will be from PPM and FAS.