

BERHAMPUR MUNICIPAL CORPORATION

QUOTATION CALL NOTICE

No. 21193 /

Date: 07/11/2017

The Commissioner, Berhampur Municipal Corporation invites sealed quotations from Authorised agencies/ firms/ manufacturers/ dealers/ suppliers for "Integrated Tollfree Number (single window system) for Service delivery for 3 years" for Berhampur Municipal Corporation.

The Start and end date of sale of quotation from 08/11/2017 to 18/11/2017. Quotations should reach the undersigned on or before 20/11/2017 by 5.00 PM and will be opened on 21/11/2017 at 11.30 AM in the office chamber of the undersigned in presence of the quotationer or their authorises agents who intend to attend. The rate to be quoted shall be inclusive of all taxes, Installation, handling and transportation / delivery charges. No extra cost on any account whatsoever will be admissible. Conditional quotations will be rejected immediately. The rate should be written clearly and legibly without any error or overwriting and both in figures and in words. In case of difference or rates or any ambiguity over rates, then the rates written in words will be taken into consideration. Each quotationer should furnish the EMD of Rs. 3000/- in shape of DD/ Challan deposit in the Office in favour of Commissioner, Berhampur Municipal Corporation payable at Berhampur, copy of Firm Registration, GST Regn. PAN Card and VAT clearance Certificate along with copy of previous such orders and credentials issued by any Govt. Office/ Organisation in favour of him/her/them. The sealed quotations should be superscribed on the cover as "Quotation for Integrated Tollfree Number (single window system) for Service delivery". Further clarifications can be obtained from this office. The undersigned reserves the right to accept or reject any quotation without assigning any reason thereof. The Specifications are as below:

Introduction and Scope of services

Berhampur Municipal Corporation (BeMC)endeavours to introduce single window system - a platform for strengthening service delivery and grievance redressal of various services offered by the urban local body to its citizen. Through a toll free helpline number which shall be handled by a representative, the citizen shall be able to access to various services and schemes as provided by the urban local body. For this the BeMC shall engage an operating agency by integrating with existing toll free number to cater to the citizens of Berhampur town. It would enable the public to serve on all working days from 9.00am to 6.00pm.

As the first step, the functional requirements for the Toll Free Helpline have been prepared. The Toll Free Helpline is expected to provide following functions:

- Provide all services for registration like cesspool operation etc.
- Analytics like number of calls on Toll Free Helpline and MIS reports shall also be provided by the operating Agency.
- PRI lines 30 channel with one pilot number on which the toll free calls will be forwarded is to be provided by operating agency.
- The helpline should have IVR facility.
- The helpline should have both inbound and outbound call facility.
- The helpline should have call recording facility to record all calls, which are processed.
- The helpline should have two agents working from 9.00 am to 6.00pm (with back up provisions for 12 hours support).
- The service should not be disrupted in case of any system failure.

- Beyond 9.00 am to 6.00 pm the help line number shall record the voice call of the citizen and address that during the working hour
- The helpline should have call waiting facility for 20 callers with IVR announcement of waiting time.
- The helpline must be scalable in terms of 01 agent currently with 01 back up agent to provide 9.00 am to 6pm service and should be capable of providing the required number of additional agents, depending on the call load factor, as may require by Berhampur Municipal Corporation.
- The helpline should also provide MIS of all calls with call flow, call load factor, categorize calls based on query by the caller and generate daily reports for BeMC for analysis.
- The helpline should submit a weekly report i.e. CDR of all calls with callers number, time, call duration to BeMC.
- The helpline should have three language options, Hindi, English and Odia

Functional requirement:

1	The system shall help customers register, raise service requests, resolve complaints, provide information and feedback for continuous improvement
2	The toll free helpline shall be available on 1800- 345-6796, which shall be owned and paid by BeMC for toll free charges from all callers.
3	The access to the helpline shall be on toll free number 1800- 345-6796 forwarded to PRI number with IVR. The PRI lines and IVR set up shall be owned by the operating agency with no additional cost to BeMC.
4	The helpline should be able record all calls and shall provide MIS which include the following information, through specially created software capable of generating MIS and mailing the reports automatically on BeMCemail IDs on daily basis: <ol style="list-style-type: none"> 1. Name of the caller. 2. Incoming callers land line or Mobile number. 3. Address. 4. Services registered by the caller. 5. Services provided/pending.
5	The call log of the all calls received, missed calls and duration of call shall be recorded and reported to BeMCon weekly basis, in digital format.
6	The helpline shall support multi-lingual interface (Odia, Hindi and English) as per requirement of the caller.
7	The helpline shall be capable of progressively upgrading to cater to future needs.
8	A call centre shall host the IVR system. If the customer wants to speak to a representative, the call is connected to the call center representative.

Schedule for Completion of Tasks

Implementation Support

Sl. No.	Activity	Tentative Timelines
1	The system shall help customers register, raise service requests, resolve complaints, provide information and feedback for continuous improvement	Continuous activity
2	The toll free helpline shall be available on 1800- 345-6796, which shall be owned and paid by BeMC for	Integration with existing toll free number

	toll free charges from all callers.	
3	The access to the helpline shall be on toll free number 1800- 345-6796 forwarded to PRI number with IVR. The PRI lines and IVR set up shall be owned by the operating agency with no additional cost to BeMC.	
4	The helpline should be able record all calls and shall provide MIS which include the following information, through specially created software capable of generating MIS and mailing the reports automatically on BeMC email IDs on daily basis: 6. Name of the caller. 7. Incoming callers land line or Mobile number. 8. Address. 9. Services registered by the caller. 10. Services provided/pending.	Monthly
5	The call log of the all calls received, missed calls and duration of call shall be recorded and reported to BeMC on weekly basis, in digital format.	Weekly
6	The helpline shall support multi-lingual interface (Odia, Hindi and English) as per requirement of the caller.	<i>Call facility will be available on 3 languages(Minimum Odia)</i>
7	The helpline shall be capable of progressively upgrading to cater to future needs.	<i>In future other services will be added for which operator should able to upgrade the facility</i>
8	A call centre shall host the IVR system. If the customer wants to speak to a representative, the call is connected to the call center representative.	<i>Small call centre facility will be available at ULB to facilitate the services</i>
9	A backup manpower by the service provider should be available to give 24x7 services	<i>Daily support</i>

Training Support:

- The Service Provider shall provide extensive Training to approx. 15 users for using the application before roll out of the system. One training session may be arranged at ULB office. This training cost should be factored in into total cost.
- Service Provider must provide process flow and process notes for each and every module after customization.
- At the start, implementation charts out the Training Map and by the end, Implementation users gain valuable expertise of the usage of the software.

The Price bid of the Quotation should be in the following format.

Sl.No.	Description	Rate quoted	
		IN figures	IN Words
1	Integrated Tollfree Number (single window system) Voice Mail, Android App, 20 Channel Line, 20 No. of Users, 10 Departments, 5 Multi Agent Login, Call Tracking, Call Recording for Service delivery for <u>3 years</u> including Tax		


Commissioner
Berhampur Municipal Corporation

Memo No. 21194

Dt. 7-11-17

Copy submitted to the Collector, Ganjam, Chatrapur for favour of kind information with a request to please display a copy of this Notice in his Office Notice Board for wide circulation.


Commissioner
Berhampur Municipal Corporation

Memo No. 21195

Dt. 7-11-17


Copy forwarded to the Steno to Mayor, Berhampur Municipal Corporation / P A to Commissioner/ City Engineer/ Steno to E.E., Berhampur Municipal Corporation for information and necessary action.


Commissioner
Berhampur Municipal Corporation

Memo No. 21196

Dt. 7-11-17

Copy with enclosure for pasting on the office Notice Board/ Website/ spare copies to concerned files for reference and record.


Commissioner
Berhampur Municipal Corporation