

SHORT TENDER NOTICE

For

**Selection of a Managed Service Provider for Providing Citizen Experience Management Services to
the Government of Andhra Pradesh**

17th December 2016

Prepared by
Andhra Pradesh State Planning Board
Govt. of Andhra Pradesh
AP Secretariat, Velagapudi - 522503.
Andhra Pradesh

Issued by
Andhra Pradesh Centre for Financial Systems and Services (APCFSS)
6th Floor, C-Block, Anjaneya Towers
Ibrahimpattanam, Krishna District - 521456.
Andhra Pradesh

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Notice Inviting Bids

Andhra Pradesh Centre for Financial Systems and Services (APCFSS)

6th Floor, C-Block, Anjaneya Towers, VTPS Road, Ibrahimpatnam - 521456.

Andhra Pradesh

Phone: 0866-2444005

Fax: 0866-2444051

Short Tender Reference No.: APCFSS/APSPB/CEMS/1-2016

Short Tender Notice

Short Tender for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh

AP Centre for Financial Systems and Services (APCFSS) invites short Tenders from reputed companies for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh. The details of the Short Tender document are available on the website: <http://www.apfinance.gov.in> till last date for submission of Short Tender.

The tender schedule is as follows –

Sl. No	Particular	Details
1.	Short Tender Reference	APCFSS/APSPB/CEMS/1-2016
2.	Short Tender issuing Authority	AP Centre for Financial Systems and Services (APCFSS)
3.	Name of the Project	Short Tender for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh
4.	Cost of the Short Tender document	Rs. 25,000/- (Rupees Twenty-Five Thousand Only) Demand Draft in favour of Andhra Pradesh Centre for Financial Systems and Services, payable at Ibrahimpatnam.
5.	Earnest Money Deposit	Rs. 30,00,000/- (Rupees Thirty Lacs Only) Demand Draft in favour of Andhra Pradesh Centre for Financial Systems and Services, payable at Ibrahimpatnam.
6.	Date of commencement of issue of Short Tender document	17.12.2016 at 11:00 AM
6.	Date of close of issue of Short Tender document	25.12.2016 at 05:00 PM
7.	Last Date for submission of pre-bid queries through e-mail	20.12.2016 at 05:00 PM

8.	Date of Pre-Bid Meeting	22.12.2016 at 11:00 AM
9.	Last Date and Time for submission of original Bid security, cost of Short Tender document and Technical Bid	26.12.2016 at 03:00 PM
10	Date of opening of Technical Bids	27.12.2016 at 03:00 PM
11	Date of opening of Commercial Bids	28.12.2016 at 03:00 PM
12	Address of Communication/Purchase of Short Tender document/Submission of Proposals	6 th Floor, C-Block, Anjaneya Towers, VTPS Road, Ibrahimpatnam 521456 Andhra Pradesh
13	Contact E-mail Id	ceo.apcfss@gmail.com
14	Contact Person	CEO

A copy of the Short Tender document can be downloaded from <http://www.apfinance.gov.in>. However, the Short Tender document should be purchased as per the above said schedule and the receipt in original should be produced while submission.

Note: This Short Tender Document is not transferable.

Sd/-
Chief Executive Officer
Andhra Pradesh Centre for Financial Systems and Services

Abbreviation	Description
ACD	Automatic Call Distribution
APCFSS	Andhra Pradesh Centre for Financial Systems and Services
APSPB	Andhra Pradesh State Planning Board
BCP	Business Continuity Plan
CMMi	Capability Maturity Model Integration
COTS	Commercial Off the Shelf Software
CTI	Computer Telephony Interface
CV	Contract Value
DR	Disaster Recovery
DSC	Digital Signature Certificates
EMD	Earnest Money Deposit
FY	Financial Year
GPR	Government Process Re-engineering
IPR	Intellectual Property Rights
IVR	Interactive Voice Response
LAN	Local Area Network
LoI	Letter of Intent
GoAP	Govt. of Andhra Pradesh
MIS	Management Information System
NIT	Notice Inviting Tender
OEM	Original Equipment Manufacturer
PKI	Public Key Infrastructure
PPP	Public Private Partnership
PRI	Primary Rate Interface
RFP	Request for Proposal
SLA	Service Level Agreement
SP	Service Provider
SRS	System Requirement Specifications
SSL	Secure Socket layer
STQC	Standardization, Testing and Quality Certification Directorate, DeITY
SWAN	State Wide Area Network
BCP	Business Continuity Plan
BOO	Build Own Operate
COTS	Commercial Off the Shelf Software
PSTN	Public Switched Telephone Network
STN	Short Tender Notice

Definitions

Applicable Law means the Contract shall be interpreted in accordance with the laws of India.

Bidder means any firm offering the solution(s), service(s) and/ or materials required in the tender call. The word Bidder when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom client signs the contract for rendering of goods and services.

Client means the GoAP represented by APCFSS.

Service Provider means the firm providing the solution under this contract as named in Short Tender Document/Technical specifications/scope of work.

Contract means the agreement entered into between the Client and the Service provider (Bidder), as recorded in the Contract Form signed by the parties including all attachments and appendices thereto and all documents incorporated by reference therein.

Contract Price means the price payable to the Service Provider under the Contract for the full and proper performance of all its contractual obligations.

Bidder's Representative means the duly authorized representative of the SP, approved by the Client and responsible for the Service provider's performance under the contract.

Effective Date means the date on which the Agreement is executed.

Financial Bid or the Commercial Bid means the part of offer that provides price schedule.

Goods and Services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.

Performance Security means on receipt of notification of award from the client, the successful bidder shall furnish the security in accordance with the conditions of contract, in the form acceptable to the Client.

Pre-qualification and Technical Bid means that part of the offer that provides information to facilitate assessment, by APCFSS, professional, technical and financial standing of the bidder, conformity to specifications etc.

Products mean all of the equipment, Hardware, Software, supplies and consumable items that the SP is required to install or provide under the contract, plus the associated documentation.

Project Plan means the document to be developed by the Bidder and approved by the Clients, based on the requirements of the Contract and the preliminary project plan included in the Bidder's bid.

Should the Project Plan conflict with the Contract in any way; the relevant provisions of the Contract shall prevail in each instance.

Specification means the functional and technical specifications or statement of work, as the case may be.

Tender Call or Invitation for Bids means the detailed notification seeking end-to-end solution.

Three Part Bid or Two Stage Bid means the EMD, PQ & technical bids, financial bid are put in separate files and their evaluation is sequential.

Short Tender

Sealed bids are invited from eligible, reputed, qualified bidders with sound technical and financial capabilities for design, development, implementation and maintenance of an end-to-end IT solution along with the establishment and operation of related outsourced process operating units as detailed out in the Scope of Work under this Short Tender Document for Providing Citizen Experience Management Services.

The intent of this Short Tender is to invite proposals from the agencies/Firms/Companies (also referred to as bidders) to enable the APCFSS and GoAP to select a Service provider for Outsourced Citizen Experience Management Centre.

Sl. No	Particular	Details
1.	Short Tender Reference	APCFSS/APSPB/CEMS/1-2016
2.	Short Tender issuing Authority	AP Centre for Financial Systems and Services (APCFSS)
3.	Name of the Project	Short Tender for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh
4.	Cost of the Short Tender document	Rs. 25,000/- (Rupees Twenty-Five Thousand Only) Demand Draft in favour of Andhra Pradesh Centre for Financial Systems and Services, payable at Ibrahimpatnam.
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13	Contact E-mail Id	ceo.apcfss@gmail.com
14	Contact Person	CEO

Pre-Bid Meeting

APCFSS/GoAP will host a pre-bid meeting as per the schedule given in this Short Tender Document. A Pre-bid meeting may be organized to provide clarifications sought by the bidders.

Bidders are permitted to submit their queries in writing on email IDs above in format 4 at least one day before pre-bid meeting date and time.

Structure of the Short Tender Document

This Short Tender Notice is meant to invite proposals from interested bidders (Service providers) capable of delivering the services described herein. This Short Tender document consists of six Sections viz.:

- Section I: Introduction
- Section II: Bidding Procedures
- Section III: Project Requirements
- Section IV: Instructions to Bidders
- Section V: Formats & Templates
- Section VI: Annexures

Section I: Introduction

Introduction

Introduction to GoAP

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

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

Objectives of the Project

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

Andhra Pradesh Centre for Financial Systems and Services (APCFSS) is a non-profit organization registered by GoAP as a special purpose vehicle to undertake various strategic initiatives on its behalf in the Public Finance Management and related areas.

Andhra Pradesh State Planning Board (APSPB) is part of the Planning Department and is responsible for providing strategic direction and monitoring the various state development plans.

APCFSS and APSPB have collaborated to sponsor and implement this important initiative, on behalf of GoAP, through a competent and reputed Managed Service Provider. APCFSS will be the Tendering Authority on this initiative.

Section II: Bidding Procedures

Proposal Preparation

Bidders are expected to examine all instructions, forms, terms and requirements in the Short Tender Document and prepare the proposal accordingly. Failure to furnish all information required in the Short Tender Document or submission of a proposal not substantially responsive to the Short Tender Document in every respect may result in the rejection of proposal.

The proposals should be submitted to APCFSS in the following sections: -

Tender Document Cost and Earnest Money Deposit

- Tender Document Fees - Rs. 25,000/- (Rupees Twenty-Five Thousand Only) by way of Demand Draft in favour of Andhra Pradesh Centre for Financial Systems and Services payable at Ibrahimpattanam.
- Earnest Money Deposit - Rs. 30,00,000/- (Rupees Thirty Lacs Only) by way of Demand Draft/Bank Guarantee in favour of Andhra Pradesh Centre for Financial Systems and Services payable at Ibrahimpattanam.

Pre-Qualification (PQ) and Technical Proposal

Along with other documents, following documents shall be a part of PQ and Technical Proposals: -

- Bid Form on the bidder's letter-head as per Format 1: Bid Form
- A duly notarized Power-of-Attorney/ Board Resolution granting the person signing the proposal the right to bind the bidder and bidders registered address including person's name/designation, email, phone, fax and mobile number for official correspondence.
- Bidder/Company Profile as per Format 2: Bidder's Profile
- Certificate of Incorporation if any or relevant registration documents.
- Audited annual financial results (balance sheet and profit & loss statements) of the bidder for the last three financial years (FY 13-14, 14-15, 15-16)
- Undertaking for not being blacklisted by any State / Central Govt. by the bidder, as per Format 3: Declaration Regarding Clean Track
- Permanent Account Number (PAN) from Income Tax authorities of bidder along with certified photocopy
- Service Tax and VAT Details of bidder
- Other documents as mentioned in the Pre-Qualification Criteria section of this document.
- The team composition, including SPOC, as proposed by the bidder shall be specified clearly in the Technical bid, along with the CVs of the resources proposed.

Commercial Proposal

The Commercial Proposal should be submitted as per the format of Commercial Bid as per Format 7: Commercial Bid Letter & Format 8: Detailed Commercial Bid Format. Both formats are required to be filled, failing which the bid may be rejected.

Proposal Submission

- The proposals submitted should have all pages numbered. It should also have an index giving page wise information of documents. Proposal that are incomplete or not in-prescribed format will be summarily rejected.
- The Bidder shall submit the proposals in single copy with signature of authorized representative on each page.
 - **Pre-qualification and Technical Proposal** – Physical Bid in a separate cover signed on each page & comprising of maximum of 3 volumes (if required), with file name clearly mentioning: “Short Tender for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh – Pre-qualification and Technical Proposal”
 - **Commercial Proposal** – Physical Bid in a separate cover as per format 7 & Format 8: with file name clearly mentioning: “Short Tender for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh – Commercial Proposal”
 - Prices should not be indicated in the Pre-Qualification and Technical Proposals.
 - In case of discrepancy between amount given in words and figures, the details given in words shall prevail.
 - All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. Rates shall always be both in the figures and words.
 - The Bidder is allowed to submit only one proposal against this Short Tender. The bidder has to submit the complete proposal not in part or for particular quantum of work, such proposal will automatically be disqualified without any intimation to bidder. Documents in support of eligibility must be enclosed with the tender. Offers without satisfying eligibility conditions will be out rightly rejected and no correspondence in this regard will be entertained.

Bid Evaluation Criteria

Pre-Qualification Criteria

S. No.	Criteria	Valid Supporting Documents/Information to be submitted as criteria Validation with Technical proposal
1	Bidder should be a legal entity registered in India, since last 3 (Three) years under Companies Act.	Incorporation/Registration certificate along with MoA/Bylaws (or similar document) should be furnished as Documentary proof.
2	The Bidder should have minimum average Annual Turn-over of Rs. 200 Crores in past three financial years (13-14, 14-15 and 15-16) with positive net worth in each of the financial year mentioned.	Audited Balance Sheet & Profit & Loss A/c is to be submitted. A certificate of net worth duly certified by a Chartered Accountant is to be submitted.
3	The Bidder should have experience in implementing 2 outsourced BPO/ Citizen Experience Management Centre solutions with at least one State Government with similar nature with a capacity of 400 seats and another for any reputed Company in India with minimum 150 Seats, in last 3 years.	Completed Format 5: Project Experience, for each project Work order, Relevant documents to Proof Desired scope/quantum of work. If the bidder has acquired any client on account of any form of merger/acquisition, relevant documents should be produced to substantiate the claim of experience in the previous years.
4	The bidder should have experience in handling Minimum 200000 calls per day on an average in last one year.	Self-Declaration by the bidder signed by authorized signatory
5	The bidder should not have been blacklisted by any Government / Semi Government organizations in India, as on date of submission of bid.	Format 3: Declaration Regarding Clean Track should be attached for the bidder.
6	The bidder should have an employee strength of more than 2000 as on date of this tender document	Self-Certification on Company's letterhead signed by authorized signatory.
7	The bidder should have at least one office in Vijayawada and their head office should be located in the state of Andhra Pradesh / Hyderabad	Self-Certification with documents showing proof of ownership / lease like registered agreement, rental agreement (either on the name of the bidding company or parent company). Parent company should be proven by providing shareholding pattern as on date of the tender document
8	The bidder should have been working with GoAP for at least 2 Projects with multiple stakeholder engagement across multiple districts with at least one-(1) citizen	Completed Format 5: Project Experience, for each project Work order, Relevant documents to Proof Desired scope/quantum of work.

	services Project as on date of this tender document.	
9	Bidder should be certified for ISO 9001:2008 and ISO 27001:2013	Valid Certificates provided by the competent accreditation authority

Technical Evaluation Criteria

S. No.	Technical Parameters – Checklist	Max score
1	Experience	
	10 marks for experience of minimum 2- 3 years	15
	15 marks for experience of more than 3 years	
2	Financial Strength	
	10 marks if average annual turnover is minimum Rs. 150-200 crores with profit.	15
	15 marks if average annual turnover is above Rs. 200 Crores with profit.	
3	Call Agents	
	5 marks if head counts are minimum 1500-2000	10
	10 marks if headcounts are more than 2000	
4	Similar project in India for a State Government	10
5	Technical Presentation and software application demo	30
6	Working with GoAP for at least 2 Projects with multiple stakeholder engagement across multiple districts with at least one-(1) citizen services Project as on date of this tender document.	20
	Total	100

The Bid Evaluation Committee will evaluate the Commercial bids received from the bidders who scored minimum 70.

The top 3 bidders who are shortlisted post Technical round and who quotes lowest charges in the financial bid shall be declared successful bidder.

Bidder is required to submit necessary credentials/ documentary proof of Purchase Order/ Agreement/ Completion Certificates, detailing Scope of Work, Timelines, project experience certificate etc. or relevant documents in support each of above parameters.

The Technical evaluation will consist of evaluation of the bidder responses to the technical bids submitted by the bidder. The bidders proposed implementation methodology, project management Methodology and facility management methodology would also be considered for technical evaluation.

Commercial Evaluation Criteria

The commercial bid has to be provided based on the format provided in the Short Tender Document. Citizen Experience Management Centre costs are to be quoted per seat. The bidder need to include the agent, supervisor, admin and other cost in quoted per seat cost.

APCFSS/APSPB/GoAP reserves the right to place an order for additional seats at the price quoted at any time during the three-year period.

After the 3-year contract period, the contract can be further extend for a period of 2 years, on a mutually agreeable basis.

The Bid Evaluation Committee will evaluate the Commercial bids received from the top 3 bidders, who scored maximum marks.

The technically shortlisted top 3 bidders whose quoting lowest charges in the financial bid shall be declared successful bidder.

Bid Evaluation Process

Bid Evaluation Committee

The bid evaluation committee constituted by APCFSS/APSPB/GoAP shall evaluate the bids. This may involve the representations from field and/or other department's experts. The decision of the bid evaluation committee in the evaluation of the Technical and Commercial bids shall be final.

Pre-Qualification Evaluation

Pre - qualification bid documentation shall be evaluated as under:

The evaluation committee will check if the bidder has deposited the EMD along with the Technical Proposal and the same are found to be in order.

The documentation furnished by the bidder will be examined prima facie to see if the Company's capacity, skill base and other Bidder attributes as claimed therein are consistent with the needs of this project.

APCFSS/APSPB/GoAP may ask bidder(s) for additional information, and/or arrange discussions with their professional, technical resource to verify claims made in bid documentation. If the bidder fails to submit the additional supporting documents, the bid shall be rejected.

Technical Evaluation

The bidders' technical solution proposed in the bid document shall be evaluated as per the requirements specified in this Short Tender Document and adopting the evaluation criteria spelt out in this document.

The Bidders are required to submit all required documentation in support of the evaluation criteria

specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.

Presentation: Technically qualified bidder has to make a presentation to the bid Evaluation Committee at a date, time and venue as informed by APCFSS. The Technical presentation must include the following:

- Understanding of the Project Requirements
- Highlights of the Proposed Solution
- Proposed Approach & Methodology
- Detailed Project Plan
- Coverage of individual Modules in Proposed Application and Proposed Application Architecture
- Live Demo of the Solution for Proof of Concept.

The technical evaluation of the bid will be based on the bidder's response to the requirements as mentioned in the Short Tender Document, which will include the Technical Specifications mentioned.

Technical bids shall be examined by the bid evaluation committee with respect to compliance, completeness and suitability of the proposal to the project and only the bids, which are in compliance to the requirements mentioned in the Short Tender Document, shall be considered as technically qualified.

Commercial Evaluation

Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.

Only the commercial bids of top three bidders qualified in the technical evaluation and scored maximum marks shall be opened. Commercial bids of the non-responsive bidders will not be opened.

The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in forms necessary to fulfil the mandatory eligibility criteria.

The technically shortlisted bidders quoting lowest charges in the financial bid shall be declared successful bidder.

Contract Finalization and Award Criteria

Issuance of Lol

APCFSS shall notify the selected bidder, through a Letter of Intent (LoI), that its bid has been accepted. The letter of intent will be accompanied by the proforma for contract, incorporating all agreements between the parties.

Signing of Contract

Within 15 days of receipt of the Lol, the successful Bidder shall sign and date the contract and return it to APCFSS. The selected bidder will initiate the execution of the work as specified in the agreement.

Section III: Project Requirements

About the Project

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

Scope of Work

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

Set Up and Operationalization of a Citizen Experience Management Centre for GoAP, fully on outsourced basis in the limits of Capital Region of Andhra Pradesh with a capacity of 500 seats, to start with, for running a 300 seater outbound and 200 Seater inbound process. The shift would be 12 hours, 7 days a week during the project tenure. APCFSS will notify any changes in this regard.

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

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

Implementation Model

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

Coverage

The bidder is required to support all schemes of the government.

Manpower requirements

Citizen Experience Management Centre Agents

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

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

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

Functional and Technical Requirements

The functional and technical requirements are detailed in this section.

Citizen Experience Management Centre for GoAP

The detailed functional requirements are described in Annexure A:

Software Licenses

The bidder shall procure the software / hardware licenses required, if any. The system software licenses required shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the APCFSS/APSPB/GoAP, for the entire period of contract. However, if the software is open source then this provision shall not be applicable.

Upgrades/Updates and Changes in the Solution

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

Citizen Experience Management Centre Services

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

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

Service provider shall setup the Citizen Experience Management Centre and shall provide the seating infrastructure, desks, chairs, power supply and connectivity for the Citizen Experience Management Centre. The Service provider shall arrange the entire IT infrastructure required for the Citizen Experience Management Centre services. The Citizen Experience Management Centre should be monitored with CCTV surveillance with a recording backup of at least 30 days. The entry and exit

should be controlled with biometric access controls. The logs of the visitors to the centre should be provided to selected personnel on a real-time basis.

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

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

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

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

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

BI reports of Call statistics or call repository.

Minimum Required Deliverables

The suggested list of deliverables (but not limited to) from the successful bidder includes:
Detailed Project Plan, with week-wise activities, including, but not limited to, detailed timelines for customization and acceptance testing of the modules, submission of deliverables, etc.

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

Project Schedule

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

Implementation Timelines and Payment Milestones

S. No.	Deliverables	Timelines from Signing of contract
1	Project Start Date/Signing of Contract	T
2	Commencement of Work by MSP	T+2 weeks
3	Hiring of resources by MSP	T+4 weeks
4	Training of Resources by MSP	T+5 weeks [1 week training]
5	Completion of Citizen Experience Management Centre Set up by MSP	T+8 weeks
6	Test Run by MSP	During 1 week post completion of Citizen Experience Management Centre
7	Launch of Citizen Experience Management Centre - GO LIVE	T+10 weeks
8	Project Sign off	T+11th Week

1. 'T' refers to signing of contract. Operations Phase will start from the date of Go-Live and will last for 3 (Three) years.
2. The bidder should ensure that the procurement and deployment of hardware and provisioning of the manpower activity shall be carried out in parallel to match the go live date.
3. APCFSS reserved the rights to revise the timelines.

Go-Live

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

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

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

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

Service level Requirements (SLR)

1. APCFSS/APSPB/GoAP would provide the Volume forecast 45 days before start of an effort month so that the vendor could maintain the required headcount post hiring and training of necessary resources.

2. 90% of the forecasted volume is the minimum call volume guarantee to the Business. That means, the vendor will be raising bill to the value of 90% of the volume forecasted in case the call volume falls below the 90% of the volume forecasted.

Operational SLA Parameters – Inbound

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

Acceptance Criteria

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

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

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

Definitions and details of SLA and Parameters: Inbound and outbound

Inbound Services

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

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

Average Handling Time	
Component	Explanation of Component
Definition	The proportion of calls whose total duration from beginning of actual interaction to closure, that exceeds an Average Handling Time (AHT), which is currently set at 5 minutes.
Requirement	Throughout the uptime of Citizen Experience Management Centre except for scheduled downtime for scheduled maintenance or when the GoAP 's system is down for whatever reason
Compliance	90% of the call should not exceed AHT of 5 minute.
Measurement Frequency	Monthly
Calculation Formula	$(1 - (\text{Number of calls whose AHT exceeds 5 minutes} / \text{total calls})) * 100 = \text{Service Level Attained}$
Data Sources	CTI solution with date and time-stamp capabilities.

Call Quality	
Component	Explanation of Component
Definition	This is measured by scoring a random sample of calls on pre-defined parameters
Requirement	Throughout the uptime of Citizen Experience Management Centre except for scheduled downtime for scheduled maintenance or when the GoAP 's system is down for whatever reason
Compliance	85%
Measurement Frequency	Daily and reporting period is Monthly

Calculation Formula	The Call Centre needs to have a call logging facility to record all the different calls that have been handled by the agents. A random sample of these calls will then be graded by the Bank's call quality audit team against pre-decided parameters
Data Sources	Listening to voice calls from the log by the bidder's quality assurance team/APCFSS/APSPB/GoAP team

Customer Satisfaction	
Component	Explanation of Component
Definition	Measures performance of service provided to customer. Used to identify Customer's opinion of service performance using SMS.
Requirement	Satisfied : (Parameters – Satisfied or not satisfied) (Note : Customer satisfaction survey process will start after 2 month from initiating the operations)
Compliance	90% of the customers should be satisfied
Measurement Frequency	Monthly for 0.25% of end users who contact help desk.

Outbound Services

- A Minimum contact percent of 70% for outbound calling activity to be set by APCFSS/APSPB/GoAP, which will be the minimum value on which vendor will bill to APCFSS, in case the contact percentage drops below 70%.
- APCFSS/APSPB/GoAP would also ensure that sufficient leads/data would be provided to vendor to occupy 80% of the seats for the month.

Outbound Services			
S. no	Measurement	Definition	Target& Penalty
1	Compliance to Schedule - Feedback Form completion rate	This is a measure that assesses the % of calls on which a feedback form is completed. Completion rate shall be calculated as the sum of the total calls which lead to a completed form as a % of the total number of calls successfully made	>= 80% Nil, >= 80% but <65%, 1% of billed amount for the week, < 65 % , 2% of billed amount
2	Call Quality Score	Call quality audit score is a method of scoring agent calls against predefined parameters to ensure that the agents are adhering to the quality standards as defined by the Purchaser. The parameters & mechanism for calculating quality	>= 90% Nil, >= 80% but <90% 1% of billed amount for the week < 80 % 2% of billed amount

		score will be mutually agreed between the Purchaser & SI.	
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Management Information System - Report Requirement

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

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

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

Exit Management

The Service provider has to support an orderly, controlled transition of responsibility for the provision of the services/ from the Service provider to the new Service provider without any disruption in the services to GoAP. The Service provider is required to submit the Exit Management Plan 1 Year before the completion of the contract. The Exit Management Plan shall be based on mutually agreed terms between Service provider and APCFSS. APCFSS can:

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

Governance Structure

Bidder's Responsibilities

- To submit Pre-Qualification documents as required.
- To understand the Scope of Work and the expected Outcomes & Deliverables.
- To obtain necessary clarifications during Pre-Bid meeting, for preparing a comprehensive Proposal.
- To provide a comprehensive response for outsourced Citizen Experience Management Centre in GoAP.
- To provide necessary collaterals to substantiate response.
- To present the salient features of the response to facilitate evaluation.
- To prepare various deliverables as per requirements for the respective phase.
- To develop system as per committed plans and timelines.
- To ensure Quality Assurance of the system.
- To deploy the systems per committed Deployment plan.
- To monitor Risks and mitigate them continuously.
- To complete User Acceptance & Sign-Off for Phase wise functionalities.
- The Customization of the application using the infrastructure of the Service provider.
- Submission of the reports to department on project progress on weekly basis.
- Configuration management of the system during O&M period.
- The Service provider shall design a detailed training program for the staff users.
- Deliver the deliverables as per the contract terms and conditions.
- Responsibility of getting sign-off on deliverables and phases from APCFSS/APSPB/GoAP.
- Adding value to the Functional Requirements provided in the Short Tender Document.
- Responsibility to conduct further research on process reform.
- Bring to the attention of the Government GPR opportunities.

APCFSS/APSPB/GoAP's Responsibilities

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

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

Section IV: Instructions to Bidders

General Conditions of Contract

Language of Bids

All Proposals, correspondence and documents related to proposals, shall be written in the English language. 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 passages in English language.

Compliance & Completeness of Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the Short Tender Document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the Short Tender Document with full understanding of its implications. The response to this Short Tender Document should be full and complete in all respects. Failure to furnish all information required by the Short Tender Document or submission of a proposal not substantially responsive to the Short Tender Document in every respect will be at the bidder's risk and may result in rejection of its proposal. The Short Tender Document is not transferable to any other bidder.

Signing of Communication to APCFSS/APSPB/GoAP

All the communication to APCFSS/APSPB/GoAP including this Short Tender Document and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.

Amendment of Bid Document

At any time prior to the deadline for submission of bids, APCFSS for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on website www.apfinance.gov.in and bidders are requested to visit the website for updates. The Amendments will be binding on bidders. In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids. Any modification in submitted proposals will not be considered.

Bid Validity

All the bids must be valid for a period of 180 days from the last date of submission of the Short Tender Document for execution of Contract Agreement. However, the quoted rates should be valid for the initial/ extended period of the contract from the effective date of the Contract Agreement.

Price Revision

No request will be considered for price revision during the contract period. However, any price revision on account of any addition to scope of work or increase in expenditure on account of change in statutory guidelines can be considered with due justification being provided.

Deadline for Submission of Bids

Bids must be received by the Tendering Authority at the given address, no later than the time and date specified in the Tender Notice. In the event of the specified date for the submission of Bids being declared as a holiday for the Tendering Authority, the bids will be received up to the appointed time on the next working day. However, the Tendering Authority may, at its discretion, extend this deadline for submission of bids, in which case all rights and obligations of the Tendering Authority and TENDERS will thereafter be subject to the deadline as extended.

Note:

1. Bids may be sent by registered post/speed post/courier or hand delivered so as to be received before due date and time at the address indicated in Tender Notice.
2. Bids received after due date and time will NOT be accepted by APCFSS under any circumstances. The bidder shall ensure that the concerned officer receives their bid before the date & time fixed for the receipt.

Clarification of Commercial Bids

The Tendering Authority may at its discretion discuss with the Tenderer(s) to clarify contents of financial offer

Right to Terminate the Process

APCFSS may terminate the tendering process at any time and without assigning any reason. APCFSS makes no commitments, express or implied, that this process will result in a business transaction with anyone. This Short Tender does not constitute an offer by APCFSS/APSPB/GoAP.

Disqualification of Bids

APCFSS may at its sole discretion and at any time during the processing of tender, disqualify any bidder from the tendering process if the bidder has:

- Not submitted EMD as per specified timelines.
- Made misleading or false representations in the forms, statements and attachments submitted.
- If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- Submitted bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or non-responsiveness.
- Failed to provide clarifications related thereto, when sought.
- Conditional bids will be summarily rejected.

Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

Right to Accept/Reject any or all Proposals

APCFSS reserves the right to accept or reject any proposal, and to annul the 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 grounds for action of APCFSS.

Contract Duration

The bidder will be required to sign a contract for total duration of System Implementation and 3 Years of Citizen Experience Management Centre Operations. The contract may be extended, as may be agreed upon mutually by APCFSS and the successful bidder.

Late Proposal

The bidder will not be allowed to submit the proposals after final submission date. The EMD of such proposals will be returned to the Bidder.

Modification & Withdrawal of Proposal

The Bidder is not allowed to modify its proposal subsequent to the final submission of proposals. The Bidders cannot withdraw the proposal during the period between the last date for receipt of proposals and the expiry of proposal validity period specified in the Short Tender Document. A withdrawal of proposal during proposal validity period may result in the forfeiture of its EMD from the Bidder.

Penalties

If the Bidder fails to deliver within the agreed time-period, the APCFSS shall be entitled to impose as penalties, as mentioned in Clause 6: Service level Requirements (SLR) of Section III: Project Requirements of this Short Tender Document.

Limitation of Liability

- Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.
- The total cumulative liability of the Service provider arising from or relating to this Contract shall not exceed the Total Contract Value, which gives rise to such liability provided, however, that this limitation shall not apply to any liability for damages arising from:
 - Willful misconduct, or
 - Indemnification against third party claims; or Gross Negligence

Bid Security / EMD

The bidder shall furnish a bid security (EMD) as stated in the fact sheet.

The Bid Security (EMD) shall be in Indian Rupees (INR).

The EMD shall be valid for at least 180(one hundred and eighty) days from the date of submission of proposal. No interest shall be payable on EMD under any circumstances.

Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity prescribed by the Tenderer or after awarding tender to successful Bidder.

The Bidder and submission of Performance Guarantee shall discharge the successful Bidder's EMD upon the signing of agreement.

The Bid security will be forfeited at the discretion of Tenderer because of one or more of the following reasons:

- The Bidder withdraws its Proposal during the period of proposal validity
- Bidder does not respond to requests for clarification of its proposal
- In case of a successful Bidder, the said Bidder fails to sign the Agreement in time.
- In case of successful bidder, the bidder have to submit the Performance Security, as defined in this Short Tender Document

Performance Security

The Bidder shall at his own expense, deposit with APCFSS, within Fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Security in the form of Bank Guarantee (BG) from a Scheduled/ nationalized Bank acceptable to APCFSS, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This Performance Security will be 10% of the Bid Amount and payable in favour of Andhra Pradesh Centre for Financial Systems and Services. All charges whatsoever such as premium, commission, etc. with respect to the Bank Guarantee shall be borne by the bidder. The Bank Guarantee shall be valid for a period of 42 months from the date of signing of agreement and should be in the standard format prescribed by Reserve Bank of India. In addition, the same shall be extended to the extent that it remains valid for at least 3 months after the expiry of the contract.

The bidder will also be required to further extend the Bank Guarantee, in case the contract is extended, to an extent that the Bank Guarantee is valid for a minimum of 6 months after the expiry of the Contract. The extended Bank Guarantee in all the above cases shall be submitted at least 3 months before the expiry of the previous BG, failing which, APCFSS reserves the rights to terminate the contract, and forfeit the Bank Guarantee.

Bid Prices

The bidder shall express their bid prices using the price schedule form provided in the bidding documents as Format 7: Commercial Bid Letter & Format 8: Detailed Commercial Bid Format. All costs and charges related to the bid shall be expressed in Indian Rupees. Prices indicated in the Price Schedule shall be entered in the following manner:-

The Prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be

treated as non-responsive and rejected.

The prices quoted by the bidder shall be in sufficient detail to enable the Purchaser to arrive at the price of the services offered.

Prices shall be inclusive of all Taxes (taxes, duties, charges, levies etc.) except applicable Service Tax, which shall be payable extra on prevailing rates.

Discounts, Levies, Freight etc.

The Bidders are informed that discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purposes. The Bidders should also take into account all levies, freight, insurance etc. The price quoted should be inclusive of all levies, freight, insurance, octroi, taxes etc. of any type, indicated separately, will not be taken into account for evaluation purposes.

Payments

The payment will be done through RTGS on submission and approval of invoices to the authorized officer. The process to be followed will be as under:

All invoices will be paid within 30 days from the date of receipt of verified invoice.

All taxes deductible at source, if any, at the time of release of payment, shall be deducted at source as per the current rate while making any payments.

The invoice amount would be paid after the evaluation of performance against both the deployment, operational and Citizen Experience Management Centre SLAs and after deducting penalties, if any.

Resolution of Disputes

APCFSS and the successful bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such informal negotiations, APCFSS and the successful bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.

In case of a dispute or difference arising between APCFSS and the successful bidder relating to any matter arising out of or connected with the agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act (Amendment), of India, 2015.

Governing Language

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

Applicable Law

The contract shall be interpreted in accordance with appropriate Indian laws and the jurisdiction would be Andhra Pradesh High Court.

Taxes and Duties

The bidder shall be entirely responsible for all other taxes, duties, license fee, Octroi, road permits etc. No increase in base rates will be allowed during the period of the contract.

Ownership and Use of Data

APCFSS and GoAP holds exclusive rights to all data captured by the system. The bidder cannot sell or use data for its own research or benefit without prior approval granted by APCFSS.

Termination for Default

The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Tenderer to terminate the Contract in whole or part:

1. If the Tenderer fails to deliver any or all of the services within the period(s) specified in the Contract.
2. If the Tenderer, in the judgment of the Tendering Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

“Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract to the detriment of the Tendering Authority, and includes collusive practice among TENDERERS (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and deprive the Tendering Authority of the benefits of free and open competition.

Consequences of Termination

In Circumstances mentioned above the Tendering Authority may forfeit the security deposit / Guarantee.

Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Tenderer, if the tenderer becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Tenderer, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Tendering Authority.

Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, penalties, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes, act of god, riots, strikes, change in relevant government policy etc.

If an event of Force Majeure continues for a period of ninety (90) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

Notices

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by email and confirmed in writing to the other party's last recorded address. A notice shall be effective when delivered or tendered to other party whichever is earlier.

Binding Clause

All decisions taken by the Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tendering Authority, reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned in Short Tender Document; or
- To reject any or all the tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

Interpretation of the Clauses

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

Special Conditions of Contract

Sub-Contracting

Sub-contracting of the core activity is not allowed under this Short Tender Document. However, the agency may utilize the services of third parties for non-core activities.

Infrastructure arrangement by Bidder

The Bidder shall assess and make his own arrangements for infrastructure, which includes necessary hardware, system software and transportation of personnel deployed by him, security at the site in addition to the men, machine and material. The bidder should assess the capacity planning and assessment for the solution taking into account the entire period, and shall update/replace the hardware for resources, in order to meet the Service Level Requirements of the solution.

Risk Purchase

In case of breach of any of the conditions of the agreement or delay in supply or failure to implement at bidder's own quoted rates, APCFSS may at its option, take any or all of the actions detailed below:-

- Implement / Purchase from elsewhere on bidder's Risk or Account the entire or the remaining items and services.
- Forfeit either wholly or the part of the service charges/ security deposits.
- Taking of such other action against the bidder including legal action for breach of contract.
- Levy of penalties or withheld payment to the extent of services not provided.

Compliance to Guidelines

Bidders to ensure incorporate the guidelines as a must for the Outsource Citizen Experience Management Centre. It should comply with guidelines issued by Andhra Pradesh State Government Authorized Agencies from time to time.

The bidder will be required to make the changes in the solution, in order to meet the guidelines issued by such agencies from time to time.

Warranties & Intellectual Property Rights (IPR)

- During the operations phase from the date of Go-Live, the bidder will implement all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to APCFSS/APSPB/GoAP. Such activity would have to be planned by bidder in such a way that the same results in zero down time for users i.e. ideally to be completed during off business hours).
- Bidder must ensure that they have all necessary licenses, approvals, consents of third Parties/principle manufacturers and all necessary technology, hardware and software to enable it to provide the solution.
- Intellectual property in anything developed by the Solution Provider specifically and exclusively for APCFSS/APSPB/GoAP, and based on the information or data owned by APCFSS/APSPB/GoAP, shall vest with APCFSS/APSPB/GoAP. APCFSS requires the source code along with administrative passwords of the application mandatorily. APCFSS/APSPB/GoAP will have the IPR for all the functional processes and process flows therein.

Section V: Formats & Templates

Format 1: Bid Form

(To be submitted on letterhead of the Bidder)

Dated -----, 2016

To,
Chief Executive Officer,
Andhra Pradesh Centre for Financial Systems and Services,
Ibrahimpattanam.

Ref: "Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh" against tender No. APCFSS/APSPB/CEMS/1-2016 due for opening on _____.

Dear Sir,

Having examined the tender document of Outsourced Citizen Experience Management Centre as detailed in the tender document, Terms & Conditions and scope of procurement, Specifications etc., and having understood the provisions and requirements relating to the procurement and all other factors governing the tender, We hereby submit our offer for the tender document of Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh, in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the tender document, at the rates quoted by us in the accompanying financial Bid.

We accept the Short Tender Document and if we fail to complete the delivery as per the order, we agree that, APCFSS/GoAP shall have full authority to forfeit the earnest money/Performance Security and cancel our order with no obligation on their part.

We confirm having deposited earnest money of INR /- through Demand Draft/Bank Guarantee in favor of Andhra Pradesh Centre for Financial Systems and Services, Ibrahimpattanam.

We further confirm that –

1. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
2. We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.
3. The quoted rates shall be valid for 180 days from the date of submission of the bid.
4. We further confirm that all contents of the tender document have been read, understood and signed and there is no deviation/discrepancy.

Signature of the Bidder

With stamp and date

Format 2: Bidder's Profile

(To be submitted on letterhead of the Bidder)

TECHNICAL PROPOSAL SUBMISSION FORM		
Section 1: Organizational Details/Personal details		
Name of the Firm/ Organization/ Individual		
Address of the Head Office:		
Address of the Project Offices:		
Telephone, Fax and Email details		
Name and Designation of the Authorized Representative of the tenderer to whom all the references shall be made :		
Address, phone, fax and email of the Authorized Representative		
Section 2: Subject Area		Reference Page
Area of Expertise:		
Academic strength and reputation		
Section 3: Registration Details		Reference Page
Registration no. and date:		
PAN/TAN card number details		
Service tax registration		
Any other registration		
Section 4: Experience & Profile		
4.1 Summary of similar projects executed successfully in the past years; focusing on brief descriptions of assignments and experience in similar conditions		
(i) Project title		
(ii) Source of funding		
(iii) Implementing partners (if any)		
(iv) Project duration		
(v) Project budget		
(vi) Project brief		
4.2 Experience in Citizen Experience Management Centre services		
Section 5: Details of Employees/Experts and infrastructure		
5.1 Availability of appropriate skills among staff with summary of relevant permanent professionals, employees and resource persons. Attached CV's of resource persons with original consent letters if not permanent employee		
5.2 Availability of infrastructure, equipment's etc.		
Section 6: Earnest money deposit (Bid Security) and validity		
6.1 Turnover of last three years (submit audit report/balance sheet)		
Year 1 (FY 2013-2014)		
Year 2 (FY 2014-2015)		

Year 3 (FY 2015-2016)		
6.2 Validity of offer (Not less than 180 days)		
6.3 Details of Earnest money deposit		

Signature of the bidder

Date and seal:

Format 3: Declaration Regarding Clean Track Record

(To be submitted on letterhead of the Bidder)

Dated -----, 2016

To,
Chief Executive Officer,
Andhra Pradesh Centre for Financial Systems and Services,
Ibrahimpattanam.

Ref: "Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh" against tender No APCFSS/APSPB/CEMS/1-2016 dated _____ due for opening on _____

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the Short Tender Document regarding "Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh".

I hereby declare that my company has not been debarred/black listed by any Government/Semi Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

In accordance with the above, we would like to declare that:

1. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
2. We are not blacklisted by any Central/State Government/Public Sector Undertaking in India.
3. The information provided in the tender document is true and no false representation has been made.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation Seal

Date:

Business Address:

Place:

Date:

Bidder's signature
with seal.

Format 5: Project Experience

(To be submitted on letterhead of customer separately for every similar kind of project)

Bidder can provide experience of running projects on his letter head and for Past Projects can be submitted the Certificates Provide by clients.

S. No	Item	Details
General Information		
1	Customer Name/Government Department	
2	Name of the Contact Person and Contact details including email-id.	
Brief Description of scope of Project		
3	Contract Value of the project (in Crores)	
4	Total cost of the services provided (by the Bidder)	
Project Details		
5	Name of the project	
6	Start Date/End Date	
7	Date of Go-Live	
8	Current Status (work in progress, completed)	
9	Contract Tenure	
10	Type of Project. (Complete Outsourced Citizen Experience Management Centre)	Yes / No
11	Brief Scope of Work	
12	Number of Agents.	

Signature of Customer:

Name of Customer:

Seal of Customer:

Format 6: Proforma for Agreement (Draft version only)

(To be executed on Stamp paper as per legal requirement)

THIS AGREEMENT made on the _____ day of _____ 2016 between Andhra Pradesh Centre for Financial Systems and Services (APCFSS) having its registered office at....of one part and M/s _____

_____ having its registered office at _____

_____ hereinafter called "Service provider (SP)" of the other part.

WHEREAS APCFSS has desired for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh as per the Scope of work & specifications given in the STN document, referred below, and has accepted a Tender by the SP (Wide LOI no ----- dated -----) for the sum of _____ (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

Whereas the SP has accepted the offer of APCFSS vide Letter no ----- dated ----- in response to the LOI no ----- dated ----- Issued by APCFSS.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Expressions shall have same meanings as are respectively assigned to them in the Conditions of Tender referred to.
2. The following documents shall be deemed to form and be deemed to form and be read and construed as part of this Agreement,
 - a. Short Tender Notice (STN), i.e. Tender No. APCFSS/APSPB/CEMS/1-2016
 - b. All Corrigendum released to the above STN
 - c. Bid proposal submitted by M/s <<_____>>
3. In consideration of the Payments to be made by APCFSS to the SP as hereinafter mentioned, the SP hereby covenants with APCFSS/APSPB/GoAP to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the STN document.
4. APCFSS hereby covenants to pay the Service Provider in consideration of the provisions of the goods and services and the remedying of defects therein the Contract Price or such other sum

as may become payable under the provisions of the Contract at the times and in the manner prescribed in the STN document.

5. The following terms & conditions shall apply in addition to the terms & conditions given in the STN document and shall override the conditions given in the STN document No.

a. <<To be filled based on mutual agreement between APCFSS and Selected Service provider>>

Signed and sealed this ____ day of ____, 20 ____ at _____.

(Signature)

Full name, designation and official address
with with stamp

(Signature)

Full name, designation and official address
stamp

Witness No.1

Full Name, Designation
and official address with stamp

Witness No.2

Full Name, Designation
and official address with stamp

Format 7: Commercial Bid Letter

(To be submitted on letterhead of the Bidder)

Name of the Bidder:

Dated -----, 2016

To,
Chief Executive Officer,
Andhra Pradesh Centre for Financial Systems and Services,
Ibrahimpattanam.

Subject: Submission of Commercial Bid against tender No. APCFSS/APSPB/CEMS/1-2016 dated 17th December 2016 for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh, Hyderabad.

Dear Sir,

Having examined the Short Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement, as a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh. To meet such requirements and to provide services as set out in the Short Tender Document, we herewith submit our commercial proposal for the sum of [*Amount in words and figures*], summarizing our commercial proposal as per Format 8: Detailed Commercials

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.

We understand that you are not bound to accept any proposal you receive.

Terms:-

1. The Prices mentioned in Format 8 are inclusive of all taxes, except service tax.
2. Price shall remain fixed for a period of 180 days from the date of submission of bid.
3. The Octroi and other duties & Taxes, if any, will not be charged separately to APCFSS.
4. The financial bid is liable to be rejected in absence of Format 8: Detailed Commercials.

Place:
Date:

Bidder's signature with seal

Format 8: Detailed Commercial Bid Format

Dated -----, 2016

To,
Chief Executive Officer,
Andhra Pradesh Centre for Financial Systems and Services,
Ibrahimpattanam.

Subject: Financial Bid for Selection of a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh.

Sir/Madam,

With reference to tender document for development of application, we submit our commercial bid as under -

FORMAT FOR COMMERCIAL BID - Bill of Material

S.No.	Items	Total Price
1	Cost per person per shift per month	
2	Service Tax	
	Grand Total	

1. Total cost of ownership will be sum of items from Sr. no 1 and 2 given above.
2. Agent shift will be of 8 hours duration.
3. APCFSS/APSPB/GoAP has the right to ask for increase/decrease in the seats as per rate mentioned in S. No. 1.
4. Prices should be inclusive all duties, Taxes etc., except service tax. This price will remain valid for 3 years. GoAP will consider any changes in tax by central / state government after bid submission date.
5. Cost of PSTN usage bills and all MPLS/point to point links from APCFSS/APSPB/GoAP's Data Centre to Citizen Experience Management Centre, if any, will be borne by APCFSS/APSPB/GoAP on actual basis on submission of bills. PSTN (Telephone/PRI) lines will be taken as per requirement and approved by APCFSS/APSPB/GoAP.

DECLARATION

I / We agree to keep this offer valid for 180 (One hundred and eighty) days from the date of submission of the bid. We shall also be agreeable to extend the validity of the bid, if so desired by the APCFSS.

I / We agree and undertake to abide by all the terms and conditions of the bid document. In witness thereof, I/We submit this Bid under and in accordance with the terms of the bid document.

I / We agree to make deductions of TDS as per rules from the payments.

Yours faithfully,

Date : (Signature of the Authorized Signatory)

Place : (Name and designation of the Authorized Signatory)

Name and seal of Bidder/Lead Firm

[PROPOSALS MUST BE IN SEALED SEPARATE INNER ENVELOPE MARKED **COMMERCIAL PROPOSAL**]

Format 9: Performance Bank Guarantee

<Location/Date>

<Name>

<Designation>

<Address>

<Phone No.>

<Fax No.>

<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <<Insert contract no. >> dated. <<Insert date>> to provide services as a Managed Service Provider for Providing Citizen Experience Management Services to the Government of Andhra Pradesh, (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a 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 office at <<address of the local office>> have agreed to give the supplier such a Bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to 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 supplier 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 of the sum specified therein.

We hereby waive the necessity of your demanding the said debit from the Bidder 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 Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert date>>.

Notwithstanding anything contained herein:

I. Our liability under this Bank guarantee shall not exceed **Rs. <<insert value>> (Rupees <<insert value in words>> only)**

II. This Bank guarantee shall be valid up to <<insert expiry date>>

III. It is 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.

Yours faithfully,

Date :

(Signature of the Authorized Signatory)

Place :

(Name and designation of the Authorized Signatory)

Seal

Format 10: Declaration

(On Company letterhead only)

The undersigned, having read the Terms and Conditions of set out in the attached document, hereby offers to provide the services at the prices quoted, in advance with the specifications stated and subject to Terms and Conditions set out or specified in the document. We submit our Proposal, which includes this Technical proposal, and Financial Proposal sealed under a separate envelope. We confirm that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations. We understand APCFSS is not bound to accept any Proposal you receive.

Name of authorized representative	
Title	
Postal Address	
Date	
Telephone no	
Email Address	
Mobile no	
Signature	

Format 11: Authorization Letter

(Representative AUTHORIZATION Letter on the Letterhead of the Bidder)

Date:.....

Ref:.....

Dated -----, 2016

To,
Chief Executive Officer,
Andhra Pradesh Centre for Financial Systems and Services,
Ibrahimpattanam.

Ms./Mr.....is hereby authorized to sign relevant documents on behalf of the company/firm in dealing with tender reference No She/He is also authorized to attend meetings and submit technical and commercial information as may be required by APCFSS in the course of processing above said application. Ms./Mr. is hereby authorized to make technical presentation on behalf of the company.

(Proof of above two persons as employee of the company to be enclosed)

Thanking you,

Representative Signature

Authorized Signatory

.....

Signature attested

Format 12: Project Key Person Details

Role	Name	Designation	Qualification and Experience
Project Manager			
Other Senior Resources			

Note: Please attach detailed CV of the persons with clearly mentioning qualification, Experience and Project Handled along with Technical proposal

Format 13: Functional Requirements

Ref No.	Requirements	Vendor's Response (Y/N)	Comments
	IVR		
	Ability of IVR system menu to prompt the caller to make their selection(s) of all inbound calls received on identified telephone number		
	Ability to support audio-text for playback of regulations, procedures and frequently asked questions as per the IVR Call Flow & Call Tree		
	English Language Support		
	Hindi Language Support		
	Foreign Language Support		
	Ability to capture information from a caller or identify a customer using CLI		
	Ability to route the caller to the ACD when the customer requires to talk to an agent		
	Ability to be integrated to speech recognition engine		
	If the speech recognition engine is available as part from the proposed solution, please identify the type of the engine and the engine capability and supported languages in the Comments field)		
	Ability to change the IVR Tree by the system user, with no change in the software, through GUI Interface		
	Ability to change the IVR route based on the customers' captured data (i.e. Customer segment)		
	Ability to capture all the customer's interactions with the IVR and pass it to the Citizen Experience Management Centre.		
	Ability to add multiple message on the IVR system		
	Ability of the system user to schedule different messages in specific dates and for a specific period		
	Ability to determine agent availability from the ACD and voice out in minutes and seconds next agent availability		
	The Agent must have facility to mark calls as closed, open, call back on a certain date, time etc. with his specific remarks in detail. System will route the call on reminder date and time to an Agent who is free for follow-up		
	Appropriate escalation Management of OPEN calls to senior Agents		
	Track & Report number of open calls with flexible date & Time reporting		

	Track & Report number of escalated calls with flexible date & Time reporting		
	Report on Inbound calls with call details with flexible date & Time reporting.		
	Forwarding of requests / Complaint to GoAP		
	Follow up of requests / Complaint to GoAP		
	Escalation of requests / Complaint assigned to GoAP		
	Ability of the system to provide all agent parameters to follow the login ID, irrespective of the physical location of their terminal.		
	Auto call routing		
	Support for "call back" option in the event of long call waiting		
	Interfaces		
	Integration with the ACD		
	Integration with CTI		
	Support for display of calling party's number and other details at the workstation of the agent		
	Support for recording and monitoring calls handled by all agents		
	Support for email		
	Web Interface to Log Complaint / Request by the user.		
	All features available in telephony interface should be available in the web interface and vice-versa.		
	The Web interface can also be used to control a combined web-telephony mode where audio flows through the telephone.		
	ODBC interface for all types of databases		
	ACD/CTI		
	Ability to manage dynamic call queues to allow queues to be opened or closed as required by authorized person Ability to allow Citizen Experience Management Centre agents to be members of multiple ACD groups		
	Ability to transfer call to other Citizen Experience Management Centre agent with call data attached		
	Ability of skills based routing to allocate calls to Citizen Experience Management Centre agents based on the skills		
	Routing to the agents with 'Ring One' feature to according to at least one of the following configuration: With 'Least Recent' - the extension that received a call the longest time ago will be on the top of the List With 'Fewest Calls' - the extension that received the least number of calls will be on the top of the List Random Selection Routing to the agents with 'Ring All' feature - first agent picks the call; it will be closed for the other agents		

	Ability to recognize the region of the incoming call and transfer to agents based upon defined splits		
	Ability of the CTI application to generate a unique service request number Ability of the unique service request to be given a timeline for closure		
	Ability of the system to escalate service requests on non-closure		
	Ability of the supervisor to determine which call types can open a service request		
	Ability to configure SLAs for: By agent By skill By group By priority By Call type By Supervisor		
	Ability to configure SLAs such as: Total talk time Average talk time Aux Time Available time Idle time Average Speed of Answer Call abandoned count Call abandoned percentage of calls closed on the IVR of calls transferred from IVR to agent		
	Citizen Experience Management Centre		
	Managers/Supervisors can: Listen to a call silently - not heard by the agent or the customer		
	Interact with a call (both agent and the customer can hear the Supervisor)		
	Coach the agent (only the agent can hear the Supervisor)		
	Ability to support auxiliary codes to enable Citizen Experience Management Centre agents to indicate their current mode of operation (i.e. Available/Unavailable/Wrapping Up/At Lunch, etc...) (Please indicate in the Comments field if the auxiliary codes are configurable - new codes to be added or codes to be removed)		
	Ability to place callers on hold and play messages		
	Ability to transfer calls back to the IVR		
	Support for online performance management:		

	<p>Ability to define on the system KPIs target performance - these KPIs can be call durations, % of answered calls or other KPIs defined by the GoAP</p> <p>Online view for the overall performance against the defined KPI (Can be shown by Managers & Supervisors only)</p> <p>Online view for specific agent performance against the defined KPIs (can be shown by the agent him/herself, the Supervisor and the Manager)</p> <p>What is the refresh rate for the online monitoring?</p>		
	<u>RECORDING SYSTEM</u>		
	<p>Ability to provide automatic digital recording for all calls (voice and screen recording) - this has to capture at least the following information:</p>		
	<p>(A) Date</p> <p>(B) Time</p> <p> Call Duration</p> <p>Agent ID</p> <p>Caller Number</p> <p>Customer ID</p> <p>Reference Number (Ticket/Work Package ID)</p> <p>Number Dialed for Outbound Calls</p> <p>Inbound/Outbound Identifier - System Generated</p>		
	<p>Searching capabilities with any combination of the following parameters:</p> <p>Date</p> <p>Time</p> <p>Agent ID</p> <p>Caller Number</p> <p>Customer ID</p> <p>Reference Number (Ticket/Work Package ID)</p> <p>Number Dialed</p> <p>Inbound/Outbound</p>		
	<u>Knowledge Base</u>		
	<p>Knowledge Base module is available with at least the Following categories:</p> <p>Citizen Experience Management Centre Procedures</p> <p>General information</p> <p>Changes in the products and services</p> <p>What is new?</p> <p>Frequently Asked Questions (FAQ)</p> <p>Configurable list of users who can edit the knowledge base database</p> <p>Searching capabilities in the knowledge base</p>		
	<u>Reporting</u>		

	<p>Caller IVR Selection (Start to Finish)</p> <p>Total amount of time callers had been on IVR</p> <p>Detailed Summary</p>		
	<p><u>Number of calls</u></p> <p>Total Number of Calls</p> <p>Number of Calls Diverted to Citizen Experience Management Centre Agents</p> <p>Number of calls dropped on the IVR stage</p>		
	<p>Queues analysis</p> <p>Number of Calls</p> <p>Number of Waiting Calls</p> <p>Average Call Time</p> <p>Longest Waiting Time</p> <p>Abandoned Calls</p>		
	<p>Agent reports (Summary for All the Agents, Summary by Queue, and Detailed by Agent)</p>		
	<p>Login & Logout Time</p> <p>Average Answer Time</p> <p>Average Talk Time</p> <p>Average Handling Time</p> <p>Number of Dropped Calls before Pickup</p> <p>Number of Dropped Calls after Pickup</p> <p>Idle Time</p> <p>Time Agent is Ready</p> <p>Outbound Calls - Destination Numbers & Duration</p> <p>Number of Web-Chats</p> <p>Average Chatting Time</p> <p>Number of Emails Received</p> <p>Number of Call Backs</p>		
	<p>General Reporting Requirements</p> <p>Customized reports can be built by the users</p> <p>(Please indicate in the Comments field what knowledge is required by the users to build a customized Reports)</p> <p>Reports can be accessible through the LAN/WAN and remote access</p> <p>Standard reports can be generated on half-hourly, hourly, daily, weekly, monthly, quarterly and yearly</p> <p>Is it one reporting module for all the system components (i.e. ACD/CTI/IVR/Call Agent? Or, is it a separate reporting module for each component.</p>		

Format 14: Technical Requirements

S. No.	Requirements	Vendors Response	Remarks
1	Hardware		
	Mention the technology hardware would be based upon (If you have specific hardware in the proposed solution, Please give brief details)		
	Is the hardware branded (Please list the brand and model)		
	With which brand of phone sets is the proposed solution compatible		
	Is there a facility to monitor the hardware failures		
	What is the storage capacity		
2	Business Continuity		
	Automatic switch to Call Center agents, if IVR malfunctions		
	Does the server architecture have inbuilt redundancy,		
	Does the proposed Citizen Experience Management Centre solution have well documented BCP		
3	Data Bases		
	What type of database(s) will be used		
4	Disaster Recovery Process		
	Does the proposed Citizen Experience Management Centre solution has Disaster recovery center well in place		
	What will be RTO & RPO		
	Ability to have audit trails with all the related fields, such as User Id, login and logout time, before and after, Machines ID etc... These standard reports are generated from the system periodically, and on ad-hoc basis: 1. List of users, user privileges and status 2. User sign-off and sign-on 3. User violation – unsuccessful login attempts 4. User additions, amendments and deletions		
5.	PBX		
	Does the PBX support Line expansion increments		
6.	ACD/ CTI		
	Measured Agents or Login Ids Measured Agents Per Split/Skill Measured Splits/Skills Measured Agent-split/skill pairs Measured Trunk Groups		

	<p>Measured VDNs</p> <p>Max. Agents Displayed by</p> <p>Max. Monitoring Terminals Available</p> <p>Max. Active Maintenance Commands for System</p> <p>Max. Simultaneous Monitoring Terminals, Terminals in Monitor Mode</p> <p>Reporting Periods</p> <ul style="list-style-type: none">• Intervals• Days <p>System cabinet Included</p> <p>Digital switch</p> <p>I/O Transition Module</p> <p>System Controller (CPU) Included</p> <p>Agent workstation</p>		
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Section VI: Annexures

Annexure A: Citizen Experience Management Centre

Bidder will provide adequate number of agents, team leaders, supervisors and managers for complete operationalizing and smooth running of Citizen Experience Management Centre.

- Overall management of the Citizen Experience Management Centre: The Bidder will manage the Citizen Experience Management Centre, under a SLA agreement mentioned in this document. The scope includes overall management of Citizen Experience Management Centre and manpower management.
- The Bidder will submit various reports as per Clause 6, on the operations of the Citizen Experience Management Centre in compliance to SLA agreement as discussed in this Short Tender Document.

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

1. Operationalization of Citizen Experience Management Centre for GoAP for fully on-outsourced basis.
2. Complete Infrastructure and manpower will be provided by the Bidder only.

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

1. Information Services
2. Enquiry Services
3. Grievances & Resolution
4. Ticketing Application

Services

Information Services

Information services will provide citizens with information on Public welfare Schemes

Enquiry Services

Application /Services request Status enquiry

Grievances & Resolution

Grievances capturing in system and correct assign to Concern section / official Citizen satisfaction capturing after resolution reported by concern official.

Ticketing Application

- Issue Ticket to every issue/query reported.
- Monitor and Escalate the Ticket to officials for resolution.
- Monitor the Ticket and escalate if required.

Citizen Experience Management Centre Technology

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

Robo Calls

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

Interactive Voice Response (IVR) Menu System

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

Automatic Call Distribution (ACD)

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

Computer Telephone Integration (CTI)

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

Citizen Experience Management Centre Application

Citizen Experience Management Centre application should have following features:

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

Performance Monitoring

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

Recording

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

Language Requirements

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

Operating Window

The Citizen Experience Management Centre will operate in 8-hour shift, 6 days during contract period. Any changes to this by the Purchaser would be binding on the successful bidder.

APCFSS/APSPB/GoAP Representatives

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

Number of Phone Lines required

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

Facility Management

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

to APCFSS/APSPB/GoAP will manage all Hardware Management, System Administration, Software Maintenance & Support in this outsourced contract.

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

Project Timeframe

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

Number of Agents

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

- The hierarchy, i.e., Agent < Team Leader < Manager, will be decided by the Bidder, who will ensure meeting of SLA requirements. However, the following are the indicative guidelines.
- Manpower for all shifts – Bidder will ensure availability of manpower (agents, team leaders and managers) throughout the time duration.
- Buffer Agents: Bidder will also have sufficient additional agents for managing absence of agents from their seat due to leave, sick, recess, interval, training, etc.
- Agent / Team Leader Ratio – Bidder will deploy appropriate “Agent / Team Leader Ratio” as per industry practice. However, it is indicated that Bidder may implement 1:25 ratio, i.e. there may be one team leader per group of 25 agents. Similarly, Bidder will deploy sufficient numbers of team leaders, quality control teams, and training and management teams to ensure that the SLA parameters are met.
- Team Leader / Manager Ratio – 6: 1 i.e., there should be one manager per 6 team leaders.
- Quality Executive / Agent Ratio – 85: 1, i.e., there may at least be one quality executive per 85 agents. Minimum one Quality Executive is required if the number of agents is less than 85.
- Keeping the above parameters in view, the Bidder will employ / deploy appropriate number of agents, team leaders and managers in order to ensure that the SLA parameters are achieved.

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

Manpower Profile

It is expected that the Bidder may adhere to the following indicative criteria for recruiting /deploying their employees. Resources to be engaged/employed by Bidder in the Citizen Experience Management Centre cannot be construed as employee of APCFSS/APSPB/GoAP and cannot claim any benefit thereof.

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

- Educational Qualification – 12th Pass

- Desirable Experience – 6 months to 1 year of BPO / Citizen Experience Management Centre Experience,
- Age Profile: Above 18 years of age. Age profile of the Agents should be such that the customer gains confidence in confiding / sharing the information with the Agent.

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

Training

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

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

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

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

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

Staff Retention Program

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

Assessment & Remedial Action

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

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

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

Quality Management

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

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

Industrial Relations and Discipline

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

Remuneration to Employees of Bidder

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

Insurance Coverage

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

Compliance to Labour laws

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

No Outsourcing by Bidder

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