

Sub: RFP for “24x7 Helpline (Call Centre) for Road Users on National Highways”.

Clarifications to bidders' queries

S. No.	Page no. Of RFP	Clause	RFP Statement	Query	Remarks
1	11	3 (a)	An applicant (referred to as “Bidder”) should be a Company incorporated and registered in India under the Companies Act, 1956 and should have valid Other Service Provider (OSP) registration from Department of Telecommunications (DOT) for Domestic Call Centre.	Joint Venture or Consortium can be allowed and any other International accreditation equivalent to OSP registration from DOT can be allowed.	No change in OSP conditions. In relation to JV, please refer Corrigendum-1
2	36	1.4	As per preliminary assessment, currently Concessionaire(s) receive(s) approximately 7 or 8 calls per day on an average for every 50 km of completed NH. At present, completed stretches under tolling is approximately 16000 km.	We believe, the current call projections data cited is based on a validated legacy data of NHAI. May we request to confirm the same Or ideally would be best for the project if it could be shared with the bidders. This would contribute strongly in the optimum set-up required for such operation, saving tax-payers money.	No legacy data available with NHAI. Total NH length is about 95,000 kms. Call data projections for entire NH length is not available.

Sheet1

3	22	24	IHMCL will not make any Advance Payment or provide any financial security against the work order/ Contract	<p>Though we await a confirmation on the above projections, but going even by the same,</p> <ol style="list-style-type: none"> 1. it broadly translate into a very sub-scale set-up across six-centres in India. 2. However, if we plan to add the Multi-linguist Capability on each of these centres (as the need was felt during our pre-bid discussion), This translates into a over scale and commercially Unviable operation when compared to a single set-up with a multi-lingual capability. An ideal way to balance the above and providing a level ground is by incorporating a fixed FTE (Full time employee) model with clearly defined functional requirements and associated service level requirements (SLA's). <p>In view of the above and with our strong interest in witnessing the project succeeding and meeting its desired goals, may we request for the fixed FTE model for this project?</p>	As per RFP
---	----	----	------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

Sheet1

4	102	New Clause Proposed	Limitation of Liability	The current RFP/Tender document leaves successful bidder's Liabilities for direct as well as indirect losses open for interpretation. May we request to confirm on the limitation of the liability of the Successful bidder by assuring a cap on the same. In line with it, May we proposes a liability cap of charges payable by Service provider equivalent to 10% of the Annual Contract Value with no exclusions from such cap.	As per RFP
5	97	6.1 Payment for Services	IHMCL will not make any Advance Payment or provide any financial security against the work order/ Contract. The service provider will raise the invoice every quarter after successful commissioning and acceptance of services by IHMCL	May we request for monthly invoicing and payout?	As per RFP
6	41	7(a)	Payment for the services (including inbound and outbound callcharges) shall be made on aggregate connect minutes obtained after aggregating duration of individual calls in seconds as per detailed call records supplied by the telecom service provider. However, calls that last for less than 10 seconds shall not be Considered for aggregation for payment purposes	Non payment to vendor in case of call duration lesser than 10 Seconds doesn't support service provider for no fault of its own. May we request you to may it payable though we would appreciate And request for a more sustainable and transparent model with Telecom charges being borne by IHMCL on actual basis.	No payment to Service Provider for outbound calls less than 10 seconds. All calls shall be considered for inbound calls. Please refer Corrigendum-1.

Sheet1

7	37	Scope of work, 3.a	Six call centers will be setup in the country.....	How the resilience of these six call centers will be done? Are these six call centers will be interconnected with each other for sharing the data / records / information and service fail-over to each other (or for selected ones).	As per RFP
8	37	Scope of work, 3.b	The Service Provider should maintain a GIS based map/data and should divert the calls to the concerned Ambulance / Trauma Centre/ Police Patrol/ Control Room / Toll Plaza within a maximum time limit of 3 minutes.	How communication with these services / dept. / vehicles or control rooms will be done?	By phone/ mobile. May be followed up by email /sms.
9	37	Scope of work, 3.b	The Call Centre service provider shall assign / transfer the emergency calls from road users on other than NHAI's tolled stretches to the State Govt/NGO operated/aided ambulance / police and fire emergencies services viz. CATs/ "108 Emergency service" or similar such services in various States	How communication with these services / dept. / vehicles or control rooms will be done?	Please refer clarification at Sr. No. 12

Sheet1

10	37	Scope of work, 3.d	The service provider will be responsible for providing all infrastructure for Call Centre Services viz. Premises, CCA's, Agent Software Licenses, Supervisor Licenses, PRI lines for Inbound, PRI line for Outbound, Internet connection, switches, Media Gateway, GIS/GPS integration, CRM Software, CRM and Database server and software at the Call Centre location, LAN, head set, PCs, SMS server, other hardware / software etc. as well as all the required skilled manpower.	What do you mean by GIS/GPS integration, we assume that all the services / dept. / vehicals and existing control rooms are equiped and configured with GIS / GPS system, the scope of this solution is to integrate the feeds from that existing system to new proposed system. Please clarify the assumption and scope.	No GIS / GPS integration required Please refer Corrigendum-1
11	38	Functional Requirement, 4d	GIS/GPS based system need to be integrated for tracing caller's location details and facilitate the Incident Manager7 to deploy ambulance / crane / route patrol effectively.	How caller location will be traced through GIS/GPS system, as we understand it is ristricted from DOT, no mobile service provider can share caller location without security agencies permission such as police, intelligence agencies etc. GIS / GPS will be used to deploy ambulance / crane / route patrol effectively.	The caller locations shall be identified through telecom service providers. IHMCL will request MORTH to take up with DOT the issue of sharing caller location with the call centres.
12	38	Functional Requirement, 4e	Language Serviced: Hindi and English as well as all Regional Languages specified in the Eighth Schedule	There are 23 Indian languages listed in schedule 8, do you mean to have skills on all these 23 languages + 2 (Hindi & English) available 24 x 7 spread across 6 call centers.	No. Each call centre is required to provide services in Hindi, English and the regional languages of the region concerned.

Sheet1

13	39	Deliverables, 5i	Service provider shall be responsible for procuring the requisite PRI lines for inbound and outbound calls on its own cost.	Call volume and call duration is unclear, how PRI rental and out bound usage will be estimated for cost?	Bidder's responsibility. Propective bidder may use due deligence for this.
14	39	Deliverables, 5k	The Bidder shall be responsible to comply with all the Acts/ Rules of Government of India, the State Governments and Rules/ Regulations framed by any other Local/ Regulatory bodies.	We are okay to comply with all acts / rules defined by central or state bodies. Though these rules / acts needs to understand completely for knowing any technical / commercial impact on the cost, so we request you to give relax on any technical or commercial implications due to these rules.	as per RFP
15	95	Safety & Security of Data, Premises, Location / site: 3.10 C	(c) The Service Provider shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by IHMCL, without prior written permission from IHMCL.	How faulty hard disks of computers, workstations and servvers will be replaces under warranty and AMC services. New part with out replacement every time will going to be costed high, there are ways to defuse the information from faulty megnatic devices to ensure dat and information security. Also disk level encryption can be used to ensure data protection and safety.	as per RFP

Sheet1

16	35	SECTION IV – Terms of Reference 1. BACKGROUND AND REQUIREMENT Section 1.2	According to the Ministry of Road Transport and Highways data, during the year 2013, there were 4,86,476 road accidents, which resulted in deaths of 1,37,572 people and injury of 4,94,893 persons in India. These numbers translate into one (1) road accident every minute, and one (1) road accident death every four minutes.	Can you provide region wise break up for the RTAs Can you also provide current calls received as a result of these incidents	For accident data, please visit MORTH website morth.nic.in . Data regarding calls currently being received does not exist because there is no unique nation wide helpline at present.
17	35	BACKGROUND AND REQUIREMENT Section 1.2	As per preliminary assessment, currently Concessionaire(s) receive(s) approximately 7 or 8 calls per day on an average for every 50 km of completed NH. At present, completed stretches under tolling is approximately 16000 km.	Can you provide us the region wise break up of the NH stretch that would come under the proposed six call centers	One each in East , North-East , West and South and one each at Delhi and chandigarh as per details in Annexure to Corrigendum-1. For NH length in different States/Uts, please refer MORTH website www.morth.nic.in or NHA website www.nhai.org

Sheet1

18	38	4. FUNCTIONAL REQUIREMENTS	There should not be any call queue and no call should be abandoned. The calls should be answered by the CCA's within first three (3) rings.	Would this be measured from the time customer makes a call and is able to connect to the IVR (within 3 rings)	NO IVR, calls shall be attended by CCA directly.
19	48	SLA 03 Repeat calls	Repeat calls will be defined as the calls made by callers who have already called the call Centre on the same date (from 0.00 hrs to 24.00 Hrs). The purpose is to ensure that call Centre operators are handling calls in satisfactory manner to ensure minimum need for road users to call again.	What is the target specified for this SLA How are the repeat calls emerging due to situations outside the control of the call center provider: Like non reporting of Ambulance Delay in police support etc. would be be counted out of SLA calculations	as per RFP
20	37	3. SCOPE OF WORK	To ensure this requirement, the occupancy of the call Centre agents as well as Telephone/PRI lines should not exceed 80% during the busiest hour of the day. While designing the call centre, the service provider should make sufficient provisions, so that the capacity augmentation may not be required during first six months of operation.	Can you provide us any historical call arrival pattern and the projected increase Please provide the 6 montly growth projections of porposed increase in length of highways	Required information is not available.

Sheet1

21	22	b	In case the difference between the lowest financial bid (L1) and that of the second lowest financial bid (L2) happens to be more than 25% of L2, then the Successful Bidder shall also be required to submit additional performance security of Rs.50 Lakh (Rupees Fifty Lakh only) in the manner prescribed above. The additional performance security in this case shall be required to be submitted by the Successful Bidder to ensure that it shall perform the contractual obligations to the satisfaction of IHMCL despite such lower remuneration and this additional performance security shall also be treated as performance security for encashment/forfeiture.	Please elaborate this point.	As per RFP
22	30	3.2.2	PART 2 (Technical Bid) – Envelope-2 The Documents specified below shall be serially marked, bound and placed in a sealed envelope. The envelope should bear the following identification: “Technical Bid for Tender Ref:-” _____	What all the documents we need to enclose in PART 2 (Technical Bid) – Envelope-2 ? As not minetioned in RFP.	Please refer Corrigendum
23	38	d	GIS/GPS based system need to be integrated for tracing caller’s location details and facilitate the Incident Manager to deploy ambulance / crane / route patrol effectively.	Please explain how the GIS/GPS will work in this scenario?	Please refer corrigendum

Sheet1

24	42	ToR 8 (a)	The Call Centre should be operational within 30 calendar days from the date of signing of contract. The Service Provider shall inform IHMCL in writing upon start of service.	Operationalization of Call center within 30 days from the date of signing the contract is not possible, request you to please extend the period for 60 to 90 days.	Please refer corrigendum
25	37	3 (b)	The Call Centre will attend calls from the users of the entire length of NHs and route the calls to the concerned Ambulance / Trauma Centre/ Police Patrol/ Control Room / Toll Plaza.	What will be the no. of call center seats per region?	To be decided by the service provider. SLAs to be complied with.
26	12	c	The Bidder's average annual financial turnover from Call Centre business should be at least Rs.5 (Five) crore during the last three financial years.	The 5 Cr. Turn over of only call center or with Ambulance.	Of call centre only
27		Consortium	We request you to allow a consortium to bid. The Indian Company shall be the lead member of the Consortium. The Consortium shall submit a registered MoU, defining roles and responsibilities of each member, as a part of the RFP. This is a standard practice in most govt tenders/RFPs, to increase the number of participants	Can Consortium be allowed?	As per RFP & Corrigendum

Sheet1

28	11	3 (a)	<p>An applicant (referred to as "Bidder") should be a Company incorporated and registered in India under the Companies Act, 1956 and should have valid Other Service Provider (OSP) registration from Department of Telecommunications (DOT) for Domestic Call Centre.</p>	<p>We are an organization operating our call centers outside India where there is no need for the DOT's OSP registration. So, request you to consider us by removing this part of the condition in point (a). Additionally, we are also operating the 108-Emergency Ambulance Service Project of Govt. of Maharashtra, with a fleet of 937 ambulances as well (as a Consortium), with a state-of-the-art call centre of 90 seats, but this DoT registration is not mandated there. Additionally, none of the state govt's 108 or 102 call centres, handling ambulances, have this DoT registration stipulation</p>	<p>As per RFP & Corrigendum</p>
29		3(b)	<p>The second part of this point (b) states that "in addition, the call center (s) of the bidder should have handled calls from all the four regions of the country i.e. East, West, North and South"</p>	<p>We have the Emergency Response Centers working with multi language capability in multi cultured environments. Hence request you to consider us. For example, the 90 seater call centre at Maharashtra, for the Govt, handles all calls from the state, but not from other states.</p>	<p>As per RFP</p>

Sheet1

30		3(c)	Bidder's average annual financial turnover from call center business should be at least Rs. 5 Crores during the last three financial years.	We request you to consider it to be 2 Crores in place of 5 Crores. The reason is that, the current size of your RFP is Rs. 5 to Rs. 10 crores, maximum. (An indication of these is from the EMD amount and the Performance Security amount, mandated here). Hence, as per Govt of India's GFR, the needed annual turnover, for eligibility, needs to be 33% of the size of the current RFP. Thus, for the current RFP, as per GFR, kindly modify the annual average turnover to Rs. 2-2.5 crores.	as per RFP
31	12	3(e)	Multi- channel (voice, SMS, email, chat etc)	All our systems are enabled with Voice, SMS, and E-mail. Hence request you for modification by removing Chat in the previous experience. We will certainly customize the systems to provide the Chat service as expected by IHMCL in all the six call centers.	Chat' may be included in experience, but not an essential eligibility condition.
32				Kindly clarify "Point 1 and 2 or 3 or 4" on how to interpret the 'AND' and 'OR' to satisfy the NHA1 authorities such that all the bidders interpretation is same.	Point 1 is mandatory plus any one of three points i.e.; (Point 2 to Point 4)

Sheet1

33				<p>We request you to ask for the previous experience of involvement in emergency response management call centers so that the appropriate experienced people would bid for this prestigious project which is aimed at saving lives of people traveling on high ways through their concessionaires' and the road safety for the commuters in India.</p>	As per RFP
34				<p>Request you to make this RFP as QCBS (Quality and Cost Based Selection) tender, so that the IHMCL and NHAI can derive the world class quality of service and the evaluation would give due importance to the quality of deliverables.</p>	As per RFP

35	38	4. FUNCTI ONAL REQUI REMENT S	“The CCAs shall have fluency in dialects and communications skills so that they are able to communicate with and understand the caller.”	Our view is to specify the minimum of 5 seats with 5 regional languages in each of the 6 emergency response call centers with a capability of each CCA be fluent and able to interact in English, Hindi and at one regional language and provide the back bone of networking these 6 emergency response call centers so that they should be able to transfer or conference the call with an appropriate call center and help the victim on road in a fast possible time. This ensures the real objective of setting up these centers in a national view and provides the necessary safety communication assurance to the people traveling on National High Ways as it is unified access number across the length and breadth of the country.	As per RFP
----	----	----------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

Sheet1

36	41	7(a)	<p>“Duration of individual calls in seconds as per detailed call records supplied by the telecom service provider shall not be considered for aggregation for payment purposes. On the other hand, calls exceeding 6 minutes shall be restricted to 6 minutes”</p>	<p>As the calls are pertaining to the emergency we cannot ignore any call, shortest or longest. It depends on the context. We have to take every call including the nuisance calls which may be of less than 10 seconds assuming that the call might be genuine. We have to handle the calls even if it is extending the duration for more than 6 minutes if the victims involved are more and the communication from the caller is slow, trying to identify and talk to the CCA. As the victims would be in shock and trying to locate their current location with land marks and other relevant details and above all they would be emotional in such context, and when there are multiple people involved. Also it is difficult to cut any call just because of the call duration from the provider’s end. Sometimes there may be signal strength issues and communication might go beyond the expected duration where there is no mistake from anybody. Repeat calls may not be intentional or it may be with genuine reasons. Hence please consider to reimburse the</p>	As per RFP
----	----	------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

Sheet1

37	42	8(a)		<p>Making a call center operational in 30 days, specially when there are 6 centers to be setup across the country in different locations of the country it will be almost impossible for any bidder. The work at the bidder side can only start only the PO and having a buffer of 6 teams to setup parallelly in 6 different locations of the country is really uphill task. Kindly relax the time lines and make it phases of setting up expecting one center to be Setup in each phase.</p>	Please refer corrigendum-1
38	105	Special Conditions of Contract, Point 2.4	<p>In case of extension of contract beyond a period of one year, an annual escalation of 5% (five per cent) on the approved rate per connect Minute may be allowed.</p>	<p>Keeping in view the inflation which itself is 8-9% and we need to increase the salaries of employees on yearly basis to retain the skillset that we train for one year we would request you to consider to increase the annual escalation rate to be 15%. Failing which the provider would end up spending his money on Training and the quality of service will suffer because of the severe attrition which is the potential problem that every call center in the Country is suffering from.</p>	Please refer corrigendum-1
39				<p>Kindly extend the date of submission of the bid response.</p>	As per RFP

Sheet1

40	10	2	Last date of submission 08.12.2014	Request to extend submission date minimum 21 days from The date of reply of pre bid query.	As per RFP
41	11	3 (a)	An applicant (referred to as "Bidder") should be a Company incorporated and registered in India under the Companies Act, 1956 and should have valid Other Service Provider (OSP) registration from Department of Telecommunications (DOT) for Domestic Call Centre.	GVK EMRI, a Not-For-Profit organization, is registered under AP Society ACT current operating 19 call centre in health sector in 15 States and 2 Uts.Considering the above experience of 9 years, request to allow organization registered under society to participate in the bid process. As GVK EMRI, is registered under society act, requirement of OSP licence can be exempted. As OSP license is provide by DOT only To Company incorporated and registered in India under the Companies ACT, 1956.	As per RFP
42	11	3(d)	The Bidder should have a valid ISO certification or should be a SEI CMMI1 level 3 or above	Whether ISO 9001:2008 certificate will suffice the requirement	Yes
43	22	24	Advance Payment: IHMCL will not make any Advance Payment Or provide any financial security against the work order/Contract.	Request to allow 10Cr mobility advance against bank guarantee To establish call centers.	As per RFP

Sheet1

44	37	3 (a)	Six call centers will be setup in the country-one each in the Eastern, Western, North-Eastern and Southern parts of the country(exact locations to be decided by the selected Agency With the approval of IHMCL) , and one each at Delhi and Chandigarh.	May we get minimum number of seats require in each call center.	As per RFP
45	37	3(b)	The call Centres will provide the services to the dlstressed users to meet the above objective in accordance to the various service level Parameters mentioned in this TOR. The call centre will attend calls from the users of the entire length of Nhs and route the calls to the concerned Ambulance/TraumaCentre/PolicePatrol/Contr ol Room/Toll Plaza. The details of the telephonenumber s of Ambulance/Trauma Centre/Police Patrol/Control Room/Toll plaza/on other roads would be obtained by The service provider and approved by IHMCL.The service Provider should maintain a GIS based map/dataAnd should divert the calls to the concerned Ambulance/Trauma centre/.	Can we assume that the contact numbers of Police, toll plaza , Trauma center etc will be provided by IHMCL.	No. This is to be done by Service Provider , and approved by IHMCL. IHMCL shall assist the Service Provider in this task to the extent possible.
46	23	2.3	Hindi and English as well as all Regional Languages specified in the Eighth Schedule To the Constitution of India may be required to be used to service the calls From Road Users.	May we get list of specific language region wise. Can we assume the regional language of Call centre location is only required over And above English & Hindi.	Hindi + English + Regional languages of the Region concerned

Sheet1

47	41	7	IHMCL will not make any Advance Payment or provide any financial security against the work order/ Contract.The service provider will raise the invoice every quarter after Indian Highways Management Co. Ltd.	Request for submission of monthly invoice and payment on Monthly basis.	As per RFP
48	41	7(a)	Call that last for 10 seconds shall not be considered and exceeding 6 mnths shall be restricted to 6 mnths while aggregating the connect mnths.	Request to consider more than 2 seconds and actual minutes on the Higher side i.e more than 6 mnths.	Please refer Corrigendum-1
49				Total no. Of ambulances/Cameras etc. Required is not mentioned in the RFP. Please Clarify.	Not required to be provided by the Service Provider.

Sheet1

50				<p>Response call centers in developed countries have all the emergency related protocols, algorithms and call center response processes in place, as part of their call centers because the call centers are the interface for the victims and victims would repose enormous trust on the call center once they could connect to the call center and speak to the CCA, and the expectation on the necessary help goes to the highest level in terms of the victim's confidence. Hence the importance of responsibility of providing the protocol driven emergency pre arrival instructions to the victims is pertinent and is implemented across the world. These emergency pre arrival instructions are standardized in each of those countries keeping the countries' local conditions and law of land in view. We sincerely request you to consider the same as part of the delivery by the provider in all the 6 call centers and build a call center which is a real pivotal point between the victim and each of the concessionaires across.</p>	As per RFP
----	--	--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

Sheet1

51			<p>As per RFP document, point no. 3 (a) Six Call Centers will be set up in the country – one each in the Eastern, Western, North-Eastern and Southern parts of the country (exact locations to be decided by the selected Agency with the approval of IHMCL) and one each at Delhi and Chandigarh.</p>	<p>I. Can we bid for 1 call center or the bidding has to be for all the 6 call centers.</p> <p>II. Has the training part to be covered by the service provider or some help can be expected from NHAH ?</p> <p>III. The liaison with telecom provider will be done by NHAH or it will be taken care of by service provider</p>	<p>I. Bidder has to bid for all 6 call centers.</p> <p>II. Scope of service Provider</p> <p>III. Scope of service Provider</p>
----	--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------