

INDIAN HIGHWAYS MANAGEMENT CO.LTD
24x7 Helpline (Call Centre) for Road Users on National Highways-2015
Clarifications to bidders' queries

Sr.No.	Reference	Clause in the RFP	Details(Queries)	Remarks(Response)
1	Section-II	Bid Submission Date	We request the bid submission date to be extended by 2 weeks.	Please refer Corrigendum- 2.
2	Section-III 3.(c) ELIGIBILITY CRITERIA:	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.	PQC of annual turnover only from call centre will restrict the participation of eligible IT and ITES companies. They have experience in similar work in large scale. We request to include turnover from IT and ITES business also as eligibility criteria.	As per RFP
3	Section-IV Background and Requirement/ 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.	We request IHMCL to provide statistical data on call volumes from the current Existing Emergency call setup, to assess call volume more accurately.	No such data is available as no such call centre is currently in existence at pan-India level. However, data regarding calls received under the Pilot Projects of MoRTH for cashless treatment of accident victims on the identified stretches of NH is as under: No. of Calls : NH8 (197 Kms)- 33,334 calls during July 2013 to December 2014 and NH33 (163 Kms) – 513 calls during 24.09.2014 - 29.01.2015
4	Section-IV Scope of work /3 (a)	Six Call Centers will be set up in the Country	Is any one of the centers to be designated as a central control center or central location where all data will be consolidated? If so we will need to provide for connectivity between various zones that are physically separate.	No, as per PFP
5	Section-IV Scope of work /3 (a)	six Call Centers will be set up in the Country	Instead of having six different call centers physically spread over geography, can we look at the opinion of having a centralized call center to manage operations? This would have several advantages over a distributed type of operation.	No, as per PFP
6	Section-IV Scope of work /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.	Will the service provider have the flexibility of choosing locations other than Delhi And Chandigarh for the call center premises in the Same zone[say for instance in North Zone]?	Please refer Corrigendum- 2.
7	Section-IV Scope of work /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.	Request Clarification, Experience in 03 Years is required across 04 Zones In-total, or Total Experience of 03 Years is required across 04 Zones each/Individually...?? Request if Experience of Any 02 Zones for more than a Year as well shall make Vendor Eligible with Total Experience of More than 03 Years.	Please refer Corrigendum- 2.
8	Section-IV Scope of work /3 (a)	The service provider should divert the calls to the concerned Ambulance/Trauma Centre/Police Patrol/Control Room/ Toll Plaza Within a Maximum time limit of 3 minutes.	Based on our previous experience, we are of the opinion that a closure time of 3 minutes per call is highly optimistic and may be very difficult to achieve. This is also because the dispatch responsibility is not with the call centre as per the tender requirement. We request for a closure time of 6 minutes per call. We suggest incorporating the responsibility of dispatch with the call centre by incorporating GPS to all emergency Response vehicles for efficient call closure.	As per RFP
9	Section-IV Scope of work /3 (b)	The details of the telephone numbers of Ambulance / Trauma Centre/ Police Patrol/ Control Room Toll Plaza / on other roads would be obtained by the service provider and approved by IHMCL.	We request IHMCL to assist vendors in collecting information on all numbers & Locations of control room/toll plaza's along the NH Corridor for efficiency reasons.	As per RFP

10	Section-IV Scope of work /3 (b)	Related to calls originating from outside The NH corridor	Related to routing calls from areas outside of the NH corridor scope needs to be clearly Defined. We suggest IHMCL provide indicative thresholds values possibly on various scales Based on zones. Is the Service provide (SP) supposed to route the calls to a state-wide 108 number (or similar)? Or is the SP required to map numbers of police stations/ambulances (etc)at the district level across the country and route calls appropriately?	As per RFP Yes
11	Section-IV 8. (a)PAYMENT TERMS	(b) Payment for the services (including inbound and outbound call charges) 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.	Please clarify our understanding that the payments will be for connect minute for the inbound and outbound calls. In this scenario will IHMCL consider call slab based payment structure or a minimum payment irrespective of calls/call time, to rationalize The risk of call projection Based project estimation to be done by the operator for bidding.	As per RFP
12	Section-IV 8. (c) PAYMENT TERMS	The invoice will be paid by IHMCL in arrears wherein 75% of the invoice amount shall be paid within 15-20 working days and the balance 25% after verification of services rendered with respect to Service Level Agreements. Service Tax shall be reimbursed separately on production of proof of payment by the Service Provider.	Is the payment expected from different Zones or centrally processed by IHMCL (Pls specify the location)?	Zone-wise.
13	Section-IV 9. Schedule for start of Call Centre services by the service provider	The Service Provider should ensure that all relevant technology and trained resources are in place to provide services as mentioned in the Scope of Work. The Call Centre should be operational within 45 calendar days from the date of signing of contract. The Service Provider shall inform IHMCL in writing upon start of service.	45 days to start the operations per zone wise is too optimistic considering the collection of POIs and configurations. We request to consider revising the operations Start period to 4 months, from contract sign, which is a more Reasonable timeline.	As per RFP. Corrigendum-2 may also be Referred.
14			Kindly specify the numbers of the call volume hourly interval Wise to be received for the below mentioned Call centers. Eastern o Western o North-Eastern o Southern o Delhi o Chandigarh	Required data not available .
15			Will there be any Platform (CRM) used to capture call details, Solution and disposition. Has IHMCL already finalized on this CRM or this needs to be provided by the call center Vendor. Request your inputs on the same.	CRM to be provided by the Service Provider
16			Besides English and Hindi what other languages are we looking At Predominantly and their Split.	Please refer Clause 4 (e) - Section IV of
17			Please provide the mapping of calls specific to state allocated to their call Centers and the split of the accidents in each state.	Required information not available .
18			What is the Average handling time (AHT) per call.	Please refer Clause 3 (b) - Section IV of
19			Will there be any IVR integration required for this process	Not required
20			Who will provide the Inbound ACD.	Bidder's Responsibility.
21			Call recording: are the calls recordings required, If yes the what percentage and what will be the duration of storing these calls.	Please refer Clause 5 (e) - Section IV of
22			Any other Integration required with the IHMCL Systems	As per RFP
23			Do we have to access any specific website, what will be the internet Bandwidth required.	As per RFP
24			Will IHMCL provide the sms gateway and the email server.	No, Bidder's responsibility

25			We request that the PQ criteria should be relaxed and considered as "The Bidder should have three years of experience and should have Provided Call Centre Service(s) in at least in one of regions of the country.	Please refer Corrigendum- 2.
26			We request that the duration of contract should at least be valid for a period of five years for it to be economically viable.	As per RFP
27			<p>Considering the provisioning of Caller localization, we would like to draw your attention on following:</p> <p>(I). Localization is pivotal to ensure that the caller is provided with the fastest and the most effective service. The RFP contains a commitment by IHMCL to engage MORTH on the matter but we read it as apparent that there is no solution in place now.</p> <p>(II). Once a solution has been agreed, we will have to implement it on our software and that might take some time; the implementation of this solution could take some time to be adopted and released by Mobile Telco Providers as well.</p> <p>(III). It is our opinion that the 45 days requirement to set up the first CC is quite a challenging requirement. For at least necessary software updates, it would be preferable to have more time to set up the very first PSAP (two months and a half as a minimum).</p> <p>(IV). In addition, SLAs should also be relaxed (SLA 03 in particular) in the very first operational months since each Mobile Telcom Provider will provide localization according to its own time schedule.</p> <p>(V). The localization solution should include SMS, as well.</p>	As per RFP. Corrigendum-2 may also be Referred.
28			<p>Since the maximum allowed JV for the tender is 2 Nos (presently). We request that considering the scope of work, a minimum of 3 types of expertise is required, as follows:</p> <p>(I). Solution provider (II). O&M Contractor (Scope of Manpower is also involved) (III). Financer (since no Advance payments are made) Thus allowable JV's should be atleast 3 No.s</p>	Please refer Corrigendum- 2.
29			We recommend that type of close-looping the incident for Tolved Stretches & other stretches should be same as incidents are Equally important.	As per RFP
30			We would also recommend that some minimum assured payments Should Be provided like minimum calls per day guarantee or so.	As per RFP
31			We recommend that minimum requirements towards hardware Specifications be mentioned in order to have all the bidders on Same line.	As per RFP
32			In case of more than 1 service providers, will they be required to Interact With each other. If yes, then how ?	Interaction between service providers for Various zones not mandated under RFP.
33			The total lenght of National Highways (NH) in the country is about 90,000 km Where as zone wise total area is not mentioned in the RFP.	Refer NHAI website for State wise area. The relevant link is given below :- http://www.nhai.org/statewise1.asp http://www.nhai.org/roadnetwork.htm
34			Will service provide be required to interact with telecom service operator, In regards to call connectivity on 1033.	Yes
35			In case of more than 1 service providers,how the reporting formats Shall be finalized and how centralized data consolidation(If needed) Will happen.	IHMCL will provide the standard Formats.
36			Can the service provider provide their infrastructure on shared or is it mandate to have dedicated infra(Switches, firewall, routers, ACD,CMS,Logger), please Specify.	The service provider can provide their Infrastructure on shared basis.