**Request For Proposal (RFP)**

**Call Centre Setup in Merck Project-Jaipur**

**Background**

**MGHN for Accelerating Access to Maternal Health product and Services in Rajasthan**: HLFPPT is replicating the new hybrid MGHN model in the state of Rajasthan under Merck for Mothers initiative since 2013. The project aims to significantly contribute to the reduction of MMR in 19 high focus districts of Rajasthan by establishing an economically sustainable, easily scalable and innovative social franchising model for providing high quality delivery of affordable MCH, safe abortion and family planning services; promotion of safe motherhood and institutional deliveries for the poor and vulnerable sections of the society. The objective of the Merck project is to establish 19 functional Merrygold hospitals (L1); 38 functional Rural Merrygold Clinics (L2) and a network of sustainable 1,330 village based Merrytarang community health workers (L3) in 19 high focus districts of Rajasthan. The set up offers high quality and affordable MCH services including comprehensive EmOC (Emergency Obstetric Care) and FP services. The pricing is be done to ensure that the cost of the services offered under MGHN would be around 40-50% lower than the existing private market costs for ensuring affordability of MCH services especially for the poor and marginalized communities.  The SF network functions on a hub and spoke referral system that runs bottoms up from village level till the district level.

**Inviting Proposal**

Project Merck is looking for an agency/firm to provide Call Centre Setup. Interested agencies are requested to respond to the request for proposal (RFP) with detailed proposal specifications and requirements. For further information including terms and conditions are related formats are enclosed.

Bidder needs to submit two proposals ‘Technical Proposal’ and ‘Financial Proposal’ separately sealed envelopes by super-scribing as ‘**Technical Proposal for Call Centre Setup in Merck Project-Jaipur’** and ‘**Financial Proposal for Call Centre setup in Merck Project-Jaipur’.** The technical and financial proposals should reach to the following address no later than 19.6.2015 by 5:30PM.

Submission of proposal through email and facsimile is not acceptable. Proposals received after the specified date and time will not be considered. HLFPPT reserves the right to reject, in whole or in part, any or all bids at any time without assigning any reason or reasons whatsoever. The technical and financial proposal must be sealed and sent via courier service /by hand addressed to:

Syed Yousuf Hussain

Manager - Finance

Hindustan latex Family Planning Promotion Trust

B-14A, Second Floor, Secto-62,

Noida – 201 307 (UP)

Phone: - 0120-4673673

Any request for information regarding this RFP must be forwarded by e-mail to the attention of syhussain@hlfppt.org

Proposals received in any other manner will be INVALIDATED. It is important to read all of the provisions of the proposal, to ensure that the requirements are understood. Failure to provide compliant proposals may result in invalidation of proposal.

**Service Specifications:**

Software based auto dialer with call recording feature and ability to generate reports from the MIS perspective and Inbuilt soft on the agent side.

**Key Responsibilities for this assignment:**

1. Inbound and outbound dialing.
2. Ability generate reports related call centre agent.
3. In case of inbound simple IVRS with welcome message and 2 prompts to land call on the agent machine (Voice recordings will be provided by HLFPPT for IVRS)

**Scope of the assignment:**

|  |
| --- |
| **Specifications and Reports** |
| Predictive Dialer - |
| Answering Machine Detection |
| Facility to transfer calls with customer data |
| Call recording on demand. Full time recording. |
| Ability to set a campaign to auto dial and send calls to available agents |
| Custom music / Message per campaign |
| Facility of sending a dropped call to a voicemail box per campaign if no agent is available |
| Remote barge in facility |
| Disposition of calls with agent key-binding (hotkeys) |
| Multiple campaigns & lead lists are possible |
| Reports |
| Generation of MIS Reports |
| Real-time agent status reports |
| Online support via Chat / email / telephone |
| AGENT REPORT:  Summary Report  Abandon Report [Inbound Only]  Abandon IVR [Inbound Only]  SLA Report  Multi SLA Report  Detailed Performance Report  Disposition Report  Park Report [Inbound Only]  Inbound / Outbound Report  Callback Report |
| Campaign Report  Agent / Dialer DDR Report  Login / Logout Report  Pause Report  CDR Report  Lead Status  Search Customer |

**Development platform and technology tools:**

Asterisk as base for CTI engine / JAVA

**Framework From Development Specification:**

NA

**Data Storage Specification:**

Database tool : Postgres SQL ver 9.3/9.4

Dialer Server OS will Centos 5 and Agent PC OS will windows 7 and above

**TERMS AND CONDITIONS OF CONTRACT**

(To be enclosed with technical Proposal)

**Terms & Conditions**

1. The bidder must have an annual minimum turnover of Rs 20.00 lac per annum as average of last three financial years.
2. Proof of certificate for turnover is required to be submitted with the technical bid (CA certificate or a copy of the Balance Sheet, Profit & Loss account of last three years).
3. The applying firm must have PAN (Permanent Account Number) and registered with the VAT/CST/Service Tax, etc. and the documents for the same is to be attached.
4. Bidders should provide brief profile of their work experience for the last three years along with the evidences of work done earlier with the client list. Certificate/ documents evidencing past major and similar work year wise for the last 3 years should be enclosed.
5. Execution/implementation plan will be provided by HLFPPT at the beginning of the work/cycle. In case of delay/ disruption of the activity implementation/execution the penalty will be levied.
6. HLFPPT reserves the right to accept /reject/ select one or more agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.
7. The tender will be appraised by internal committee formed by HLFFPT management.
8. HLFPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed Services or for delay of each day until actual delivery or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLFPPT may consider termination of the contractand can forfeit the security amount.
9. In case of delay on the part of HLFPPT in providing the approvals the time of service delivery will be extended by equal number of days.
10. HLFPPT also reserve the right to carryout inspection/visit of the activity at any point of time during the period of contract.
11. Selection of agencies would be done by the committee on the basis of Evaluation for Technical 70% marks & Financial 30% marks.
12. Agencies who will obtain 70% marks or more in Technical evaluation would be considered for opening of financial bids.
13. Technical Evaluation of the agencies would be done on the following basis-
    1. Past Experience with HLFPPT / Govt. Agency / NGO / Development Sector with supporting documents like copy of work order or performance certificate from the client.
    2. List of clientele.
    3. Company Profile & infrastructure suitable for implementing the applied activities.
    4. Turn over Financial Status.
    5. Any other criteria, as decided by the committee.
14. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
15. Final Selection of the agencies would be done on the basis of total marks obtained in the Technical & Financial Evaluation.
16. HLFPPT reserves the right for extending or curtailing any activity at any point of time (if required) as per programme requirement.
17. Management Reserves the Right to award the work to more than one Agency as per requirement.
18. Management reserves the right to issue multiple work order from time to time for any activity to the selected agencies (as per requirement).
19. Agencies would not be allowed to further subcontract, partial/full of the work will be assigned to them.
20. The rate quoted will be inclusive of all Taxes/Levies/Postal/Courier charges, any other contingency expenses to complete the work, etc.
21. The rate quoted by the agency needs to valid for a period of one year from the date of financial bids.
22. HLFPPT reserves the right to award the work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions. Management reserves the right to award the work to more than one agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.
23. Any RFP with inadequate information and those which do not meet the eligible criteria or received after the closing date will not be considered.
24. The RFP should be sent with capability statement with company profile & infrastructure suitable for implementing the applied activities.
25. The bidder has to submit along with his technical bid a copy of the terms and Conditions (all pages) and the technical bidding format duly filled, signed by the authority and stamped on all pages indicating their unqualified acceptance.
26. The Agencies should also submit an undertaking (Annexure-3) duly signed & Stamped.
27. **Documents required to release the payment:**
    1. Bill / Invoice mentioning Permanent Account Number and Service Tax Registration No..
    2. Documentary proof of the deliverables as per work order.
    3. Other required details as required for the activities.

**Utmost confidentiality of the data provided shall be maintained.**

**Name, Designation & Signature of the bidder with the Seal**

**Annexure - 1**

**Technical Proposal Format**

(To be enclosed in separate sealed cover)

Please maintain the flow of the format while furnishing to the detailed information

1. Name of the Bidder
2. Full postal address
3. Telephone and fax numbers
4. Year of starting of organization
5. Organizational Profile and capability statement with Organogram
6. Enclose the Proof of certificate for turnover (CA certificate or a copy of the Balance Sheet, Profit & Loss account of last three years).
7. Enclose a copy of PAN (Permanent Account Number) and VAT/CST/Service Tax, which is applicable.
8. Number of Clients Worked in the last 3 years-2012-2013, 2013-2014 & 2014-2015 (Pl give client wise details)

(Enclose copy of work order / agreement)

**Client State Work Period**

1. Enclose a separate list of Clients.
2. Concept Paper which contains the appropriate methodology, sampling technique, tools and software to be used.
3. Execution plan including Data Collection, data processing and report submission plan.
4. Details of team with specific role and responsibilities (detailed CV’s for each of the proposed team members should be attached as annexure).
5. Data processing management including data entry, cleaning and Analysis (with the required software packages that are proposed to be used should be specified)
6. Time line with deliverables.

## Signature and seal of the bidder

**Annexure- 2**

**Format for Financial Proposal**

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Description** | **Amount**  **(Inclusive of all Taxes)** |
| 1.  2.  3. | Per License cost for dialer software  Installation training and onetime set up cost  E1 PRI with Echo Cancellation |  |
| 4. | AMC cost after 1 year |  |

|  |  |  |
| --- | --- | --- |
| **Sl.**  **no.** | **SPECIFICATIONS (FINANCIAL)** | **AGENCY’S RESPONSE** |
| 1. | The rate quoted will be inclusive of all Taxes/Levies/Postal/Courier charges, any other contingency expenses to complete the work, etc. |  |
| 2. | Penalty clauses will apply as per the company’s policy, as per terms of the work order: the decision of the HLFPPT/Project Management shall be final and binding in this regard. The release of payment would be made as per follow activities. |  |
| 3. | No advances will be given to the agency. |  |
| 4. | Constitution of the agency whether Proprietor ship/ Partnership/Company. Give details of Proprietor/ Partner/Directors. |  |
| 5. | Name of firms wherein party/ proprietor having the same interest. |  |
| 6. | Final payment adjustment shall be made after completion of the evaluation work and after the submission of the final report |  |
| 7. | The payment will be done through Local Cheque/NEFT/RTGS after 45 days of satisfactorily completion of work. |  |
| 8. | TDS as applicable will be deduced as per Income Tax rules. |  |
| 9. | The Agency will work in close consent of the HLFPPT-Noida office and will not take independent decision on any matter. |  |
| 10. | PAN |  |
| 11. | Service Tax/VAT Number |  |
| 12. | Last 3 years balance sheets ( attested by a CA) |  |

Signature and seal of the bidder

**Annexure -3**

**Undertaking from Vendors**

This has reference to the RFP published in the website of HLFPPT on………….… ….In response to the RFP, we have submitted our technical & financial bids on…………. .at your office ………………………………………………………………. In connection with the above bids, we hereby declare as under:-

i- That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

ii- That we have submitted the bids in the name of M/S…………………….......................and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.

iii- We herby undertakes that in case of any violations to the above declarations at any stage of the contract, HLFPPT reserves the sole right to cancel the contract and recover the full value of the contract from us.

For and on behalf of ……………..

(Authorized Signatory with company seal /Stamp.)