

MINISTRY OF HEALTH & FAMILY WELFARE

National AIDS Control Organization

BID Document

for

**Hiring of Agency for Setting up, Managing and Operating
the National Toll Free AIDS Helpline – 1097 through Government e Marketplace
(GeM) Portal**

17-12-2021

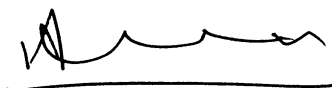
NOTICE

NACO has published the BID on Government e Marketplace (GeM) portal for hiring of agency for setting up, managing and operating the National Toll Free AIDS Helpline – 1097. The BID number is GEM/2021/B/1764921 dated 15-12-2021.

The BID documents are enclosed and can be seen on the GeM portal (www.gem.gov.in) as well as from NACO website (www.naco.gov.in/about-us/procurement). The BID end date is 14-01-2022 which is 30 days from the date of its publication. The date sheet is as under:

S.No.	Description	Date & Time
1.	Publishing Date	15-12-2021, 12:00:00
2.	Pre-BID meeting	22-12-2021, 15:00:00
2.	BID End Date/Time	14-01-2022, 12:00:00
3	BID Opening Date/Time	14-01-2022, 12:30:00

The venue of the pre-bid meeting is National AIDS Control Organization (NACO), 9th Floor, Chandralok Building, 36-Janpath, New Delhi – 110001.



(H.R. Rana)

Under Secretary to the Government of India

Encl: BID documents

Bid Document

Bid Details	
Bid End Date/Time	14-01-2022 12:00:00
Bid Opening Date/Time	14-01-2022 12:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Health And Family Welfare
Department Name	Department Of Health And Family Welfare
Organisation Name	N/a
Office Name	National Aids Control Organization
Item Category	Custom Bid for Services - NATIONAL TOLL FREE AIDS HELPLINE 1097()
Contract Period	2 Year(s)
Minimum Average Annual Turnover of the Bidder	132 Lakh (s)
Years of Past Experience required	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
SHG Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	7 Days
Evaluation Method	Total value wise evaluation
Financial Document Indicating Price Breakup Required	Yes

EMD Detail

Required	No
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ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	26

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Pay and Account Officer

National AIDS Control Organization, Department of Health and Family Welfare, N/A, Ministry of Health and Family Welfare

(The Pay And Account Officer Sectt. Ministry Of Health And Family Welfare)

Splitting

Bid splitting not applied.

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Scope of Work:[1639547301.pdf](#)

Service Level Agreement (SLA):[1639547305.pdf](#)

Payment Terms:[1639547306.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1639547319.pdf](#)

GEM Availability Report (GAR):[1639547323.pdf](#)

Instruction To Bidder:[1639547336.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1639547426.pdf](#)

Special Terms and Conditions (STC) of the Contract:[1639547438.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1639547469.pdf](#)

Penalties:[1639547482.pdf](#)

Educational Qualification including Profile of SME/Consultants /Professional Resources /Technical Resources if they are part of Project .:[1639547496.pdf](#)

QCBS Document elaborating detailed QCBS Criteria pertaining to Services / Project Procurement if any as per applicable norms:[1639547510.pdf](#)

Buyers are requested to upload the format for price breakup of the lumpsum offering to be provided by the service provider (Please provide the format if financial upload required is selected as "Yes" while creating Bid):[1639547518.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Combined Technical & Financial Score (CTFS) with weightage	100	70	View File

Total Minimum Qualifying Marks for Technical Score: 70

QCBS Weightage(Technical:Financial):30:70

Presentation Venue:National AIDS Control Organization, 9th Floor, Chandralok Building, 36-Janpath, New Delhi - 110001

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
22-12-2021 11:00:00	National AIDS Control Organization, 9th Floor, Chandralok Building, 36-Janpath, New Delhi - 110001

Custom Bid For Services - NATIONAL TOLL FREE AIDS HELPLINE 1097 (1)

Technical Specifications

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	NATIONAL TOLL FREE AIDS HELPLINE 1097
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstance s)	Additional Requirement
1	Harsh Raj Rana	110001,6 & 9th Floor, Chandralok Building, 36, Janpath, New Delhi	1	N/A

Buyer Added Bid Specific Terms and Conditions**1. Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditons stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---

Bid Corrigendum

GEM/2021/B/1764921-C2

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
22-12-2021 15:00:00	National AIDS Control Organization, 9th Floor, Chandralok Building, 36-Janpath, New Delhi - 110001

*This document shall overwrite all previous versions of Pre Bid parameters.

[This Bid is also governed by the General Terms and Conditions](#)



National AIDS Control Organisation
India's Voice against AIDS
Ministry of Health & Family Welfare, Government of India
www.naco.gov.in

Service Level Agreement

for

*Setting up, managing and operating
the National Toll Free AIDS Helpline – 1097*



Buyer:

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.....
.....

Service Provider:

.....
.....
.....

Country: India

Signed on: / /

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LIST OF ACRONYMS:

NACO	National AIDS Control Organization
MOHFW	Ministry of Health & Family Welfare
HIV	Human Immunodeficiency Virus
AIDS	Acquired Immune Deficiency Syndrome
CLHIV	Children Living with HIV
TB	Tuberculosis
STIs	Sexually Transmitted Infections
ART	Anti-Retroviral Therapy
ICTC	Integrated Counselling & Testing Centre
DSRC	Designated STI/RTI Clinic
CRM	Customer Relationship Management
CRMS	Customer Relationship Management Software
ACD	Automatic Call Distributor
IVRS	Integrated Voice Response System
SMS	Short Message Service
PRI	Primary Rate Interface
CTI	Computer Telephony Integration
DNIS	Dialed Number Identification Service
ANI	Automatic Number Identification
CLI	Calling Line Identification
UI	User Interface
TAT	Turn Around Time
KMP	Knowledge Management Portal
TNA	Training Need Analysis
OJT	On Job Training
FTE	Full Time Equivalent
ASA	Average Speed of Answer
AHT	Average Handle Time
RPC	Remote Procedure Call
FSW	Female Sex Worker
MSM	Men having sex with men
TG	Transgender
IDU	Injecting Drug Users
CCE	Call Centre Executive
CLI	Calling Line Identification
ANI	Automatic Number Identification
DNIS	Dialed Number Identification Service
SMSE	Short Messaging Service Engine

W. Hamilton. R. R. R. R.

1. OVERVIEW:

- 1.1 The Agreement represents a Service Level Agreement ('SLA' or 'Agreement') between the buyer (*National AIDS Control Organization*) and the service provider (agency).
- 1.2 The purpose of this agreement is to facilitate Call Centre Services at the regions/locations/sites as per buyer's requirement. The agency would provide the required machineries and personnel as per the requirements of the buyer.
- 1.3 Agreement outlines the scope of work, service requirement, stakeholders' obligations and the terms and conditions of all services covered as they are mutually understood by the stakeholders.
- 1.4 Agreement remains valid until superseded by a revised agreement mutually endorsed by both the buyer and the service provider.

2. CONTRACT COMMITMENT & PERFORMANCE SECURITY DEPOSIT:

- 2.1 National AIDS Control Organization (NACO), Ministry of Health and Family Welfare (MoHFW), Government of India is willing to roll out BID for selecting Call Centre Service Provider for setting up, operating and managing National Toll-Free AIDS Helpline 1097 operations with minimum of 51 seats to be placed across 04 (four) locations/regions (East, West, North & South) in the country. NACO intends that the contract shall be for a period of 02 (two) years. Validity can be further extended on satisfactory performance on evaluation and/or on need basis, based on request and on mutually agreed terms and conditions.
- 2.2 The successful bidder has to furnish 03% of the awarded contract value as Performance Security Deposit. (Please refer Annexure- 4)

3. OBJECTIVE:

The key objective of this project is to set up call centre as a one-stop solution for all the citizens of India to obtain comprehensive information on HIV&AIDS, counselling services, information directory/referral service, grievance redressal (complaints) & feedback escalation, operating 24x7, throughout the year. The call centre should support both in-bound and out-bound calling services. The call centre has to be accessible through toll-free four-digit short code "1097" which can be reached from any mobile/landline pan India.

4. CALL CENTRE REQUIREMENT:

- 4.1 The call centre should be managed offsite (at the service provider's premises) with manpower placed in hub and spoke model serving all locations/regions (East, West, North, South) in the country.
- 4.2 The service provider will have to operate at optimum capacity for handling calls.
- 4.3 The expected average monthly number of inbound & outbound calls in a month is about 40,000 to 60,000 calls. It is also expected that, with awareness generation, communication and programme expansion, number of the calls may increase in the inbound and outbound both.
- 4.4 The expected no. of calls is only indicative and may actually vary during the course of implementation/contract period.
- 4.5 Helpline to support minimum of 14 regional languages in addition to Hindi & English. Other languages may be added in due course of time as per programme need.
- 4.6 The key stakeholders of the helpline services will be general population, people living with HIV, health workers, facility staff (ARTc, ICTC, DSRC etc.), high risk groups (FSW, MSM, TG, IDUs, Truckers, Migrants), children living with HIV.
- 4.7 The service provider shall build a FAQ database/knowledge bank and step by step workflow for day to day operations and for any special cases. The service provider shall be required to provide and update knowledge base and FAQ database in regular intervals during the contract period.
- 4.8 The service provider should be able to auto-compile call volume data and provide reports:
 - a) Reports with call volume and break-up of calls on regular and time to time basis.
 - b) Type of grievance/queries/demand/analysis



5. SCOPE OF SERVICE:

S.No.	Head	Services
5.1	Information on HIV/AIDS	a) Provide general information on HIV/AIDS b) Causes of HIV Infection c) Prevention of HIV/AIDS (modes and non-modes of HIV transmission) d) Information on food and nutrition aspects e) Social protection schemes f) Opportunistic infections of HIV/AIDS g) Information on HIV-TB Co-infection and STI infection h) Lifestyle and risk behavior
5.2	Counseling	a) Counseling to address the issues of HIV related stigma, discrimination, mental health and suicidal tendencies. b) Counselling on associated health issues with HIV like TB ,STI etc.
5.3	Referral	Details of ICTCs, ART centers, TB Centre, DSRC Centres etc., ported in the call center application to provide the referral services to the callers by an SMS.
5.4	Complaints/Grievance Redressal	Feedback or complaint on any specific incidents which led to dissatisfaction at ICTC Centres, ART centers, DSRC etc. Service provider to create and manage an email-based online grievance redressal portal for the helpline.
5.5	Feedback	Gather feedback on the quality of the service rendered on the call (this would be at the end of the conversation with the counsellor, where the call will be transferred to the IVRS and the automated voice response system will ask a few questions and the caller can enter the feedback on the system through dialling numbers on the phone.
5.6	Provide the above services in 16 languages	Services to be provided in 16 languages viz., Hindi, English, Telugu, Kannada, Marathi, Tamil, Assamese, Bengali, Gujarati, Malayalam, Punjabi, Odia, Mizo, Manipuri, Khasi, Nagamese.
5.7	Setting up of Data Centre	Setting up and managing of Data Centre with features such as scalability, modularity, flexibility, reliability, ensuring data security and continuity of the service.
5.8	Development of web-enabled, open-source CRM, Automatic Call Distributor, Integrated Voice Response System, Knowledge Management System	Service Provider need to develop & deploy, tested and proven open source CRM solution which includes Automatic Call Distributor, Integrated Voice Response System, and Knowledge Management System.
5.9	Manpower to manage the helpline, 24 hours a day, 7 days a week	Deployment of qualified manpower as prescribed in <u>Annexure-1</u> for seamless operations.
5.10	Training the manpower for enabling them to handle incoming and outbound calls	Training (Induction and refresher) the manpower on soft skills, clinical domain and application.



S.No.	Head	Services
		Service Provider must have experienced in-house personnel to conduct trainings on various skills required for call center personnel.
5.11	Providing managerial and supervisory support to operate the helpline	Availability of senior management for mentoring & monitoring of the project. A clinical domain team comprising of experienced MBBS doctors and Specialists (General Medicine, Obstetrician, Gynecologists, Paediatricians, Public Health experts, Surgeons) has to be on board to actively drive clinical component of the call centre and closely monitor all clinical aspects for effective service delivery.
5.12	Provide a transition plan and conduct the transition of the data centre to NACO at the end of operations	All the processes of the call centre to be transitioned and operationalized to NACO at the end of the contract.
5.13	Integration with existing IT applications to track the adherence of ART/other applications as per buyer requirement	Helpline software application to have feasibility for integration with other applications as per buyer's requirement.

Note: Above mentioned scope is indicative only. More services may be included with mutual understanding between buyer and the service provider as per the need.

6. WORKING HOURS:

National Toll-Free AIDS Helpline -1097 Call Centre Working Hours are as follows:

- a) Inbound:
Operations window: 24 X 7
Days: All the days of week. All days of the year
- b) Outbound:
Operations window: 9 A.M to 6 P.M
Days: All the days of week. All days of the year

7. PROVISIONING OF INFRASTRUCTURE:

- 7.1 Call Centre related database should be created & maintained by the service provider by including all tickets & all interactions with the caller in all forms.
- 7.2 The service provider shall have provision for IT set-up in a minimum of four locations/regions (East, west, North, South) so that they can cater to the entire India.
- 7.3 The service provider shall create proper infrastructure for effective functioning of the services.
- 7.4 Service provider shall provide new equipment like: telephone and required computer with latest specifications of hardware/software with data/voice to the CCE for responding to the callers (not prior to year 2019).
- 7.5 Service provider shall have provision of call logging which should be possible through multiple channels i.e., phone,email, SMS and web forms, website, social media etc.

- 7.6 Provision of Interactive Voice Response System (IVRS) options for callers. Development of IVRS as per the user requirement and as instructed by buyer from time to time.
- 7.7 Provision of CRMS /E-mail system/ ACD/ CMS/ Grievance management system with workflow.
- 7.8 Should be able to offer multilingual support in English, Hindi and minimum of 14 regional Indian languages as per the need of buyer to serve callers from different parts of the country.
- 7.9 Service provider shall manage the toll-free number/short code – 1097 which is already assigned by the Department of Telecommunications, Government of India to the buyer as category-1: Service (i.e., mandatory service to be provided by all the access providers). Copy of the order No. 16-3/2011-AS.III/Vol-II(Part)/40/1159 dated 29.10.2014 of the Department of Telecommunications is at Annexure-2. On the basis of the order, BSNL with letter no. 3-1/2014-PHT dated 20.11.2014 (Annexure-3) has communicated to all public and private operators to open short code 1097 and route it to BSNL.
- 7.10 Service provider needs to establish a reasonably efficient system of handling calls and manage the toll-free number for incoming and outbound calls as per the location/language/skill set rules defined to the respective site of operations. Service provider should co-ordinate with buyer, concerned departments, telecom service providers and ensure that the toll-free number is accessible from anywhere in India and from any network in the country. Caller should be able to dial and reach this toll-free number from any mobile as well as from any landline phone in the country.
- 7.11 The PRI lines are already assigned to the buyer. Service provider needs to arrange the PRI circuits and required hardware to function on its own cost and manage and coordinate if required, with the respective telecom provider for any related issues.
- 7.12 Usage of industry standard call-centre solution for lodging the calls/auto response/follow-up as agreed upon by the service provider and user.
- 7.13 Service provider should have a business continuity in place to ensure uninterrupted services even in extra-ordinary circumstances.
- 7.14 Other Infra setup:
- i. **Air Conditioning:** Complete office should be air-conditioned.
 - ii. **Backup:** Service provider needs to ensure that required back-up is in place for uninterrupted electricity and internet services.
 - iii. **Lighting Levels:** Adequate lighting levels need to be provided at all the sites for manpower.
 - iv. **Conference Rooms:** Service provider shall ensure dedicated conference and meeting room is available with modern amenities for each site for the Call Centre operations.
 - v. **Locker:** Service provider shall provide adequate locker facilities for the employees to keep their mobile phones in the premises during the time of operations as the mobile phones are not allowed at operations floor. Only authorized person shall have the permission to carry mobiles on floor.
 - vi. **Cafeteria-cum-Pantry:** Must be within the premises. Adequate space need to be provided for all employees with facility of food/snacks/tea and beverages.
 - vii. **Fire and safety:** Service provider shall have fire and safety provisions as per relevant local laws and alternate exit point in case of emergency.
 - viii. **Training Rooms and equipment:** Training rooms should be equipped with projector, computer and internet.
 - ix. **Facility:** Physical partition would be required if the floor plate is shared. Only authorized personnel should be able to visit with access-based door in the area.
 - x. **Trespassing:** No passer-by from other processes shall be allowed in the area, only authorized persons with identity-based access should be allowed.
 - xi. **Reception cum Security Desk:** Preferably, there should be only one point of entry and exit for the staff to the premises. The staff need to pass through the reception desk.
 - xii. **Transport facilities:** The facility/centre should be either easily accessible through public transport or the service provider shall provide transport facilities for pickup and drop as per the shift of its employees.

- xiii. **Scalability:** Service provide shall ensure that all the sites should have enough space for catering any future expansion plan at the same sites.

8. MONITORING:

- 8.1 The buyer's monitoring team, external & internal auditors will periodically inspect the functioning of Call Centre.
- 8.2 The monitoring team should be able to talk to the Call Centre Executive and review all the sub systems and records of the service.
- 8.3 Additionally, it should be made possible for buyer to remotely monitor performance on all SLAs/KPIs and also of all the applications provided in the system by designated Call Centre Supervisor or Call Centre in charge from the service provider and in-charge officer in the buyer's organization.

9. REPORTING & ANALYTICS:

- 9.1 Service provider shall try to automate all the regular reports required by the buyer with the web access login and password to the buyer for extracting the said reports for any period during the contract timelines.
- 9.2 The below data points must be provided by the service provider to the buyer either with web-based interface in realtime or as and when required in shape of reports as desired and in the frequency instructed by the buyer:
- The service provider would submit daily reports of the inbound/outbound calls, number of calls which could not be serviced, with reason and other routine reports like open/closed calls, escalation, reminders, call-back etc.
 - The Call Centre solution shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online.
 - The system shall generate various statistical reports (hourly, daily, weekly, monthly), based on call completion of agents/groups.
 - The service provider shall provide advanced analytics and dashboards on periodic (daily, weekly, monthly, quarterly, yearly) as and when required by the buyer.

- 9.3 An indicative list of reports needed to be supported includes:

A. Monthly reporting:

Detailed reports of the below mentioned categories need to be published on monthly basis:

1. Average Call Response Time/ Average Speed of Answer (ASA)
2. Average Handle Time (AHT) Inbound
3. Average Handle Time (AHT) Outbound
4. Abandoned Call Rate (%)
5. Call quality Score
6. IVRS updating time
7. New report generation/ change in existing report

B. IVRS Reports:

Service provider shall make available various reports of IVRS based on data generated during its operation including but not limited to:

1. Number of calls taken by the system daily, weekly, fortnightly, monthly, quarterly, half yearly and annually.

2. Summary of calls by query, service, time
3. Average time spent by callers in IVR tree before being transferred to agent
4. Call handling time on IVRS for various queries, services
5. Percentage of calls abandoned in the IVR
6. Percentage of calls disconnected along with reason
7. Call tree level wise abandon percentage
8. Peak call volumes by time intervals, date, etc.
9. Any other reports as requested by the buyer time to time

C. Inbound:

1. Call volume projections report
2. Average time taken to answer the call for calls serviced through Agents, IVRS.
3. Average time in queue for each type of service
4. Maximum time in queue for each type of service
5. Average Speed of Answer
6. Service Level Percentage
7. Calls Offered
8. Calls Answered (Short answer + long answer)
9. Abandoned Call (Short abandon + long abandoned)
10. Total Talk Time
11. Average Talk Time
12. Total Hold Time
13. Average Hold Time
14. Total Handle Time
15. Average Handle Time
16. Wait in Queue time
17. Longest Delay Before Answered
18. Hourly and half hourly call flow report
19. Efficiency of each agent / agent group etc.
20. Total number of calls landed in the system, offered to the agents, answered by the agents within norms, abandoned by the caller, for a given user defined period.
21. Average and total number of calls in a queue.
22. Average and total number of unanswered calls.
23. Agent Activity Reports, both real-time and historical.
24. Average and total number of free agents.
25. Average and total call duration for different agents/groups.
26. Average and total queuing time
27. System shall support call-by-call reporting
28. The above reports should be available site wise, circle wise, language wise, state wise and district wise cumulative or as desired by the buyer.
29. CRMS reports of dispositions and its analysis in desired format and frequency by the buyer.
30. Any other reports as requested by the buyer time to time

D. Outbound:

Out bound process must have availability of Preview dialing (manual excel and CRMS data upload both). Outbound process must have availability of Predictive dialing. Below data points should be available:

[Handwritten signatures and initials]

1. Data usage reports
2. Call Connectivity status and percentage of total dialled
3. Right Party Contact out of total Spoken
4. Detail description and analysis of the RPC (Remote Procedure Call) calls, spoken analysis and overall success reports
5. Agent productivity reports - process wise based on metrics given by buyer
6. Outbound Call Volume
7. Outbound Call Duration
8. Average Delay Before Abandon
9. Longest Delay Before Abandon
10. After Call Work (Wrap Up)
11. Calls Offered
12. Calls Handled
13. Abandoned Call Rate
14. Total Talk Time Average Talk Time
15. Total Hold Time
16. Average Hold Time
17. Total Handle Time
18. Average Handle Time
19. The above reports should be available site wise, circle wise, language wise, state wise and district wise cumulative, or as desired by the buyer
20. CRMS reports of dispositions and its analysis in desired format and frequency by the buyer.
21. Any other reports as requested by the buyer time to time

E. Other reports:

1. Grievance management reports- As per the design shared and updated by the buyer time to time.
2. Root cause analysis of most frequent (e.g. Top 10) queries/complaints
3. Analysis of complaints/grievances with longest turnaround time
4. The reporting tool shall include a designer module that allows designing of new reports as well as for customizing existing reports.
5. The reporting tool shall be capable of exporting report details into various formats such as spreadsheets and word processors.
6. Historical reports shall be available for agents, skills, trunk groups etc., on daily, weekly, monthly, quarterly and yearly basis.
7. Agent Hours Report (Daily)
8. Agent utilization reports
9. Staffing Distribution Report
10. Biometric report with credentials (Monthly)
11. CCE/Agents attrition reports (Monthly)
12. Agents' daily attendance report for all the processes against the Rostered and Allocated agents(Daily)
13. Any other reports as requested by the buyer time to time

10. INTERACTIVE VOICE RESPONSE SYSTEM (IVRS):

10.1 The service provider shall implement the language based IVR solution. It is proposed to divide all the telecom circles based on language and route the call directly to the language agent (Origin based routing Mechanism) divided between all the sites of operation.

10.2 Specific requirement with the proposed setup of IVR:

- a) If a person from a given telecom circle calls, the call should land to the respective IVR and the person should listen to only given set of language options to select and talk to his language agent.
- b) IVR wise language skill set, and respective telecom circle would be decided by NACO and should be implemented as suggested.
- c) Each agent shall be mapped with his first skill set of regional language, and second skill set of (Hindi + English).
- d) In case the calls of regional language skill set are not in queue then the person should get the call of the second skill set i. e. Hindi + English.
- e) Agent should be able to see, which skill set call he/she is receiving.
- f) Average Speed of Answer for each language option (skill set) should be reported on daily basis to understand the capacity requirement in each language option.

10.3 IVRS Development:

- a) The IVRS solution shall be designed to be scalable and should be on open standards.
- b) The IVRS tree and routing structure shall be provided by the buyer. The menu shall be played in Hindi/English /other regional languages as per the design and structure provided by the buyer.
- c) The IVRS should be able to route the calls to the selected language available agents as per the skill set defined (1st Skill set/2nd Skill set/3rd Skill set).
- d) Service provider shall arrange the script recordings for IVRS as required by the buyer time to time on its own cost.
- e) The IVRS should have provision to block defined malicious calls.
- f) IVRS tree management: Based on the analysis of the various categories of queries received during the month, the service provider shall suggest changes and customization of the IVRS content/ tree structure to buyer from time to time.
- g) The IVRS shall provide an easy to use and configurable system that enables changing the IVRS tree with no hard coding within few hours of effort.
- h) The IVRS shall have provision of playing voice messages, send SMSs to the selective caller or to all callers or on selection of an option in the IVR tree.
- i) IVRS shall have provision to answer enquiries by prompting callers to input data onto the touch-tone keypad look up the records in a database and speak back information in Hindi and English. It should also support all regional languages and conversion of content and recordings in regional languages. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database as per the IVR flow decided by the buyer.
- j) The IVRS shall have provision to retrieve agent availability from ACD and announce the waiting message.
- k) The IVRS shall be capable to capture usage details of each caller as the caller traverses through a call. The IVRS solution shall have an interface through which usage details can be shared with other systems such as ACD / CTI to facilitate routing of calls on the basis of DNIS (Dialed Number Identification Service), ANI (Automatic number Identification) etc.
- l) IVRS shall maintain log of all services offered for auditing and analytics.
- m) The Call Centre shall have the capability of requesting the Calling Line Identification (CLI) or the Automatic Number Identification (ANI) from the telephone system.
- n) For every call landing on the Call center, CLI shall be displayed to an agent. It shall be possible to intelligently route the calls to specific service groups, based on CLI, Auto Attendant Options or any other policy.

- o) When the agent answers the call, the subscriber's relevant information shall be presented on the agent's computer screen, eliminating the need for the agent to repeat the questions (With the help of database connectivity to the CRMS or offline data uploaded in CRMS or as defined by the buyer).

11. DIALER:

- 11.1 Service provider shall provide all options of predicative, preview & manual dialing options for outbound call processes.
- 11.2 It should also be able to support specific programs if being run for the target segment.
- 11.3 For the sake of transparency & citizen satisfaction, at different stages (ticket generation, complaint resolution) of complaint disposal, service provider shall provide the provision of CRMS to send an automated message to the caller number with details of ticket (number, expected time of resolution etc.) and the resolution if any.
- 11.4 One unique number should be displayed for all outbound calls being done by call center to its audience (citizen/patients/Public staff/Private staff) from all site locations of the call center. This number can be a PRI number owned by buyer and given for operations to service provider. Objective of this is for increasing awareness among target audience about the number so that call connectivity rate can be improved.

12. AUTOMATIC CALL DISTRIBUTOR:

- 12.1 ACD should provide the capability of combining data with IVRS menu system that can intelligently route calls requesting further assistance.
- 12.2 It should be able to put caller on waiting if no CCE is available and keeping caller informed about the status of the call. Also, support relying messages during the waiting period.
- 12.3 The system shall be capable in handling high volumes of calls efficiently.
- 12.4 It should follow call routing to the CCEs with following features. It should follow at least one of the features mentioned below:
 - a) With 'Least Recent' - the extension that received a call the longest time ago will be on the top of the list
 - b) With 'Fewest Calls' - the extension that received the least number of calls will be on the top of the list
- 12.5 It should allow call center CCEs to be members of multiple ACD groups. Each CCE should have unique identification and can be member of multiple skill sets for receiving calls.
- 12.6 It should be able to transfer call to another CCE with call data attached.

13. COMPUTER TELEPHONE INTEGRATION:

- 13.1 The IVR shall be able to link ACD, IVRS, call recording etc. to information held on a CRMS database about the inbound caller.
- 13.2 It should be able to support the following information messages and options that are related to voice callers while they are waiting in queues or put-on hold by the CCEs or during non-working hours or on special dates or occasions:
 - a) Any Specific message requirement given by the buyer for different scenarios.
 - b) Music
 - c) Any Information related to special campaigns/ target of buyer.
 - d) It should transfer relevant information about the individual caller and the IVR dialog from the IVR to the CCE desktop using a screen popup based on CLI (Caller Line Identification)/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence) when caller gets connected.

14. VOICE LOGGER SYSTEM:

- 14.1 Every inbound and outbound call shall be logged (recorded) to monitor the quality of caller interaction and identify training needs. Outbound calls need to be recorded right from dialing of the number.
- 14.2 Apart from voice interaction, the recordings shall also contain detailed call information such as date, time, call duration, agent ID, caller number, caller ID, other identifiers. The solution shall provide advanced searching capabilities to search any call easily via various identifiers.
- 14.3 A sample number (count as agreed by buyer) of these calls shall be monitored for call quality for each agent by the quality auditor of the service provider.
- 14.4 The call manager/supervisor shall have a provision to barge-in/monitor an existing call between the agent and the caller.
- 14.5 The calls shall be stored for entire contract period. Service provider shall handover the recordings to the buyer in event of separation or at the end of the contract.

15. CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE (CRMS):

- 15.1 Service provider shall deploy its own Customer Relationship Management (CRMS) software (Data base and UI), customized as per buyer requirement; to take care of all the services required to be serviced by Agents/IVRS.
- 15.2 The CRMS must be an open-ended flexible software to accommodate any change request during the contract period.
- 15.3 Service provider should be completely open and flexible to accommodate any change/addition/deletion/modification request in the CRMS UI and its workflow and database and features during contract period without charging any additional cost to the buyer.
- 15.4 CRMS shall have provision of implementing workflow for Service Requests and close looping. The CRMS shall also have provision to set and calculate Turn Around Time (TAT), excluding the non-working hours for each service tickets. The design of the workflow of service requests shall be provided by the buyer.
- 15.5 CRMS shall store and maintain profile of subscribers and all the transactions and entire caller interaction during contract period. CRMS shall be showing the history of the interactions/ service request for the entire contract period in any kind of operations (Voice/Email/etc.)
- 15.6 CRMS should have provision to have different roles of login with different access of activities as defined by the buyer.
- 15.7 CRMS should have provision of providing unique user id for every user with unique role access (One user can have different roles accesses). The roles and its user interface specifications and actionable integrations will be provided by the buyer. The UI here generally can be defined as Inbound Call UI/ Outbound call UI/ Lead Generation UI/ Service request UI- Queue based- (For back-office service ticket closures)/ Close looping UI (After service request is resolved)/ Inbound Call Supervisor access UI/ Admin role UI for creation of user ids. The roles for accessing these UIs can be front office executive/back office executive/supervisor/ admin roles. One role can have access of different UIs with separate login passwords.
- 15.8 The CRMS/CTI functionality should support relevant screen pop-ups of the caller information as per data base and history of calling on the agent's desktop based on unique identifier. If any intermediate bridge software is required for integration, then it will be completely the service provider's responsibility to arrange it financially and technically on its own cost.
- 15.9 CRMS shall generate unique interaction id for every interaction. And unique complaint id (service request id) for every complaint. CRMS shall have a workflow structure based on the defined disposition ids combination to route the complaints/ Service Request (Tickets) to the defined

queues/roles/user groups/user ids etc. The CRMS should also provide the option to route the tickets manually based on selection of executive in the queue.

- 15.10 CRMS shall support Call, Email, SMS, and Web based complaint lodging/giving feedback/registration of new services feature.
- 15.11 Agent should be able to capture/log every query/compliant/demand lead/input in the CRMS system. CRMS should also support report generation on the same as and when required via report generation UI.
- 15.12 CRMS system should also have provision of mapping the Dialer data with the CRMS (CRMS call logs should be equal to Dialer data).
- 15.13 Service provider shall integrate the Short Messaging Service Engine (SMSE) for sending/receiving SMS with CRMS/IVRS application. It is expected that CRMS should automatically generate the SMS to the recipient as per the rules defined for the respective interaction event of the caller in CRMS. The definition of recipient and rule for will be shared by the buyer as and when required. The different scripts of SMS for different events will also be shared by the buyer.
- 15.14 All other application softwares required to run the Call Centre shall be developed or provided by the buyer with no extra cost.
- 15.15 Service Provider shall provide best-in-class CRMS application.
- 15.16 CRMS functionality shall also be capable of taking caller satisfaction feedback on SMS or through IVRS. In case of feedback from SMS, CRMS shall be capable of generating SMS in respect of a sample of callers as defined by the buyer to get a feedback about quality of response and satisfaction level. For landline user's caller satisfaction feedback can be taken over IVRS. The criteria for defining select callers will be as decided by buyer from time to time. This feature will be used to assess the quality of Call Centre service.
- 15.17 The data of the CRMS for the entire contract duration should be handed over by service provider to buyer at the time of separation.
- 15.18 At the end of contract, the service provider shall handover the source code of the CRMS and entire CRMS functionality to the buyer. The entire CRMS (including the front-end UI, database, and ticketing workflow) shall be considered the intellectual property of buyer.

16. KNOWLEDGE BASE & ITS MANAGEMENT:

- 16.1 Service provider shall create and manage Knowledge Management Portal (KMP) customized as per buyer's requirement from time to time. This portal shall serve as the information portal for all types of information required for various processes and for new updates reference.
- 16.2 KMP should have flexibility to upload the information in pdf/word/excel/image/html page or any other popular mode.
- 16.3 The service provider must give complete flexibility to upload and display the information on KMP in any format/type or as desired by the buyer from time to time.
- 16.4 The KMP shall have two type of rights -1) User rights to view only 2) Admin rights to view/upload/write/delete/edit. The KMP shall have login-based access with user name and password. (User name and password can be the same or different for different users).
- 16.5 The service provider must provide two logins to the buyer representatives for accessing the system on the public IP or on buyer's IP. This user should have admin rights.
- 16.6 The core content shall be provided by the buyer as and when required. Service provider level project manager may also propose the content as per their experience and evaluation, which first need to be approved by the buyer's resources and then uploaded on KMP by the service provider.
- 16.7 The service provider shall manage content customization and Frequently Asked Questions (FAQ) creation for easy reference and understanding of the agents for running the process in inbound/outbound/ any other process as and when rolled out.

17. COMPLAINT/GRIEVANCE REDRESSAL MANAGEMENT:

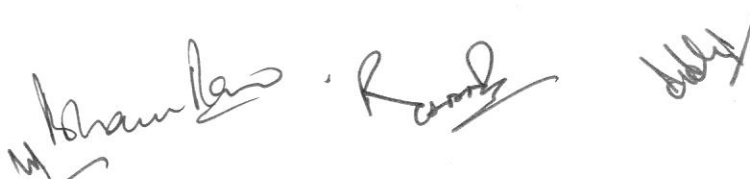
- 17.1 Service provider shall create and manage an email-based online Grievance Redressal portal immediately with the launch.
- 17.2 Service provider shall manage the grievance redressal process of the helpline.
- 17.3 Service provider shall develop the service request ticketing workflow design and UI in the back office module of the CRMS in consultation with buyer and operationalize the online grievance redressal process. This development would be in scope of the operations without any additional cost.
- 17.4 Service provider shall also report how much cases are resolved within the turn-around time (TAT) agreed on metrics with the buyer on a daily basis.
- 17.5 Detailed quality metrics shall be shared by the buyer to be reported and presented by the service provider on a monthly basis for the review of the performance of grievance redressal process.

18. SECURITY THROUGH PASSWORDS:

- 18.1 The service provider should be able to provide critical security against unauthorized access. All functions and data files should be protected. The administrator should be able to control access by assigning security privileges to agents/users. The security codes should grant or deny access according to assigned security levels.
- 18.2 Before entering system, each user/agent should enter a valid user ID, biometric/ proximity card, and password. Once validated, the user/agent should be granted access to only those functions permitted within the prescribed security level.
- 18.3 The system shall provide fool proof password management system clearly defining the users/agents and their functions & access rights such as admin user, supervisor, front office executive, back-office executive etc.
- 18.4 The system should support the setting of an automatic threshold (number of attempts within a specific time) for access to system management ports. If this threshold is exceeded the system must automatically disable the login for few hours and generate a security alert to supervisor/admin/technical staff.
- 18.5 The system should keep all the audit log of user/agent actions and should present reports of the changes made by individual users.
- 18.6 Login schemes of agent and users (type of user and privileges) should be finalized with the approval of competent authority at the service provider end. All logins & logouts should be monitored & reported. Agents should be able to log on from any desk within the call centre.

19. RESOURCE DEPLOYMENT:

- 19.1 The ratio of hiring of agents shall be 60% experienced (at least 1 year in inbound call center) and 40% freshers. The preference would be given to experienced agents.
- 19.2 Service provider shall hire adequate number of regional language agents as per the call volume in inbound and outbound processes with good speaking/reading skills in the regional language. All the regional language agents should also be good in English and Hindi speak/read/write skills.
- 19.3 Agents should be hired on regional language skill set at the location site based on the volume of calls for that language.
- 19.4 The number of equipment & infrastructure requirement shall depend upon the traffic (number of calls/emails/service requests handled by the call center) at the time of deployment with provision to expand to handle traffic from anticipated expansion to meet SLA, defined in subsequent section and as amended from time to time.



- 19.5 Recruitment of the supervisory manpower to be finalized only by the final interview with the buyer's representative and would be at the cost of service provider.
- 19.6 In case NACO find any manpower (Executive or Supervisory) unsuitable or non- competitive for the process, the service provider shall provide the replacement of the same within 15 days.

20. RESOURCE TRAINING:

- 20.1 Service provider should make arrangements for imparting training in soft skills; call handling, exposure related to CRMS application so as to prepare the Call Centre Executive to answer different types of queries, and on all other aspects of Call Centre services.
- 20.2 The service provider shall manage the training of any attrition replacement and refresher training of existing agents during the contract period.
- 20.3 Buyer shall assist the service provider in preparing training material and updating it on a regular basis which can be further customized as per buyer's requirement.
- 20.4 Service provider would customize the training material in the format for the call center as per the needs of different user groups (Inbound/Outbound/Email/Back office etc.). Service provider shall also create feedback questionnaires/assessment modules based on the training material provided to them. Service provider shall also create an effective knowledge management data base with FAQs for quick reference of call center executive during answering the calls.
- 20.5 Service provider shall prepare the training calendar for the induction and refresher trainings. Service provider shall be presenting to the buyer a detailed TNA (Training Needs Analysis) report on quarterly basis for each group in the call center based on the criteria mutually agreed and approved by the buyer. The TNA report should also contain the details of trainings conducted as per calendar along with suggestions, if any.

21. QUALITY MONITORING & ASSURANCE:

- 21.1 Each call would have a unique identifier i.e. Call ID and in case there is any query/grievance/any other request, member/provider/other stakeholder shall be intimated about the call id for future tracking purpose.
- 21.2 Every call received/done from the call centre would be recorded in the call centre application against the respective Call Centre Executive and Call id.
- 21.3 To ensure Customer Service Quality, Buyer, at its discretion, may conduct Regular audits, Random audits and call barging:
- Buyer may do a random sample survey of calls on Call Quality as well as be involved into calls without prior notification on a daily basis. For this purpose, administration level permissions to a Call Centre Executive relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc. related to Buyer Data Centre Setup)
 - A facility should be available for Buyer's monitoring team, external & internal auditors to periodically inspect the functioning of Call Centre.
 - Additionally, it should be possible to remotely monitor performance on all SLAs/KPIs and also of all the applications provided by the system i.e. real time ACD statistics, calls in queue, number of Call Centre Executives logged in, number of Call Centre Executive s abandoned answered calls, query of the call logs of a particular customer etc., by designated Call Centre Coordinator or Call Centre in-charge.

22. RAMP-UP AND RAMP-DOWN OF THE PROJECT:

22.1 Ramp Up:

- a) NACO would provide 30 days' notice to the service provider for any kind of ramp-up.



- b) Ramp up would be exclusively in-terms of architectural software/application upgradation/degradation and integration.
- c) Ramp up with respect to the FTEs cannot be permitted during the tenure of the contract.
- d) No additional cost implication will be considered during the tenure of the contract for any ramp-up activity until and unless another contract agreement is done.

22.2 Ramp Down:

- a) Buyer would provide 30 days' notice to the service provider for ramp down of the process for reducing the resources by 30%.
- b) Buyer would provide 45 days' notice to the service provider for ramp down of the process for reducing the resources by 50%.
- c) Buyer would provide 60 days' notice to the service provider for ramp down of the process for reducing the resources by more than 50% to 100%.

23.EXIT MANAGEMENT:

23.1 The Service Provider shall promptly on the commencement of the exit management period (1 month before the date of contract expiry), either due to termination of the contract or expiry of the contract, shall supply to the Buyer the following:

- a) Complete information relating to the current services rendered
- b) Data related to open transactions such as service requests, issues, etc.

23.2 Migration of archived call records (online and offline), mails and web-chats

- a) Process documents, specific to the Buyer, created during the contract period
- b) Any other information/ support required for Call Centre Executive for successful handover & migration of Call Centre services
- c) The Service Provider shall provide uninterrupted services on existing terms till an alternate solution is available.

23.3 Additionally, Service Provider is responsible for handover of all Buyer's data including CRM data, call logs and audio recordings etc., to Buyer or its nominated service provider as informed by the Buyer.

23.4 Before the expiry of the exit management period, the Service Provider shall deliver to Buyer or its nominated vendor all new or updated materials from the categories set out above, and shall not retain any copies thereof, except that the Service Provider shall be permitted to retain one copy of such materials for archival purposes only.

24.EXIT OPTION:

Buyer reserves the right to cancel the contract in the event of one or more of the following events:

- a) Delays in delivery of service as specified in the scope of work/ violating the SLA agreement.
- b) Serious discrepancy in delivery of services or the performance levels agreed upon, which might have an impact on the functioning of the call centre.
- c) Any malpractice or unethical practice by the call centre in the operations of the contract awarded. In addition to the cancellation of purchase contract, buyer reserves the right to charge appropriate penalties and liquidated damages.

25.BUYER'S OBLIGATIONS:

25.1 Nomination of a nodal officer for this service.

25.2 Make timely payments to the Service Provider.

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25.3 Provide the required timely response to Call Centre Executive/personnel/ data/clarifications/decisions and solutions to resolve.

25.4 Any issues as may be necessary for the Service Provider to carry out their obligations.

26.SELLER'S OBLIGATIONS:

- 26.1 Service provider (the bidder or whose BID is accepted and who signs the agreement) shall be responsible for running 1097 for NACO, Ministry Health and Family Welfare, Government of India.
- 26.2 The service provider shall also integrate the call centre components, write or update, application software to integrate with the buyer.
- 26.3 The service provider will be providing space, furniture, all types of call centre hardware, software, manpower, maintenance, management, development of web-based packages and web enabling databases.
- 26.4 The service provider shall be operating FTEs as mutually agreed. The buyer may decide to increase the FTEs count as and when the scalability decision is taken, and budget is approved.
- 26.5 The Call Centre will operate in multiple shifts in a day as desired by the buyer and will remain open on all days during the period of contract. Each shift will have number of FTEs operational as desired by the buyer or suggested by the service provider and mutually agreed. The distribution of FTEs per shift, or shift timings (slots) may vary as per requirement of the buyer.
- 26.6 The service provider shall upgrade/update/purchase software and hardware (with latest technology/best in the industry) or as required and asked by the buyer as per the agreement.
- 26.7 The service provider shall be providing the sitting space for the executives with good ambience and hygiene. Service provider shall also provide soundproof workstations to ensure that the callers have clear voice listening experience without any noise. The space of sitting for each executive must be divided by a divider for avoiding any sound disturbance and distraction from the adjacent caller.
- 26.8 Service provider shall be required to adhere to statutory requirements as per the local law of the land and & abide by the Minimum Wages Act as per the location of the call centre and other related laws.
- 26.9 Service provider shall provide identity card to the persons engaged for the work of this project. The service provider shall also make provisions for biometric attendance for agents and other staff members and login through individual passwords in the computer systems and other software for data security and monitoring of usage of systems.
- 26.10 The service provider shall submit schedule / roster of manpower to be deployed for the upcoming week on the second last day of every week i.e., Saturday (Sun to Sat week) to the buyer. Service provider shall also submit on weekly basis (1st of the month to date) the actual attendance to the buyer.
- 26.11 Agents are not allowed to be impolite/ rude/ abusive/ offensive with callers even if the callers are being abusive or offensive. Agents are required to address the caller politely with good communication skills or as per the script provided to them for talking to callers during their training. If an agent is found being rude or abusive, the service provider must replace the agent immediately, without delay.
- 26.12 Service provider should automate maximum possible regular reports gradually and make all reports available to the buyer on web-based platform on live basis as and when required with no extra cost. Service provider shall also be providing the adhoc reports manually as and when required by the buyer. Buyer reserves the right to ask for the type of the report on a required interval on the required platform as per the need of the operations monitoring and evaluation.
- 26.13 The service provider shall have provision for electricity & internet back up for the premises for providing uninterrupted services at any point of time.
- 26.14 The service provider should ensure that supplied solution shall have the functionality to switch Inbound call takers to Outbound Call takers and vice versa as per the load and occupancy in each process within few minutes or less time.

- Buyer may utilize the manpower for inbound/outbound calling based upon load & requirement. In such cases the respective process (Inbound/Outbound) SLAs will be applicable to the resources.
- 26.15 Service provider shall have robust business continuity plan and it shall get it verified every year from buyer.
- 26.16 Service provider shall provision the software's /technology /hardware for receiving and making calls in case of work from home scenarios (Lockdown/riots/or any other such conditions of force majeure when executive cannot reach office).
- 26.17 Service provider should ensure that an archival policy system is in place with online/live access at their own cost.
- 26.18 Service provider shall provide SLAs achievement sheet, login hours' sheet (FTE calculation sheet), attendance, and if required proof of Payment of PF/wages/salaries/dues/ arrears of CCE and other staffs in every month to buyer for approval of the bill.
- 26.19 The service provider shall install CCTV cameras on the operation floor active 24 hours*365 days with 30 days recording available.
- 26.20 Service provider shall ensure proper training for new agents and refresher training in every six month or whenever need arisen. Also, service provider will share training module and calendar to the buyer as and when training is planned to be conducted.
- 26.21 All agents need to follow a decent dress code on the floor of operations as per the gender.

27. PENALTIES:

S. No	Performance Criteria	Definitions	Period	Target	Penalty	Illustration
1.	Average Call Response Time / Average Speed of Answer (ASA)	Average call response time: Average time taken by callers waiting in a queue to be attended by a Call Centre Executive.	Monthly	70% of incoming calls within 20 Seconds	The proposed rate of penalty would be 0.25% of the value of total Call Centre Operating cost payable per month for non-compliance to the service levels for every percentage below the expected levels of services.	Let us assume, Call offered - 1000 Average Calls answered in 20 Sec - 600 ASA = 60% (600/1000) SLA Breach - 10% Penalty percentage = $(10 \times 0.25) = 2.5\%$ of total Call Centre operating cost payable per month

28. ELIGIBILITY CRITERIA FOR SERVICE PROVIDER:

S. No.	Criteria	Basics for evaluation	Supporting documents required
1.	Legal Entity	Valid Legal Entity	Certificate of Incorporation and Articles of Association of the Participant in case of Company /Limited Liability Partnership Agreement in case of LLP/Udyog Aadhaar
2.	Certificates	Valid GST, Income Tax PAN no. ISO 9001, ISO 27001	Valid GST Registration Certificate PAN No. ISO 9001, ISO 27001
3.	Average Annual Turnover during last three financial years generated	Required document to be submitted during registration.	Extract from Audited / Certified financial statements and balance sheets for the last three years as per financial year of participating Service Provider or certificate from Chartered Accountant and authorized signatory.

S. No.	Criteria	Basics for evaluation	Supporting documents required
4.	Service provider should be an established & experienced organization	The Service Provider should have completed at least three similar projects	Completion certificates from the client may be uploaded in the website by the service provider. The completion certificate shall mention the value of contract.
5.	ITCC	Certificates of last three financial years	Service provider to submit the Income Tax Clearance Certificate (ITCC) for last three financial years.
6.	VC	Vigilance Clearance	Service provider to submit an undertaking towards Vigilance Clearance from any malpractices etc.

29. SETTLEMENT OF DISPUTES

- 29.1 Both the parties (Buyer and Service provider) shall seek to resolve any dispute amicably by mutual consultation.
- 29.2 If either party objects to any action or inaction of the other party, the objecting party may file a written notice of dispute to the other party providing in detail the basis of the dispute. The party receiving the notice of dispute will consider it and respond in writing within fourteen (14) days after receipt. If that party fails to respond within fourteen (14) days after receipt, or the dispute cannot be amicably settled within fourteen (14) days following the response of that party, the next clause 29.3 shall apply.
- 29.3 Any dispute between the parties arising under or related to this contract that cannot be settled amicably may be referred to by either party to the court of law, located in New Delhi.

30. DECLARATION:

(On the Service Provider)

1. This is to certify that I/We before signing the special terms and conditions have read and fully understood all the terms and conditions and instructions contained therein and undertake myself / ourselves abide by the said terms and conditions.
2. I/We will abide by the Minimum Wages Act Contract Labour Act etc., as applicable from time to time for the workers employed. The number of persons employed will be adequate to provide quick and efficient service. The capacity of the equipment's/gadgets deployed will be well sufficient to perform the respective tasks.
3. I/We shall provide quality services to the Buyer with amenities as mentioned in the said terms and conditions.
4. I / We agree that I / We have no objection if enquiries are made to our clients to verify the facts submitted by us.
5. I hereby certify that the above firm has not been currently blacklisted by any Central / State Government / Public Undertaking / Institute on any account.
6. I/we also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided by us are incorrect, any contract given to the above firm may be summarily terminated and I / We are liable to be debarred and blacklisted.

Date:

Name:

Place:

Designation:

Contact No:

Authorized Signatory

ANNEXURE – 1

Role	Minimum number of Staff	Minimum Qualification	Experience
Project Manager	01	MBA/Post Graduate in related field	Should have more than 10 years of call centre operations experience out of which minimum of 3 years of experience in managing the health related helpline operations. Should be associated with the Organisation more than one year.
Domain Expert	02	MBBS/ Public Health Expert/ General Medicine	Minimum 10 years of experience. Minimum 2 years of experience in HIV/AIDS related projects.
Training Expert	02	Post-Graduation/Diploma in Philosophy/Human Physiology/Mental Health/or related field	Overall 5 years of experience in providing training and out of which minimum 3 years in HIV/AIDS and associated health issues.
Quality Expert	02	Graduate/Post-Graduate/MBA in TQM/Post Graduate in related field	Minimum 5 years of experience in managing the quality part of the helplines. At least 2 years' experience in handling health helpline.
IT Expert	01	B.E/M.C.A	Minimum 10 years of experience in IT
HR & Admin Manager	01	Post-Graduation in human resources or related discipline	Minimum 5 years of experience in managing human resources and administrative work
Data Manager	02	Graduate/Bachelor's Degree in Computer Science, Computer Engineering or related field	Minimum 2 years of experience in data management and analysis
Supervisor	04	Post Graduate or equivalent in Social Work/Psychology/Paramedical or related field.	Minimum experience of at least 3 years in health related call centre operations.
Counsellor	51	Graduate in Social Work/Psychology/Paramedical or related field.	Minimum of 2 years of experience in health related call centre operations.

by Bramble. Road delay

ANNEXURE -2

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS.III/ Vol-II(Part)/40/ 159

Dated 29/10/2014

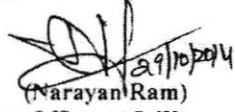
To

All Access Service Providers

Subject:- Allocation of Short Code '1097' as National AIDS Helpline to NACO.

I am directed to convey the approval of competent authority for allocation of Short Code '1097' as National Helpline to National Aids Control Organisation (NACO) with features as under:


- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metered Service: (Called Party Pays)


(Narayan Ram)
Section Officer (AS-III)
Tel.:23036444

Copy forwarded for information and necessary action to, if any, to:

1. All State Govt./UTs Chief Secretaries.
2. Secretary, TRAI.
3. Account Director (Media), Department of AIDS Control, National AIDS Control Organization, Ministry of Health & Family Welfare, 9th Floor, Chandralok Building, 36 Janpath, New Delhi-110001. It is requested to appoint a nodal officer to implement the helpline.)
4. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline. as and when approached).
5. ADG (IT) with request to kindly upload on DoT website.

ANNEXURE-3

O/O NWOCFA Cell, 8 th Floor Bharat Sanchar Bhavan, Janpath New Delhi-110001. PH: 011- 23716688, Fax: 011- 23766033 Email: nwocfa@bsnl.co.in	 भारत संचार निगम लिमिटेड (एनएम डिस्ट्रीब्यूटर्स लिमिटेड) BHARAT SANCHAR NIGAM LIMITED <small>A Central Government Enterprise</small>
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No. 3-1/2014-PHT

Dated: 20.11.2014

To

All Chief General Managers,
Telecom Circles/Districts,
BSNL

Subject: - Allocation of short code '1097' as National AIDS Helpline to NACO.


This is in reference to DOT letter no.16-3/2011-AS.III (Vol.II (Part)/40/1159 dated 29.10.2014 regarding opening of short code '1097' to National AIDS Helpline to NACO.

In this regard, it is intimated that the code 1097 may be opened in all Local Exchanges, TDM Tax /IP TAX/Soft switches / Mobile MSC/GMSC/WLL MSC of your Telecom Circles and mapped with the IN number 1800-425-6691. 'STD code + 1097' may also be opened for intercircle calls.

Private Operators in your Circle may be requested to open 1097 & 'STD code + 1097' in their switches and route it to BSNL as per existing routing guidelines. Calls from private operators are to be charged as per inter connect agreement.

In this it is further intimated that this is a,

1. Category-I Service, (i.e. mandatory service to be provided by all the Access providers).
2. Accessibility: Un-restricted, i.e. available on STD also.
3. Metered Service: Called Party Pays.


(Mukesh Meena)
DGM (NWO-CFA-I)

Copy to: - DGM (NWO III-CFA), for informing the private operators for opening of the code 1097 in their network

Corporate Office: Bharat Sanchar Bhawan, BSNL Corporate office Janpath New Delhi Website: www.bsnl.co.in

PERFORMANCE SECURITY DEPOSIT

The successful Bidder has to furnish 03% of the awarded contract value as Performance Security Deposit.

Requisite Performance Security Deposit is to be remitted by the Successful Bidder, on awarding the contract by the NACO in the form of account payee Demand Draft/ Fixed Deposit Receipt/ Bank Guarantee from a commercial bank, Bank Guarantee issued/confirmed from any of the commercial bank in India in an acceptable form in the name of "The Pay and Account Officer Sectt. Ministry of Health and Family Welfare". **Performance** Security Deposit will be submitted within 21 days from the date of award of contract.

Security Deposit should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the supplier.

1.1 Interest will not be allowed on PERFORMANCE SECURITY DEPOSIT

In the event of breach of contract on the part of the Bidder, NACO will be entitled to forfeit wholly or partially the above amount of Security Deposit with the NACO. No interest will be allowed on the Security Deposit paid in demand draft. NACO further reserves the right to adjust the Security Deposit towards any amount due to the NACO from the Bidder and in such event, the Bidder on receipt of notice from the NACO, shall make further deposit to restore the Security Deposit to the full amount.

1.2. Refund of Security Deposit:

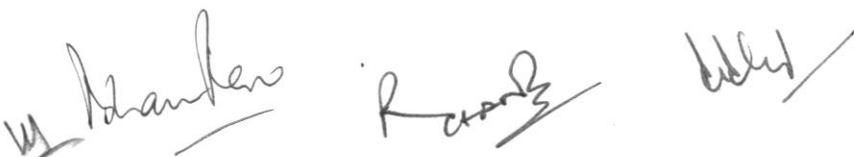
On satisfactory performance of the contract and on receipt of "No Dues/No Demand" certificate from the **IEC Division, NACO**, the Security Deposit will be refunded to the Bidder provided that no claim whatsoever against the Bidder is made and nothing is due from the Bidder and that the Bidder has completed the work to the entire satisfaction of the NACO.

1.3. With-holding or forfeiture of Security Deposit:

Without prejudice to the rights of the NACO to claim damages arising on account of breach of contract under the Contract Act 1972 the Security Deposit shall be liable to be withheld/forfeited wholly or partially at the sole discretion of the NACO when the Bidder either fail to fulfil his contractual obligations or to settle in full his dues to NACO.

1.4. Recovery from Security Deposit:

The NACO is empowered to deduct from the Security Deposit or from any other outstanding amount, any sum that may be fixed by the NACO as being the amount of loss or losses or damages suffered by it due to delay in performance or non-compliance of any of the conditions of the contract.



Project Experience & Qualifying criteria requirement
(Technical Evaluation Criteria)

Parameter	Means of Assessment	Scale	Marks
Agency Credentials			10
Minimum Turnover	Audited reports for the past 3 financial years (FY 2018-19, 2019-20, 2020-21)	Average turnover of INR 1.32 Cr	2
		Average turnover above INR 1.32 Cr to INR 3.00 Cr	3
		Average turnover above INR 3.00 Cr	5
Agency Experience			30
	Past / Current Number of years in operating health helpline	3 years	1
		5 years	3
		Above 5 years	5
	Past / Current Number of health helpline projects which includes counselling and grievance services	1 health project	3
		2 health projects	10
		More than 3 health projects	15
	Past / Current Number of health helpline project with minimum 20 seats for each project in the last three years	20 seats	2
		50 seats	3
		100 seats	5
	Past / Current experience in providing counselling on health in different languages	5 languages	1
		10 languages	3
		Above 10 languages	5
Profile of Team			5
	Presence of senior management and doctors in HIV projects	Medical Doctors & in senior management profiles (Project Manager, Finance, Procurement, Quality, HR, Trainer etc.)	3
	In house-IT Support	Data analyst, MIS, software development team	2
Information Technology Systems			15
	CRM System Customer Relationship Management (CRM)	Open Source Ability to perform programme level customizations Integrated systems (SMS and ACD)	3
	Interactive Voice	Integrated with ACD	5

Parameter	Means of Assessment	Scale	Marks
	Response System (IVR and Call Distribution)	Language skill based routing and integration with CRM	
	Knowledge Management	Online Knowledge Management system (Open Source)	2
	Reports and Dashboards	Online Dashboards and Reports Systems	2
	Security	Data Security and Firewall Systems	2
	Cloud Connectivity	Cloud systems with Voice over Internet Protocol (VoIP) based solutions	1
Training / Capacity Building / Knowledge Management			10
	Modular Training Programme	Ability to develop Domain Knowledge Telephone Soft Skills Systems Skills Trainee – Trainer Modules	5
	Quality Monitoring Programme	Knowledge Assessments and Calls Monitoring Process and Scheduling	5
Understanding of the Project Requirements			10
	Understanding the overall delivery of services	Approach to project and proposed methodology	3
		Proposed project management structure and work plan based on innovative services	2
		Demonstrating effective delivery and follow up action	2
		Provision of business Continuity and Disaster Management	3
Certifications and Presence			5
	ISO certification	ISO-9001 2008 certification	2
	Presence of Agency in four parts of the country	Presence of agency in all four parts of the India (East, West, North & South)	3
Technical Presentation			15
Total			100

The agencies with score/marks of 70 and more out of total 100 marks will be eligible for opening of financial bid.

FINANCIAL PROPOSAL

SUMMARY OF COSTS

Service Provider :
Address :
Date :

A. Data Center setup cost:

S.No.	Items	Amount without tax in INR	TAX in INR	Amount with tax in INR
i).	CAPEX for new Data Centre (IT and Non-IT Cost) (as per <u>Annexure-I</u> & <u>Annexure-II</u>)			
Total (A)				

B. FTE/operational cost:

S.No.	Items	No. of Units	No. of Months	No. of Years	Amount per FTE per month	Amount for 51 FTEs for 2 years
i).	OPEX (FTE cost)	51	24	02		
Total (B)						

Note:

1. PER FTE cost shall be inclusive of all components such as setting up costs of call center like Hardware, Software maintenance & license, salaries & allowance, recruitment & training, staff insurance, support staff, housekeeping, AMC of hardware & software (other than data center), upgradation of software, equipment, printing and stationery and all other miscellaneous expenses. Cost shall be inclusive of all taxes duties, fees etc., but exclusive of only Service tax which will be paid additionally as per applicable rates.

X. Total Project Cost:

S.No.	Item	Cost in INR (Lakhs)
A.	Data center setup cost	
B.	FTE/operational cost for 2 years	
(X) Total Project Cost (A+B)		

Note:

- To arrive at financial score, the total project cost shall be considered
- Payment will be on basis on quoted rate i.e., Per FTE rate per month
- CAPEX will be reimbursed separately on actual invoices

Signature of the Authorized Signatory
Name & Address of the Bidder



FINANCIAL PROPOSAL

Y. Other Expenses (for Data center only)

Items	Amount without tax in INR (a)	TAX in INR (b)	Amount with tax in INR (c)
Annual AMC cost for servers and firewall for servers & firewall (for 02 years)			

Table (A) – Computation of Financial Bid:

Cost Head	Amount (INR)
Total Project Cost (X)	
Others Expenses (for Data center only) (Y) Cost in INR including tax (c)	
Total (X+Y(c))	

Award of the Contract: The Award of the contract will be on QCBS basis. 70% weightage will be given to Technical Evaluation and 30% weightage to Financial Evaluation. For details, **Annexure III** is attached.

W. Khawale - *Ram B* *Aditya*

FINANCIAL PROPOSAL

ANNEXURE-1


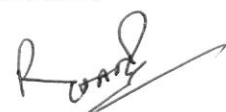
IT Requirement:

Service provider shall provide new equipment like: telephone and required computer with latest specifications of hardware/software with data/voice to the CCE for responding to the callers (not prior to year 2019).

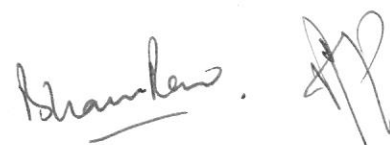
S. No.	Activity	Details	Number	Rate	Amount excluding tax	Amount including tax	Remarks
1.	Hardware	Desktops for Counsellors					
		Laptops for Support Staff					
		IP Phones					
		Head sets					
		Desktops for IT Support Staff					
2.	Software	Software Development					
3.	Data Centre	Voice server					
		PRI Card - 2 Port					
		Application Server					
		Database Servers					
		Back-up Server & Dev Server					
		Network Core Switch					
		Network Edge Switch					
		ISP Router					
		Firewall					
		Racks 42 U					
		KVM Switch & Monitor					
4.	Storage	NAS Storage					
		HDD Storage for NAS					
5.	Disaster Recovery Management	Hot standby DR set-up/DR server					
	Total						

Note: Telephone Expenses - Toll free number cost, cost of PRI, Internet leased lines (MPLS lines), SMS and any other telephony and communication costs are to be included in this document which will be reimbursed on actual basis.

Signature of the Authorized Signatory
Name & Address of the Bidder:





FINANCIAL PROPOSAL

Annexure-II

Non- IT Requirement:

Sl. No.	Name of the Equipment	Unit	Quantity	Cost (INR)
1	False ceiling	sft		
2	Painting	sft		
3	Carpet	sft		
4	Electrical	Lot		
5	Fans	no's		
6	AC's - call area room split 2ton	no's		
7	AC's -- server room split 2 ton	no's		
8	UPS --20KVA + 20KVA,	No.		
9	UPS --20KVA Batteries	No.		
10	Acoustic Generator of 40 kva	No.		
11	Work station B2B	no's		
12	Cabin Furniture	No.		
13	CONFERENCE TABLES	No.		
14	Partition works - Aluminium	sft		
15	Call center chairs	no's		
16	Board room chairs	no's		
17	Training room chairs	no's		
18	Cafeteria tables	no's		
19	Cafeteria chairs	no's		
20	Reception area - waiting seat sofa sets	no's		
21	Library furniture	set		
22	MEDIUM HEIGHT STORAGE UNITS	no's		
23	CCTV-- Cams	no's		
24	CCTV-- DVR - 12 channel	no's		
25	Biometric with access control	set		
26	Access control for server room	set		
27	Projector and screen Epson x02	no's		
28	Water cooler with RO	no's		
29	Desktop Standby UPS	Set		
30	Fire extinguishers 2kg capacity	no's		
31	Miscellaneous items	set		
32	First aid room items	set		
33	LED Display monitors-32"	no's		
34	N-Computing-L300	no's		
Total				

Signature of the Authorized Signatory:
Name & Address of the Bidder:

Annexure –III

QUALITY COST BASED SYSTEM

Illustration

STAGE 1: TECHNICAL BIDS EVALUATION (Passing Marks – 70 for opening of Financial Bid)

Bidder details	Technical Mark Obtained	Status
Bidder1	92	Responsive for opening of Financial Bid
Bidder2	85	Responsive for opening of Financial Bid
Bidder3	55	Non Responsive
Bidder4	75	Responsive for opening of Financial Bid

STAGE 2: Conversion of Technical Marks to Technical Score

Bidder details	Technical Score based on Grading System
Bidder1	100 (92/92*100)
Bidder2	92.39 (85/92*100)
Bidder3	Rejected *
Bidder4	81.52 (75/92*100)

*Since the eligible technical score should be 70 & above, bidder 3 is rejected

by 





STAGE 3: FINANCIAL BID EVALUATION

Bidder details	Financial Bid Amount
Bidder1	1,30,000
Bidder2	1,20,000
Bidder4	1,00,000

Stage 4: Conversion of financial bid amount to score

Bidder Details	Financial Bid Amount	Financial Score (LFB/F*100)
Bidder1	1,30,000	$100000/130000*100=76.92$
Bidder2	1,20,000	$100000/120000*100=83.33$
Bidder4	1,00,000	100

LFB = Lowest Financial Bid, F = Quoted Amount

Consolidated Technical & Financial Score

Bidder Details	Technical Score	Financial Score
Bidder 1	100	76.92
Bidder 2	92.39	83.33
Bidder 4	81.52	100

Stage 5: Combined Technical and Financial Score (CTFS) With Weightage 70:30

Bidder Details	Applying weights for the Technical Score & Financial Score	CTFS	Rank of the Bidder
Bidder1	$100*(70/100) + 76.92*(30/100)$	93.07 (70+23.7)	L1
Bidder2	$92.39*(70/100) + 83.33*(30/100)$	89.67 (64.67 +24.99)	L2
Bidder4	$81.52*(70/100) + 100*(30/100)$	87.06 (57.06 +30)	L3

- Bidder 1 will be selected for award of contract.

[Handwritten signatures and initials]

Payment Terms

1	Payments shall be subject to deductions (such as GST/Income Tax) as applicable of any amount, for which the Bidder is liable under the agreement.
2	The Contract price is: _____ [insert amount and currency as applicable] [indicate: inclusive of GST/Income Tax as applicable]. +Telephone expenses as per actuals.
3	The agency shall be entirely responsible for all taxes, duties, license fees, levies etc., incurred until delivery of the services to the client.
4	No advance payment will be made in any case.
5	Payment against bill/Invoice shall be released only after execution and the quality of the services are found to be satisfactory. Payment will be made direct to the service provider through NEFT/RTGS. No request for other mode of payment will be entertained. a) Payment shall be made in Indian Rupees. b) Payment of service provider costs & reimbursable expenses will be made on submission of documents duly certified by buyer (NACO) certifying the project deliverables. c) Deliverables will be certified on quarterly basis. d) Payment will be made to the agency against submission of an invoice in quadruplicate (Original + 3 copies) with supporting documents to buyer for payment. e) While claiming payment, an affidavit must be submitted as per Annexure. Taxes as applicable will be paid on actual.







Annexure

AFFIDAVIT (On Stamp Paper)

I _____ son/daughter of _____ resident of _____ solemnly undertake that I am an authorized signatory of M/s _____ (*insert name of the company with full address*) and I hereby undertake that the services for which payments are being made have been correctly made. I take full responsibility for the correctness of the documents submitted for which the payment has been claimed. I further undertake that without prejudice to the rights of Client as per the contract, I shall be solely responsible if any of the document is found to be fake even to make good any loss suffered by the client due to incorrectness of the documents submitted by us for claiming payment against invoice(s) no(s). _____ (*insert details of invoices for which payments are being claimed*) amounting to _____.

Name: _____

Address: _____

(service provider full address)

Witness 1: _____

Address: _____

Witness 2: _____

Address: _____

Note:

1. The affidavit is to be submitted on a non-judicial stamp paper of Rs 100 /-(Rupee hundred) duly notarised and to be signed by the authorized signatory of the firm.



Instructions to Bidders

- a) To participate in the Bid submission, it is mandatory for the bidders to get their firms/organizations registered in the GeM Portal: <https://gem.gov.in>.
- b) The selection procedure will be Quality cum Cost Based Selection - QCBS (70% for Technical and 30% Financial)

REGISTRATION:

Pre-requisites for a seller/service provider:

- Constitution Type such as Proprietorship, Firm, Company, Trust or Society and Central Government/State Government.
- Constitution Name.
- Aadhaar Number or Personal PAN of the user (Authorized signatory of ITR)
- For Aadhaar based registrations, mobile number which is linked with the Aadhaar is required.
- Documents such as CIN, PAN, DIPP, UAM, ITR details as per the constitution of the organization may be required for seller registration.
- Address of the organization.
- Bank account details of the organization
- Active email id.

For Primary User Registration:

- Aadhaar Number / Virtual ID/ Personal PAN of the User.
- Mobile number linked with Aadhaar/Mobile number in case of PAN
- Active Email id
- Documents as per Constitution/Business type such as CIN, PAN, DIPP, UAM, ITR details to Complete profile.
- Address details (Registered Address)
- Bank account details

Secondary User Registration:

- Aadhaar/ Personal PAN number
- Mobile number should be linked with Aadhaar /Mobile number is a case of PAN based registration done by a Primary user'
- Active Email ID

KEY NOTES:

- Registration (Primary Seller) on GeM should be done by an authorized person of the organization (Director of the organization or a Key Person or authorized signatory of ITR).
- Details of the authorized person will get validated as per the Income Tax Return filing.
- Primary seller has an option to create secondary sellers to assign roles like Bid Participation, Creation of Catalog and Order Fulfilment.
- For MSE, UAM (Udhyog Aadhaar Memorandum), mobile number linked with the same is required.



- For Start Up, DPIIT (Department for Promotion of Industry and Internal Trade) number and mobile number linked with the same is required.
- No separate registration required for Seller and Service provider.
- Bank Details (Account Number & IFSC Code) for the account which will be used for business done on GeM

HOW TO PARTICIPATE IN A BID:

Login to your account and click on Bid. After login, search your Bid by using the Bid item or Bid Number. Now click on 'Participate',

Product Bid:

1. Select your product(s), cross-check technical bid specifications and save.
2. Enter your product price at per unit level & save.

Services Bid:

1. Submit your offering as per bid requirement, in the provided forms, press "Save and Continue"

Verify your bid by OTP authorization.

ASSISTANCE TO BIDDERS:

- a) Any queries relating to the bidding process call toll free numbers: 1800-419-3436; 1800-102-3436 or send e-mail to the following id: gem@gov.in
- b) Please refer to FAQs under the seller section: <https://gem.gov.in/userFaq>
- c) You may also get in touch with the GeM Business Facilitator of your state. Find the state-wise contact nos: https://gem.gov.in/aboutus#gem_ofc

my AR   

Special Conditions of Contract

S.No.	Conditions/Clauses
1.	The Contract shall be construed in accordance with the law of Union of India.
2.	The language of the contract is: English
3.	<p>The addresses are:</p> <p>Buyer: <u>National AIDS Control Organization (NACO)</u></p> <p>Service Provider: _____</p> <p>Attention : _____</p> <p>Facsimile : _____</p> <p>E-mail (where permitted) : _____</p>
4	<p>The Lead Member on behalf of the service provider is:</p> <p>_____</p> <p>_____</p>
5	<p>The Authorized Representatives are:</p> <p>For the Buyer:</p> <p>NACO designates Deputy Director General (IEC & Mainstreaming) as NACO's coordinator who will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the buyer and for receiving and approving invoices for the payment.</p> <p>For the Service Provider:</p>

Y R. G. D. D. H. A. P.

S.No.	Conditions/Clauses
6	<p>Commencement of Services:</p> <p>The number of days shall be 30 days – 60 days from the date of Award of Contract or from the beginning date of project as mutually agreed by both buyer and service provider. If the awardee of the contract is not able to commence the services within stipulated time mentioned above, the contract shall be terminated.</p>
7	<p>Expiration of Contract:</p> <p>The time period shall be valid for 2 years from the date of signing of contract. Validity can be further extended on satisfactory performance on evaluation and/or on need basis.</p>
8	No additional provisions.
9	The agency will be responsible for taking out any appropriate insurance coverage.
10	<p>All information/data processed, stored, or transmitted by Bidder equipment belongs to the buyer. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.</p> <p>In the event of a dispute regarding what data is or is not the service provider's data, buyer's decision on the matter shall be final and not subject to appeal. Prior to completion or termination of the contract, the service provider must take all necessary measures to assure that all data generated and maintained during the course of this contract has been migrated exclusively to the buyer.</p>
11	<ol style="list-style-type: none"> 1. The buyer will own the copyright in all deliverable materials created under this Agreement by Successful bidder. The IPR of any product which has been developed/enhanced/ modified/ configured by the Successful bidder shall be transferred to the buyer. 2. Ownership of all Intellectual Property Rights for any functional and technical process of buyer or Information or materials or buyer supplied assets provided to successful bidder by the buyer shall remain vested with the buyer. 3. Buyer shall own all Intellectual Property Rights in all Assets procured, purchased and produced exclusively for the buyer by the successful bidder including improvements that are developed by successful bidder for buyer. Successful bidder shall execute necessary documents and instruments to perfect the ownership of buyer in respect of the aforesaid materials. 4. Materials — including but not limited to software, tools,







S.No.	Conditions/Clauses
	<p>processes, policies, and documentation (presentations) — developed by the Successful bidder / Service Provider or its subcontractors will be considered "works made for hire" for buyer ("Developed Materials"). Such Developed Materials shall belong exclusively to buyer. The Successful bidder may use such Developed Materials solely to provide the Services during the contract term period.</p> <p>5. The Successful bidder shall irrevocably assign, transfer, and convey to the buyer all rights, title, interest, and ownership in such Developed Materials.</p> <p>The Successful bidder shall promptly disclose in writing to buyer each instance of Developed Materials that is developed as a result of Services. With respect to each disclosure, the Service Provider shall indicate the features or concepts that it believes to be new or different.</p>
12	<p>Any studies report or other material, graphical content, software or otherwise, prepared by the service provider for the buyer under the Contract shall belong to and remain the property of the buyer. The service provider may retain a copy of such documents and software.</p>





