

INFORMATION TECHNOLOGY DEPARTMENT
NEW DELHI MUNICIPAL COUNCIL
PALIKA KENDRA : NEW DELHI

No. D/ 430/Dir (IT)/2017

Dated: 16/02/17

M/s _____

Sub: Budgetary offer for Operation and maintenance of Existing Call Centre.

Please quote your budgetary offer for Operation and maintenance of Existing Call Centre in sealed cover duly subscribed with quotation no. and date.

Your sealed quotation must reach this office by 3:00 P.M. by due date i.e. 21-02-2017 in room of Director (IT) at Room No. 7008, 7th Floor NDMC, Palika Kendra, New Delhi-110001.

It shall be responsibility of quotation to ensure that their quotation reaches in time. If quotation received after the due date and time will not be entertained.

OBJECTIVE AND SCOPE

Background

NDMC is autonomous bodies/agencies under it provide large number of services to citizens. Like any other government it is responsible for providing various kinds of infrastructure, issue licenses/certificates and implement rule of law. The implementation in the field is not always as prescribed in rulebooks, which leads to discontentment amongst people. The Government accordingly needs mechanism for getting response of citizens it serves. Existence of a good feedback mechanism is a must not only to get feedback on what is happening in the field but also to identify weak points of governance, to take remedial measures whether systemic or procedural.

Since governments are typically large and work in many fields it is not possible for common citizens to know everything about it, its services offered to citizens and how one can get the same. This brings out the need of an efficient information dissemination system in the government. Thus, the government should have a good system for information dissemination and an efficient system of grievance handling system.

ABOUT NDMC

Delhi Set-up had recommended that a fresh law governing NDMC should be passed by the Parliament for proper organization and functioning of the New Delhi Municipal Council. Consequent upon enforcement of Constitution (Seventy Fourth Amendment) Act, several provisions in Punjab Municipal Act, 1911 had to be brought in tune with Part IXA of the Constitution before 31st May, 1994. Furthermore, there were several major differences between various functional regimes prescribed under the old law governing NDMC in comparison to the Delhi Municipal Corporation Act, 1957. It was generally recognized that there was need for a greater measure of commonality in the procedure adopted by the Municipal Corporation of Delhi and the New Delhi Municipal Council in matters relating to taxation, revenue, budgeting, contracts, accounts and audits, streets and sanitation, public health, public safety and suppression of nuisances etc. The following were the most important objectives.

- i. To Provide New Delhi Municipal Council area with a new legislation repealing the Punjab Municipal Act, 1911.
- ii. To bring uniformity as far as possible in building regulations, audit revenue and budgetary provisions in the Municipal Corporation of Delhi and New Delhi Municipal area; is marginal.
- iii. To harmonize the law with the Constitution (Seventy-fourth Amendment) Act, 1992 with necessary exemptions and modifications under article 143ZB of the Constitution wherever departure has had to be made from the constitutional provisions. The provisions of Constitution (Seventy-fourth Amendment) Act, 1992 were brought into force with effect from 1st June, 1993 and the laws governing municipalities all over the country had to be harmonized in consonance with the provisions of Part IXA of the Constitution by 31st May, 1994. Consequently an Ordinance was promulgated on 25th May, 1994.

The National Capital Territory of Delhi (NCT) comprises three local bodies, MCD, NDMC and Cantonment Board. The Municipal Corporation of Delhi comprises approximately 96 per cent of the area and population of the Union Territory of Delhi. The Delhi Municipal Corporation Act, 1957 was amended in August, 1994 to bring it in tune with the Constitutional provisions of Part IXA. In respect of New Delhi Municipal Council, which consists of only 3 per cent of the area and 3 per cent of the population of National Capital Territory of Delhi, it was felt that a different kind of legal system be structured taking into account special characteristics of the New Delhi Municipal Council area.

Technical Requirements

The Service Approach:

- ✓ Based on the specific requirements of each and every client and vertical, our management team has started with robust outsourcing solutions to increase the quality and efficiency to generate value for our Citizens

Benefits We Bring In:

- ✓ We emphasize on the redesign of the operations with higher efficiencies. When we take on a particular project. We deliver our Customers with the following benefits.

These Includes:

- ✓ Scalable solutions
- ✓ Smooth, efficient and predictable functioning of operations
- ✓ Improved process management and effectiveness
- ✓ Reoriented operations that are based on changes in business focus and strategy

1. PROCESS DETAILS for the NDMC call center

- ✓ Handling customer queries, complaint and feedback calls in Hindi and English.
- ✓ Tagging each call in the CRM for close looping.
- ✓ Acknowledgement and respective response through web, SMS and outbound calls.
- ✓ The Process will operate 24x7 (Except National holidays)
- ✓ Three shifts will be running the center
- ✓ Process shall remain closed on National Holidays
- ✓ Internal Security Mechanism would be incorporated
- ✓ NDMC Data Security Exchange of information & software, E-Mail and media

ANNEXURE 'A'

Existing Infrastructure Table-A (AMC required for a period of one year)

	Cost Head	No's
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1	Computers	8
2	Server/Databased/Data mining	3
3	Switch(24 port)	1
4	Headsets	12
5	Software (CRM)	1
6	IVR	1
7	UPS	8
8	Printer	1
10	PRI	2

Table-B-II

Operational Cost (Recurring) (Requirement of Manpower)

	Cost Head	Number
1	Call Center Operator	11
2	Supervisor	1
3	System Administrator	1

Terms and Conditions Proposal is inclusive of:

- ✓ 8 hours of login per agent per day
- ✓ Process will be operational 24x7
- ✓ Each shift of 8 hours
- ✓ Number of agents in the process 15 agents
- ✓ Total 3 shifts in a day with 04 agents in Morning and 03 afternoon shift and 02 agents in night shift & 02 agents on roster
- ✓ Each agent to work for 6 days in a week and 26 days in a month
- ✓ Telecom cost/toll free connections to be paid by NDMC on actual
- ✓ Facility, IT infrastructure to be maintained by firm

- ✓ Point to Point Connectivity / Dedicated Broadband (if required)
- ✓ The quoted prices are exclusive of service tax and other applicable taxes
- ✓ All Governmental / Regulatory levies and taxes as applicable would be billed at applicable rates
- ✓ Firm shall provide integration links with their internal systems
- ✓ The above prices quoted are considering the present minimum wages as per Delhi Government policy and will be updated in accordance to the same
- ✓ The above price quoted are subject to change due to any increase in Minimum Wages, ESI and PF structure by the Government
- ✓ Taxes would be extra

EXISTING ENVIRONMENT

Present System

Information Dissemination

Government Department/agencies provide information through

- The officials handling the subject in the offices
- announcing various schemes in the media
- Help-desk/reception in the department/agency
- placing information in the form of simple FAQ on the website

The main purpose is to

- i. Register Complaints & Grievance
 - ii. Take follow up of all pending complaints continuously
- ii. Obtain action taken reports/proceeds on grievances lodged earlier.

Telephone/Mobile app and other social media

Citizen will call up 1533 and through Mobile app and other social media give the grievance to the call agent who will key in the same into the system and issue a unique acknowledgement number to citizen for future reference and follow-ups.

IVR - Interactive Voice Response

Citizens calls up 1533 and selects IVR to file their grievance, instead of going for the operator. The IVR guides the citizen and registers department specific grievance through the system. The system should generate a unique acknowledgement number for future reference and follow-ups. The IVR will be in English and Hindi.

Contract Period

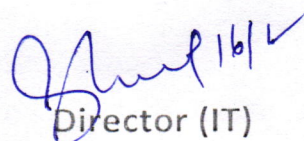
The contract period will be minimum for three years and there would be 10 % increment annually in total contract value based on the satisfactory performance

Common application Software for Handling Public Grievances

The grievances received through Mobile app /phone /whatsapp/facebook/twitter/email and other modes will get into the common grievance redressed handling system. Based on selection of department, sub-office, subject and area, the grievance will get sorted and land in the inbox of the officer concerned. It will be the responsibility of the officer to take appropriate action on the same and write back action taken into the system against the relevant grievance. The complainant can access the action taken through Internet, IVR or call the Call Center and seek details telephonically.

The Government as well as the Call Center will be using common web-based grievance handling system where status of the action taken with respect to a particular grievance will be updated regularly by the concerned action-taking department.

The Call Center is expected to be online whereas departments will access the software using dialup / ISDN / DSL / VSAT / Broadband / terrestrial wireless connection as and when required.


Director (IT)

Tel: 011-41501383

Budgetary Financial Proposal

<u>Sr No</u>	<u>Description</u>	Per month rate (In Rs.)	Per year rate(In Rs.)
<u>1</u>	Deployment of manpower cost(As per Annexure 'A')		
<u>2</u>	AMC Cost (As per Annexure 'A')		
Total Amount (Tax Extra as applicable)			