

**CORRIGENDUM DATED 16TH AUGUST 2014 ISSUED FOR RFP NO
SPMU/NRC/CALL-CENTRE/7/2014/1 DATED 04/07/2014. FOR ESTABLISHMENT
OF NRC CALL CENTRE UNDER NATIONAL REGISTER OF CITIZEN (NRC),
ASSAM**

Sl.No.	RFP Section / Page No.	Existing Clause	To Be read as
1	Page 2	<ul style="list-style-type: none"> • LAST DATE & TIME OF RECEIPT OF BID: 22-Aug-2014 upto 2:00 PM. • TIME & DATE OF OPENING OF BID (TECHNICAL BID): 22-Aug-2014 at 3:00 AM. 	<ul style="list-style-type: none"> • LAST DATE & TIME OF RECEIPT OF BID: 28-Aug-2014 upto 2:00 PM. • TIME & DATE OF OPENING OF BID (TECHNICAL BID): 28-Aug-2014 at 3:00 PM.
2	Section 2 Point (e) Page 4	Information on various activities under NRC updation in Assam will be provided through the proposed Call Centre through incoming calls as well as outgoing calls. It is explained that about 10% of the seats (5 in 50 seats, 3 in 25 seats) would be used for outgoing calls.	In addition to the existing clause mentioned, the following shall be included: <ul style="list-style-type: none"> • The percentage of Inbound and Outbound Call seats to be reviewed after every three (3) months by NRC State Coordinator • Outbound calls to be made only to NRC officials
3	Section 2 Point (g) Page 4	The Call Centre would be of 50 seater capacity for the first 12 months and of 25 seater for next 12 months and of 10 seater for last 4 months. However, the actual number of seat capacity of the Call Centre may have to be revised as per requirement assessed through quantum of calls received per month and/or progress of the project. The first such assessment shall be made after 6 months from establishments of the Call Centre.	The Call Centre would be of 105 seater capacity (50 x 2 shifts, 5 X 1 shift) for the first 12 months and of 53 seater (25 x 2 shifts, 3 x 1 shift) for next 12 months and of 10 seater (10 x 1 shift) for last 4 months. However, the actual number of seat capacity of the Call Centre may have to be revised as per requirement assessed through quantum of calls received per month and/or progress of the project. Such assessments would be made quarterly. The first such assessment shall be made after 3 months from establishment of the Call Centre. In case any change in the quantum of seats is decided, the notification for increase or decrease in number of seats shall be intimated to the selected Bidder 45 days in advance
4	Section 3 Page 5	<ul style="list-style-type: none"> • During Operational period, no call should be waiting for more than 3-4 minutes. 	This point is deleted

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5	Section 4, Point (b), Page 5	<ul style="list-style-type: none"> • Operation of Call Centre (24 hours a day) . 	<ul style="list-style-type: none"> • Call Centre will operate 24 hours on all seven days in a week and therefore, the Call Centre will be available to customers on all 365 days (366 days in a leap year), including national holidays, Sundays, etc
6	Section 4, Point (e), Page 5	<ul style="list-style-type: none"> • Software to be developed to manage the entire system and administrative MIS reports has to be submitted periodically (weekly and monthly) to the State Coordinator, NRC, Assam by summarizing the details of calls handled. 	<p>Management Information System - Report Requirement- The bidder shall install necessary software to use the same for generating MIS reports on operation of Call Centre. The daily, weekly, monthly MIS reports shall include the following, but not limited to:</p> <ul style="list-style-type: none"> (i) Number of incoming calls handled (ii) Number of outgoing calls placed (iii) Average talk time for calls handled (iv) Average active time per call (v) Summary of the interval of time required for handling incoming calls (vi) Number of calls exceeding threshold (i.e. calls waiting in queue longer than given time) (vii) Average time in queue (viii) Number of abandoned calls (ix) Number of calls made/referred to Departmental experts. (x) Minimum and maximum duration of Calls. (xi) Number of instances the operator/agent found busy. <p>MIS reports will be finalized in consultation with the NRC Project</p>

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			Coordinator.
7	Section 5 Page 6	<ul style="list-style-type: none"> Attested/Notarized copy 	<ul style="list-style-type: none"> Self attested copy
8	Section 9 Point (iii) Page 11	<p>SECURITY DEPOSIT</p> <p>The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit of 10 % of the order value in the form of Bank Guarantee (BG) from any Indian Scheduled-A Bank in favour of the RFP Inviting Authority valid for a period of 1 year from the date of supply. However, if the supplier fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.</p>	<p>PERFORMANCE SECURITY</p> <p>The successful bidder, within 10 days of signing of the agreement, shall be required to submit Performance Security of 10 % of the order value in the form of Bank Guarantee (BG) from any Indian Scheduled-A Bank in favour of the Commissioner & Secretary, Political Department (RFP Inviting Authority) valid for a period of Three (3) months beyond the Contract period. However, if the supplier fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the Performance Bank Guarantee shall be encashed and the amount will be forfeited.</p>
9	Section 9 Point (vii.a) Page 13	Mobilization Advance (MA) will be released to the successful bidder @ 10% of the contract value on submission of Performance Bank Guarantee (PBG) and the MA amount will be adjusted proportionately on every bill.	Mobilization Advance (MA) will be released to the successful bidder @ 10% of the contract value on submission of Performance Security as mentioned in section 9 Point (iii), and the MA amount will be adjusted proportionately on every bill.
10	Section 8.1 Page 11	<p>Selection will be based on total marks scored in Technical and Financial Bid. Bidder with Maximum Marks will be selected.</p> <p>Total Marks = {30 X (Technical Marks of the Bidder/ Maximum Technical Marks Scored by any bidder)} + {70 X (Lowest Bid / Price Quoted by the Bidder)}</p> <p>Contract shall be</p>	<p>In determination of the Best Value Bid, weightages of 70 and 30 shall be applied respectively to the normalized technical and commercial scores of each bid that was included in the commercial evaluation process.</p> <p><u>Opening and Evaluation of Technical bids</u></p> <p>(i) The Technical Bids of only eligible bidders, based on the eligibility criteria mentioned in section 5, pages 6 and 7, shall be</p>

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		<p>awarded only to the bidder with highest Total Score</p>	<p>evaluated.</p> <p>(ii) The bid with the highest Technical score (T1) will be assigned 100%.</p> <p>(iii) Technical Scores for other bids will be normalized using the following formula: Normalized Technical Score of a Bid(Tn) = {(Technical Score of the Bid/ Highest Technical Score (T1)) X 100} % (adjusted to 2 decimals).</p> <p>(i) <u>Opening and Evaluation of Commercial bids</u>The Commercial Bids of only the technically qualified bidders will be opened for evaluation.</p> <p>(ii) The bid with the lowest bid price (L1) will be assigned 100%.</p> <p>(iii) Commercial Scores for other bids will be normalized using the following formula: Normalized Commercial Score of a Bid(Fn) = {(Commercial Bid price of L1/Commercial bid price of the Bid) X 100} % (adjusted to 2 decimals)</p> <p><u>Best Value Bid Determination and Final Evaluation</u>A composite score shall be calculated for technically qualified bids only. The weightage for the composite evaluation shall be as described below:</p> <p>(i) Technical – 70%</p> <p>(ii) Commercial – 30%</p> <p>In other words, the bid would be</p>
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			<p>awarded in favour of the most competitive bidder by adopting the 70:30 weightages to technical and commercial scores respectively after duly normalizing the technical and commercial scores. The overall Composite score will be calculated as follows:-</p> $B_n = 0.70 * T_n + 0.30 * F_n$ <p>Where,</p> <p>B_n = Overall Composite score of the bidder</p> <p>T_n = Technical score for the bidder</p> <p>F_n = Normalized financial score of the bidder</p> <p>The Bidder with the highest final composite score will be called as the Best Value Proposal and will be called for negotiating the contract. In case of a tie in the final composite score, the bidder with the higher Technical Score will first be invited for negotiations.</p>
11	Section 7, Page 9	Total* (5)=(1)+(2)+(3)+(4)	Total* (5)=(2)+(3)+(4)
12	Section 6, Page 8	6.1.8 Quality Related Certificates/Documents.	6.1.8 Quality Related Certificates/Documents such as ISO9001/2008 etc.
13	Section 9, Point 5 b)	Subscription of NRC Hotline Number: The bidder will facilitate and obtain hotline number for and on behalf of the purchaser within 30 days from the award of contract, failing which penalty conditions as mentioned in this bid document shall become applicable.	The Department will facilitate to obtain Helpline Toll Free number.
14	Section 9, Point (vii) c), Page	c) Bills/ invoices should be raised on quarterly basis in triplicate in the name of the RFP	The invoices towards the Services Rendered shall be submitted to the State Coordinator, NRC on

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	13	Inviting Authority.	quarterly basis at the end of every quarter for the no. of seats actually deployed during the billing months against the agreed number of seats. The payment shall be released on quarterly basis.
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In addition, the following points are included:

A1. Consortium is not allowed

A2. Section 2(a) : Help Line Toll Free number shall be of 11 digits

A3. Addition Section on Deliverables: Deliverables should also include the followings in addition to the ones given in the RFP:

- (i) Call Flow Diagram (language based selection)
- (ii) Hardware Installation and Commissioning Report
- (iii) Call Center Solution Technical Documents, User Manual etc.
- (iv) Call Center Software Application Go-Live Report
- (v) Third Party certified Software Application
- (vi) Call Center Support Personnel Recruitment Report
- (vii) Detailed training and feedback reports
- (viii) Daily Log report of the Call Center
- (ix) Weekly/Monthly Issue Report(s) on the type of issues/problems faced by citizen as per the data collected from the Call Center weekly/Monthly logs

A4. Section 4 (f) - Recruitment & Training of Call Centre Agents

Manpower Profile: It is expected that the successful bidder will adhere to the following indicative criteria for recruiting /deploying their employees. Resources to be engaged / employed by the bidder in the Call Centre cannot be construed as employee of NRC Project and cannot claim any benefit thereof.

The following are the requirements for Call Centre Agents :

- Educational qualification – Graduate in any discipline
- Desirable Experience :
For 1st Type Call Centre Agents: 6 months to 1 year of BPO / Call Centre experience.

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- **Mandatory Experience**
For 2nd Type Call Centre Agents: 1 year of BPO / Call Centre experience.
- Above 18 years of age. Age profile of the Agents should be such that the citizen gains confidence in confiding / sharing the information with the Call Centre Agent. Agents' communication skills – multi-linguist, soft and polite voice, well behaved, soft spoken, un-argumentative and trust-worthy. Background / referral to be checked by the Successful bidder for all selected resources, which will include mandatory Police Verification also.

The profile of other functionaries shall be as per industry best practices. NRC project office will be part of recruitment panel for initial batch for benchmarking the quality of resources. If the behaviour of any resource of the bidder is not up to the satisfaction of the NRC Project Authority or any such staff misbehaves with any citizen during the performance of given assignment, the bidder will immediately, on the advice of the State Project Coordinator, remove such resource without expressing any objection to the NRC Project Office in any manner.

Training: The bidder, in consultation with the NRC Project Office, shall provide training to all the resources on the systems and procedures laid down, as appearing in this document, but not limited to the provisions herein. The training infrastructure will be made available in the bidder's premises.

Quality Management: The bidder will deploy exclusive quality management team which will continuously audit the systems and procedures of operations and management of the Call Centre. This team will also suggest systems to improve the ratings against SLA parameters. The bidder will present information about its internal audit and quality assurance practices in all areas of operations, including human resources in periodical review meetings. The NRC Project's authorised resources will inspect/audit the Call Centre facility any time with or without notice to the bidder.

A5. Requirement of Call Centre Infrastructure

The infrastructure refers to the physical facilities such as furniture, hardware, software, telecom infrastructure and arrangement for connectivity to project Portal for smooth operations. The bidder will put in place the infrastructural facilities. The facilities will include, however, not limited to the followings:

- (i) Building/Premises, furniture, required floor space/ premise, lighting, air-conditioning, security systems, access control system, CCTV with camera, provision of security guards, smoke detectors, fire detectors and other general security alert systems, etc. Basic amenities e.g. water facilities / cloak room/ washrooms (separate for male and

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female), training rooms with furniture & equipments, power connection with power back up and UPS, standard fire fighting systems, workstations, cubicles, chairs, etc., constructed / provided to suit a typical Call Centre, cabins and workspaces for functionaries -Conference / meeting rooms with facilities.

- (ii) Hardware, software, telecom facilities: Server, Software Solution including Dialler, call routing via IVR solution, etc. personal computers (without USB and other copying devices), headphones, cabling – data, power, standard security system / network security solutions and firewalls, authorized internet connections
- (iii) AMCs wherever required in respect of the above infrastructure

The bidder will bring in any other infrastructural facilities that it feels necessary to deliver the required level of performance.

A6. Service Level: The bidder will ensure meeting of following SLA parameters

- (i) Uptime of Call Centre Solution –
During 8 A.M – 8 P.M: 99%
During 8.01 P.M – 7.59 A.M: 95%
- (ii) Call Answer
- (iii) Call Abandonment rate
- (iv) Average Handling Time

SLA Penalties and Rewards: These SLA parameters will be considered for penalties and rewards. In case successful bidder is unable to meet any of the above four service levels then the project office will deduct a sum equivalent to 7 % of the monthly dues from the monthly fees due to the bidder. However, the NRC Project Authority would allow the successful bidder to earn-back the above deduction as per the following process:

- 50% of the penalties can be earned back if the successful bidder meets all the service level for two consecutive months following the month of non-compliance. For example, if the successful bidder is unable to meet any of the service levels, say, in month of January, then the bidder can earn back 50% of the penalties when the bidder will meet all the service levels consecutively in the months of February & March.
- The remaining 50% of the penalties can be further earned back if the successful bidder will meet all the service level in the next two months consecutively, that is in April & May of the same year.

Definitions and details of SLA parameters:

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1. Call Answer	Explanation
Definition	Answer time is the number of seconds it takes for any citizen to connect with (receive/reply) the bidder's Call Centre representative.
Requirement	Throughout the uptime of Call Centre except for scheduled downtime for a scheduled maintenance
Compliance	90% of calls will be answered in <10 seconds by live person who is front-end directed by automatic call distribution (ACD)
Measurement Frequency	Monthly
Calculation Formula	Number of calls answered in <10 seconds/total calls = Service Level Attained
Data Sources	Call Centre Software solution with date and time-stamp capabilities.

2. Call Abandonment Rate	Explanation
Definition	The proportion of calls that hang up or are disconnected before the successful bidder's agent answers the phone.
Requirement	Throughout the uptime of Call Centre except for scheduled downtime for scheduled maintenance or when the system is down for whatever reason.
Compliance	<10%
Measurement Frequency	Monthly
Calculation Formula	Number of abandoned calls (calls that have entered the queue and "hang up") / total calls = Service Level attained
Data Sources	Call Centre Software solution with date and time-stamp capabilities.

3. Average Handling Time	Explanation
Definition	The proportion of calls whose total duration from beginning of actual interaction to closure, that exceeds an Average Handling Time, which is currently set at 5 minutes.
Requirement	Throughout the uptime of Call Centre

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	except for scheduled downtime for scheduled maintenance
Compliance	98%
Measurement Frequency	Monthly
Calculation Formula	Number of calls whose AHT exceeds 5 minutes / total calls = Service Level Attained
Data Sources	Call Centre Software solution with date and time-stamp capabilities.

A7. Lease line, PRI rental, Call charges are to be borne by the Department.

Sd/-
(Prateek Hajela, IAS)
Commissioner & Secretary to the Government of Assam
Political Department &
State Coordinator, NRC, Assam.