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TENDER NOTICE (2nd Call)

**MAHARASHTRA TOURISM DEVELOPMENT
CORPORATION LIMITED**

Central Reservation Division, Opp.L.I.C.
Building, Madam Cama Road, Mumbai - 400 020.
Tel. 22845678, Fax: 2285 2182.
No.-MTDC/IT/Call Center/2010.

Sealed competitive tenders are invited by **Maharashtra
Tourism Development Corporation Ltd** from reputed Companies /
Organisations for supply, installation & implementation;
commissioning and **Setting up of IVRS** based Centralized
National Helpdesk and Enquiry Management system.

For all the details visit MTDC's Website
www.maharashtratourism.gov.in

MTDC reserves the right to reject any or all tenders
without assigning any reasons.

Managing Director
MTDC, Mumbai

Date: 01/09/2010.
Place: Mumbai

II. TENDER NOTIFICATION

1. It is proposed to arrange supply, installation & implementation; Commissioning and Setting up of IVRS based Centralized National Helpdesk and Enquiry Management system for Maharashtra Tourism Development Corporation Limited, hereinafter called the "MTDC".
2. MTDC hereby invites competitive Tender/offers from reputed Companies /Organizations for the supply of installation & implementation; Commissioning and Setting up of IVRS based Centralized National Helpdesk and Enquiry Management System.
3. Tender should be submitted in the prescribed tender form in sealed covers as per the procedure explained in Chapter-IV of tender procedure so as to reach the Manager-Information Technology of the MTDC before 3.00 p.m. on 14/09/2010.
4. The MTDC reserves the right to refuse to issue the tender documents to any person or firm without assigning reasons.
5. Each tender should be accompanied by an Earnest Money Deposit of Rs.50, 000/-. This must be in the form of a Demand Draft from any Nationalized Scheduled bank with a branch at Mumbai, favouring Maharashtra Tourism Development Corporation Limited, Mumbai.
6. Tender which are submitted without E.M.D. or do not otherwise confirm to the conditions of this notification shall be treated as invalid and rejected.
7. MTDC in no circumstances would be responsible for any kind of postal delay.
8. Any Tender/offer received either by post or by hand delivery after the date and time specified for shall not be accepted.
9. Tender documents are not transferable.
10. Tender will be considered valid for acceptance for a period of three months from the last date fixed for receipt of tenders. Bidders/Tenderers are not free to withdraw or modify the bids/tenders during this valid period any withdrawal or modification of offer within this period shall cause forfeiture of the Earnest Money Deposited.
11. The agreement forming part of tender document will be signed by the MTDC and the successful bidder and the tender

notification, conditions of the contract; specifications shall form part of agreement. The cost of all stamp paper for executing this agreement and all the legal expenses incidental thereto shall be borne by the successful tenderer.

12. In the case of any matter which is not covered by this Tender notification, or the General conditions of the contract or the specifications, etc. or where there appears be any inconsistency, the same shall be dealt with in the manner not only which furthers aims and object of the contract but also as per prevailing practice of the Govt. of Maharashtra or in the manner it has been dealt in the contract executed by Govt. Of Maharashtra.
13. The tender should be free from erasures and corrections, if any, should be made neatly and attested by the bidders/tenderer. The number of corrections in each page of tender schedule should be noted in words at the bottom of each page. Corrections if not attested, would be ignored and MTDC in such situation, shall proceed on the basis of original clause of the document.
14. The tendered rates shall be fixed for contract period and therefore, the rates must be exclusive of all taxes, levies and incidental charges etc and any deviation in this regard would render the bid/tender liable for rejection.
15. In the event of the tender being submitted by a firm, the person signing the tender on behalf of such firm must enter his name and state his connection with the firm. He should submit necessary relevant papers in original authorizing to tender on behalf of the firm
16. In case where during the course of execution, it is noticed that the work awarded is not executed in satisfactory manner, MTDC reserves the right of carrying out any portion of the work requirement in any manner different from the terms and conditions that may be thought by transferring or assigning the work to some other person and in such situation, the total contract price shall stand reduced to the extent the price is required to be paid to the new contractor.
17. The contractor shall not without the previous sanction of MTDC in writing execute any power of attorney in respect of any matter touching this contract. A power of attorney executed without such sanction shall not be recognized by or binding upon the MTDC. It shall be within the discretion of the MTDC either to grant such sanction or refuse it or to revoke a sanction once given.

18. The acceptance of tender vests with the Managing Director of the MTDC. MTDC does not undertake to accept the lowest or any particular tender or assign any reason for the rejection of any tender.
19. The tenderer/bidder if have any doubt/clarification in regard to any part of tender document, it's content thereof, must submit in writing their queries to MTDC on or before 13/09/2010 up to office hours to Manager-IT , MTDC Ltd. No queries shall be entertained after 13/09/2010.
20. The tenders received will be opened in the presence of such of the tenderers or their duly authorized agents who are carrying with them the office/second copy of written original authority letter (submitted with the bid/tender) duly attested by the bidder/tenderer and who chose to be present on 13/09/2010 at place notified by the Tender Committee.
21. Any further information regarding the tender, which the MTDC does not consider to be kept confidential, can be obtained from the Manager-IT , office of the MTDC at Mumbai during working hours on any working day prior to the last date fixed for receipt of the tenders.
22. The tendrer/bidder must file a declaration duly affirmed before notary along with bid to the effect that the tenderer has understood the contents of the tender document, terms and conditions therein contained and the tenderer unconditionally confirms and accept the same.
23. **Tender documents can be downloaded from MTDC website www.maharashtratourism.gov.in from 01/09/2010 to 10/09/2010 and payment of Rs.1, 000/- (Rs. One thousands only) inclusive of all taxes as cost of tender documents will be made at the time of submission of tender documents by the way of Cash or Demand Draft in the name of MTDC Ltd. Payable at Mumbai.**
 - **Last Date of Submission of tender Documents :- Up to 13/09/2010 up to 3.00 pm only (Except Holiday)**
 - **Date of Opening of tender: 14/09/2010 at 2.00PM (If possible).**

III- OVERVIEW OF MTDC AND OBJECTIVE OF JOB

3.1 INTRODUCTION:-

MTDC has taken several initiatives and innovative methods towards our commitment to provide customer a "Hassle Free Experience" through leveraging of Information Technology. Some of the initiatives taken in recent past include Toll free call center. In continuation towards providing better services and to provide information and receive queries and concerns from tourist, MTDC is proposing hereunder IVRS based 24x7, Centralized Helpdesk and enquiry management system for providing tourist destination information to the callers, details of MTDC resorts, their availability, online booking and receiving complaints and suggestions from our customers. Centralized help desk have become an integral part of businesses today. Customers rely more and more on Toll Free numbers to make contact, queries and even transact business.

3.2 Current System of Tourist destination information, Resort booking and Complaint Handling at MTDC:

Presently, a customer can get the above mentioned information either through telephone or personal visit or by sending hard copy to following sources:

1. Toll free Helpline
2. Regional Offices/RMs
3. Head Quarter - Reservation office
4. Corporate Website
5. Public Grievance Cell-Personal Visit

3.2.1 Enquiry Management System:

Enquiry Management System (EMS) is an efficient, effective and user-friendly system for registering, redressing and monitoring customer enquiries and complaints. It is a web-based solution that reduces lead-time in reaching and resolving the enquiries and concerns of the tourists.

The customer can ask for tourism specific information, resort details, availability or state his grievances at the centralized helpdesk through telephone/Email/Website. The customer is given an enquiry reference number for

tracking the status of enquiry/complaint and receives automated alert through email/SMS at the time of logging on and closure of the Queries/complaints. The complainant can reopen a closed Enquiry/complaint if he/she is not satisfied.

3.2.2 Proposed System:

To further strengthen our tourist information and information center and to provide our valued tourists with 24x7 facility for inquiries/queries/concern, the proposed system would have following features and benefits:

Features and Benefits:

1. Centralized Helpdesk center for receiving enquiries / queries / concern through different medias - namely i) Telephone ii) Email and iii) SMS
2. 24X7 Call center / IVR based System.
3. An online web based enquiry Management System integrated with E-mail & SMS alerts which will be used to log on all the enquiries and Concerns. A unique ticket should be assigned to each enquiry/Concern Which inturn should be used to track the enquiry/concern.
4. Web based access for different officials and executives to the enquiry management system for speedy redressal.
5. SMS Alerts to Customers and Officials and executives automated through Enquiry management system.
6. Unique Enquiry Reference Number to customers.
7. Enquiry on status of complaints.
8. IVR based payment processing for bookings over the phone.

IV. GENERAL TERMS AND CONDITIONS

1. The bidders/tenders while submitting their price bid must without fail also specify separately all taxes, levies, duties etc. Considered in their price bid.
2. The MTDC has the right to let/assign other suppliers / Organizations any part of contract awarded in connection with this contract, at any time, if successful tenderer is not executing the work satisfactorily.
3. Payments will be made on production of bill in duplicate to the concerned officer within 15 days after the satisfactory of Services.
4. The **SD** amount if any remitted to the MTDC will be released only after the expiry of guarantee period, if any.
5. The MTDC has the power to terminate the contract at any time if the successful bidder is found in breach of the contract and shall have right to award the contract to another agency, if necessary, at the cost of the successful bidder.
6. In the event of any dispute, different concerning any matter including interpretation of this transaction the same shall be referred to the Managing Director, MTDC and his decision, shall be final and binding on both the parties.

SECTION V. SPECIAL TERMS AND CONDITRIONS

- 5.1** Special Terms and Conditions of the contract shall be read in Conjunction with the General Terms & Conditions of Contract, Specification of Work, Drawing and any other documents forming part of this Contract wherever the context so requires.
- 5.2** Notwithstanding the sub-division of the documents into these separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with in the Contract so far as it may be practicable to do so with a view to achieve the object of this tender.
- 5.3** Where any portion of the General Terms & Condition of Contract is repugnant to or at variance with any provisions of the Special Terms & Conditions of Contract, unless a different intention appears, the provisions of the Special Terms & Conditions of Contract shall over-ride the provisions of the General Terms & Conditions of Contract.
- 5.4** Wherever it is mentioned in the specification that the successful Bidder shall perform certain work or provide certain facilities, it is understood that the successful Bidder shall do so at his cost and the price bid submitted shall be deemed to have included cost of and taxes, levies etc. of such performance.
- 5.5** The materials, design and workmanship shall satisfy the relevant Indian Standard, the Job Specifications contained herein and Codes maintained/recorded in the system referred to. Where the job specification stipulate requirements in additions to those contained in the standard codes and specifications, these additional requirements shall also be satisfied.
- 5.6** In the absence of any Specifications covering any material, design of work(s), the same shall be performed / supplies / executed in accordance with Standard Software Engineering Practice as per the instructions / directions of the Project-in-Charge, which will be binding on the successful bidder. These have to be completed at no extra cost to MTDC.

5.7 TENDER PRICE, TAXES, DUTIES ETC.

- 5.7.1 The bidders must quote AN ALL INCLUSIVE price for the entire Scope of Work as defined in this tender enquiry. (**Applicable Taxes will be extra**). Bidders are also required to quote in Indian Rupees only.
- 5.7.2 In case the bidder proposes to use any templates/tools to facilitate the implementation, the cost of the same, if any, should be included in the price quoted in the PRICE BID and no extra payment will be made on this account.
- 5.7.3 The Successful Bidder will have full and exclusive liability for the payment of all taxes and other statutory payments payable under any or all of the statutes/ laws / acts etc. now or hereafter imposed. Income Tax and other such levies will be deducted at source by MTDC, at the rates prescribed by law at the time of the payment. Bidder while submitting price bid shall quote all taxes, levies etc including VAT and service tax as applicable separately.
- 5.7.4 The project would be implemented for MTDC across the country as defined in Annexure VI of this tender enquiry. The rates quoted as referred to in para 5.7.1 above for the total scope of job should be submitted by the Bidder considering that all the expenses including traveling, lodging, boarding, local travel and other expenses related to the project are to bidder's account. No extra claims on this account will be entertained.
- 5.7.5 It is the clear understanding of the bidder that the complete scope as defined or as may be required for the intended objective of this tender, is included in the quoted price. No extra payment apart from the quoted price will be made in order to achieve the intended objectives. Reasons like, bidder having not envisaged / considered a particular activity or element of cost required to be carried out for achieving the intended objective or some activity not specifically mentioned in the tender enquiry/tender but required to be carried out for achieving the intended objective, will not form basis for considering extra payments.
- 5.7.6 No extra payments will be made for working on extended hours / Saturdays / Sundays / Holidays to meet the committed/required time schedules.

5.7.7 If during executions of contract, any additional/new tax, statutory levy etc is imposed, the same shall be reimbursed and in reverse situation, the same shall be deducted from contract the contract price/value.

5.8 Technical Inspection and Performance Evaluation:

MTDC reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines/site offered by short-listed vendors.

- All charges connected to the Call Centre /Helpline telephone numbers, toll free number including rentals, commissioning, shifting will be settled by MTDC directly to the telephone company as per their actual bills, by the controlling regional office of MTDC of the particular city where the call center/Helpline is in operation.
- Payment shall be made by MTDC to the vendor on a monthly basis within 15 days of submission of the bills after deducting the applicable taxes.

The monthly rate should be quoted on lump-sum per Customer support executive per shift basis. No other payment except taxes will be admissible.

5.9 DEFICIENCY IN SERVICE/FAILURE TO PERFORM

If the successful bidder fails to take timely action towards all or any of services within reasonable time or time specified for such commencement, MTDC without prejudice to any other right or remedy available, shall be entitled to recover from the successful bidder by deduction from the invoices/bills on the successful bidder or security deposit or with respect to services which are not at all performed or not performed satisfactorily. liquidated damages as specified below which have been worked out and are acknowledged by the parties to be genuine pre-estimate of the damage likely to be caused to MTDC for each week of delay or non performance of any service:

1	For the 1 st week of delay or part thereof in commencement of nay service	1/2%(half percent) of the annualized price's which have not been commenced and/or not performed
2.	For the second week of delay or part thereof in	1%(half percent) of the annualized price's which have not been commenced and/or not

	commencement of any services	performed
3	For the second week of delay or part thereof in commencement of any services	1/2%(half percent) of the annualized price's which have not been commenced and/or not performed
4	For the second week of delay or part thereof in commencement of any services	2%(half percent) of the annualized price's which have not been commenced and/or not performed

The total liquidated damages payable by and recoverable from the successful bidder for delay or in not performing any of services/activities specified in the scope of contract shall not exceed ten percent of the annualized price of the services.

If there in delay in commencement or non performance of any work/services, MTDC Shall have absolute right ,without prejudice to its right to recover the liquidated damages, to terminate the agreement or assign any any activity/service not being performed by successful bidder to any other person at the risk and costs of the successful bidder and to recover from the successful bidder the additional cost incurred either by way of deduction or recovery of invoices of the successful bidder or from security deposit.

In case where deficiency in performance results in consequences which are not quantifiable, with a view to discourage such deficiency in the performance of any services, it is agreed that each of such deficiency as determined by MTDC shall be entitled to discount of Rs.----- in the price payable for the relative services for each day, limited to 10% of yearly value of the cost of services where the deficiency is noticed. Deficiency period shall be counted from the date of rectification of the deficiency.

For the purposes of this clause, "Deficiency" shall mean and include a deficiency in availability, quality or the efficiency of any service(s) at any time as determined by MTDC whose decision shall be final provided that prior to arriving at such decision, MTDC shall give successful bidder a show cause notice setting out the deficiency or deficiencies observed/noticed and give 7 days time to the successful bidder to represent in respect thereof.

The successful bidder shall maintain all documentary and electronic record.

5.9 DELIVERY PERIOD

Commissioning of necessary infrastructure & manpower for call center operation within 2 weeks from the date of respective work order/LOI whichever is earlier.

5.10 CONFIDENTIALITY

5.15.1 The successful bidder is bound to perform the agreement/contract in utmost confidentiality and shall not copy documents / information of the MTDC and shall not divulge any secrets of knowledge of things or processes which Bidder comes to know or acquires during the performance of the contract. Any breach on this account shall render the contract liable to be terminated by MTDC. MTDC also reserves the right to initiate appropriate legal action against Bidder for breach of any copyright or infringement of intellectual property of MTDC disclosed to Bidder during the performance of the contract.

6. SCOPE OF WORK

6.1 OVERVIEW OF WORK

- To receive the phone calls from customers, MTDC stakeholders and Offices.
- To Maintain a database of the queries, suggestions & complaints received from callers
- To add / log the Enquiries/concerns/complaints into web based "Enquiry Management System".
- Communicate the Enquiries/Concerns by SMS / phone and online enquiry management system to the concerned people whenever required / necessary.
- Maintain follow-up with the concerned officers, stakeholders, customers & ensure that the Enquiries/Concerns are being resolved / redressed within specified time limits
- To submit monthly MIS to MTDC offices in soft / hard form, as per requirement.

The proposed bidder will be required to provide minimum functionality as described herein.

- IVRS / Call Centre based Helpdesk Solution required to be set up for Tourists across the country for enquiries/Concerns through existing national toll free number 18002335050.
- The period of contract will be 2 years.
- The bidder. has to provide and operate a 3 seat Call Centre operation with appropriate IVRS telephony integration with the above toll free number.
- The premises for all the Call Centres, IVRS hardware/Software telephony integration will have to be provided / arranged by the bidder. at their own cost.
- The Call Centre should be established with 24 hours operations on all 7 days of the week (24 x 7 operations) i.e. 16 hours manned working hours from 7 am to 11 pm and IVRS (automated system) from 11 pm to 7 am.
- Provision of IVRS in operation at the Call Centre to be made with appropriate E1/PR1 card/telephony services (HW & SW) for handling concurrent calls for 4 seats. Number of estimated calls have been estimated to be around 150 calls per day. The IVRS should have Hindi, English and Marathi interactive facility and the entire cost for the same will have to be borne by the bidder The IVRS software would direct to appropriate call center personnel based on the availability.
- MTDC will have the discretion of increasing the number of seats based on the volume of calls handled. Bidder to provide firm rate for 2 years for the additional

seats as will be deemed fit by MTDC. Logic to be incorporated/modified in the IVRS in lieu with the augmentation of seat / business line ensuring optimization of usage of seats and maximization of calls. Necessary augmentation of hardware & software may have to be undertaken keeping in mind augmentation of additional two seats in future.

- All the telephone lines should be in the name of MTDC.
- The commissioning of telephone lines and, their maintenance in always good working condition shall be the sole responsibility of the bidder Any M&R cost shall be borne by the bidder .
- Appropriate EPABX should be provided by the bidder at all the Call Centres for their efficient functioning.
- Each centre should have a Personal Computer with atleast Pentium 4 processor, modern broadband internet connectivity and necessary Call Management Softwares, other softwares like MS Office etc, table, chair, headsets, stationery, UPS power back up for at least 5 hours etc.
- Each call incoming and outgoing at the call center should be recorded and backup should be maintained for minimum 3 months.
- The maintenance of hardware and software should be taken care entirely by the bidder and no reimbursement of expenses will be paid by the MTDC in the matter.
- The timelines for commissioning the call centre shall be two weeks from the date of the LOI.
- At Helpline centre, on all days from 7 am to 11pm (manned working hours) 1 seat should be operational. The combination should be 1 seat in morning shift (7am - 3pm), 1 seat in second shift (3 pm to 11 pm) and 1 seat in general shift (10 am - 6 pm). The bidder should ensure to appoint redundant personnel as may be required to efficiently run the Call Centre / Helpline without any interruptions
- The Call Centre personnel should be minimum graduates and must be well aware of Tourism industry and Computer operations. They should also be able to converse fluently with Customers in English, Hindi and Marathi language.
- The Call Centre personnel should be well trained in the operations of the Call Centre / MTDC business line operations. They should get trained on the subject of MTDC

operations, particularly on "Resort availability and booking", required to handle queries at the Call Centre. They must also undergo training from time to time and update themselves of the developments in MTDC.

- In case, any personnel of the Helpline centre is found unsuitable for any reason by MTDC, the same will have to be replaced by the bidder immediately.
- The Call Centre / Helpline personnel should be pro-active, customer friendly, fluent and possess basic etiquettes for call handling.
- Every Call-Centre / Helpline would be inspected from time to time by officers of MTDC, for operations as per the terms and conditions. Action will be taken by MTDC against the successful bidder for any deficiency or non-adherence to the terms and conditions. The same could be either deductions or outright termination of the service contract, OR both, as decided by MTDC.
- Strict confidentiality should be maintained of the Call Centre / Helpline operations.

CTI (Computer Telephony Integration)

Computer Telephony Integration (CTI) is technology that allows interactions on a telephone and a computer to be integrated or coordinated. With the use of CTI, more features need to be introduced to the Call Centre. The features should not be limited to following main features but need to include whatever functions are available in an international standard Call Centre.

- Calling-line information display (caller's number, number dialed)
- Screen pop up on answer
- On-screen phone control. (Answer, hang up, hold Conference, etc.)
- Coordinated phone and data transfers between two parties.
- Call centre phone control. (Logging on; after-call work notification)
- Advanced functions such as call routing, reporting functions, automation of desktop activities, and multi-channel blending of phone, e-mail, and web requests.
- Agent state control. (For example, Log in, Availability, not available, ready, not ready)

Reports

The bidder shall submit to MTDC the following reports:

1. Weekly progress reports on:
 - a. Results accomplished during the period;
 - b. Staff productivity in handling Calls
 - c. Day and Time Series analysis of Calls for effective utilization of manpower
 - d. Analysis of Call Records to assess quality of service by staff to citizens
 - e. Progress in creating Information Bank in multiple languages to improve quality and consistency of service to citizens
2. Weekly log of service calls and problem resolutions.
3. Any other report required by MTDC to monitor the objectives of the Project.

IVRS Component:

Call congestion is a very sensitive issue for satisfactory performance of the system and it may lead to huge number of customer complaints hence no delay will be entertained regarding augmentation of Lines & executives. In case of call congestion which is established as repeated occurrence, augmentation of lines and executives will be carried out by Successful Bidder within 7 days time. All the hard ware and the software required for IVRS at server will be maintained by Successful Bidder.

Detailed Scope of Work:

The Call Centre / Helpline Attendant (CCA) should check for recorded messages on the IVRS by 8.30 AM daily and take necessary action. During the day, the CCA should receive the caller in a polite and friendly manner as per the etiquettes required.

The CCA should listen patiently to what the caller has to say. If it is a suggestion, the CCA should take it down immediately and thank the customer

appropriately. A ticket number reference should be told to the customer as a reference.

If it is a query, the CCA should be able to answer the query after referring (if it is within the purview) or ask the customer his / her phone number / contact details so that the query can be answered later after necessary reference.

If it is a resort availability and booking request from the customer, the CCA should check the availability of resorts on the online booking management system and update the caller on the same. The CCA should request the caller to make the payments online or over the IVRS based payment system. The contact details of the caller should be taken down in all the scenarios.

If it is a complaint call from the customer, the CCA should listen to the customer and gather the details. The caller should be appropriately thanked and assured that his / her complaint will be looked into. Depending on the seriousness of the complaint the CCA should, if necessary, phone up the concerned MTDC Officer and appraise him / her of the complaint. The CCA should follow up with the officers / agents to ensure that the complaint is redressed / resolved and then, inform the customer about the same.

If the complaint is from other stakeholders/prospective customer, the complaint should be registered and the caller should be assured that the complaint will be attended at the earliest. A ticket number of reference should be told to the caller. The ticket number should also be text messaged to the customer automatically after the phone call by the system.

The complaint should be updated into the computer database. Then, the CCA should inform the concerned Officer / as per the contact information provided by MTDC by both SMS and over phone. Follow up should be maintained to ensure that the complaint is attended. The CCA should check up with the system whether or not the complaint has been attended. Accordingly, the complaint should then be closed.

If the caller has a suggestion to make, then the CCA should take down the suggestion against a unique ticket no., thank the caller appropriately

for having taken his/her time to give the suggestion. The ticket number reference need not be given to the caller. In case of query from the caller, the CCA should make all attempts to refer to the literature given to him / her to answer the query. If it is beyond the scope of the CCA, then the CCA should politely tell the caller that the CCA would get back to him / her shortly regarding the same. The contact details of the caller should be taken down. The query should be registered under a unique ticket number. This number need not be given to the caller if the caller is answered his / her query. Only in case of the caller not being answered, the ticket number reference need to be given to the caller. The CCA should then enquire with the concerned officers and convey the answer to the caller who had asked the query. The CCA should then appropriately thank the caller and close the matter. The Helpline centres should also be of assistance to the Regional Offices as and when the Regional Offices instruct them to collect information from the agents (over phone) or disseminate information (over phone) to the agents. The complaint handling and redressal should follow a closed loop format, i.e. Complaint received by Helpline / Referred to concerned person for redressing / resolving / Ensure that the complaint is attended / resolved / Feedback given to caller on the complaint having been attended and confirmation obtained from caller on the same / Complaint Closed. In all cases, the maintenance of the database should be through an appropriate software wherein complaints should immediately be logged & escalated to appropriate field officer for them to attend, and in case the complaints are not attended, an in-built mechanism is in place in MTDC existing CMS to escalate to the next / higher authorities within specified time frames. The complaints should also be conveyed immediately to the appropriate persons via telephones. MIS reports should be sent as per the format given by MTDC (which is subject to change from time to time) on a weekly and monthly basis, both by soft copy and by hard copy. The information should be highlighted appropriately in specified colors (red, green, blue etc as the case may be) in both soft copy via email and hard copy. The weekly report should **be received by the** HO every Monday and monthly report by the 3rd of the subsequent month.

Deliverables from Successful Bidder

1. Bidder shall install and maintain the IVR server(s) in his premises, and the system will be implemented within two weeks of placement of LOI/PO.
2. Bidder shall provide details of his infrastructure capability , Power Conditioning & Sizing, Space availability , communication , hardware & software infrastructure with manpower details for handling this project. The document provided would be subjected to audit from independent auditor at MTDC's discretion.
3. Bidder will be responsible for configuring the routing parameters as desired by MTDC to optimize call duration & cost.
4. Bidder shall design, install and maintain the IVR flow, necessary local database etc. to have the IVR system running.
5. Bidder shall update the database of MTDC with the necessary data online/offline and make it enabled for integrating with existing CMS framework of MTDC. Ftp/http access to be provided to MTDC for pulling the requisite data & integrating with CMS.
6. Successful Bidder shall upgrade the necessary hardware/software (server, IVR cards, Software etc.) in accordance with the load factor (Number of calls).
7. Successful Bidder shall ensure the service available for 24 hrs, 7 days a week with at least 98% uptime.

Manpower for Maintenance of IVR Solution:

1. Successful Bidder shall deploy sufficient number of service personnel to ensure the functioning of the IVR system.
2. The service personnel of Successful Bidder shall conduct preventive maintenance on the software/database deployed by Successful Bidder in the IVRS server. Preventive maintenance schedule for satisfactory performance of IVRS will be strictly adhered by Successful Bidder.

3. Successful Bidder shall also be responsible for liaising with the concerned telecom operator (if applicable) for troubleshooting, preventive maintenance, restoration in breakdown in service & payment of Monthly and applicable call charges

Disaster Recovery / backup solution:

The Contact Centre is expected to service the customers on 24 X 7 basis without any break. There could be incidents of failure/ non-availability of technical infrastructure of the bidder / outside agencies.

Productivity of Call Center Operators:

The efficiency and image of CALL CENTER system depends substantially on the efficiency of the operators who man the seats at the CENTER. It is in the interest of CENTER, and therefore of all the stakeholders that every effort is made to enhance their efficiency to optimum levels. The following guidelines are provided in this regard.

1. The bidder shall exercise due care and caution while selecting the operators with the right skill sets.
2. The bidder shall impart necessary pre-job training and orientation to the operators so that they are all at acceptable levels of efficiency to begin with.
3. The bidder shall also impart necessary in-service training, of duration of at least one day to all the operators, once in a period of 3 months.
4. MTDC may prescribe suitable norms on efficiency of the operators. In case a operator fails to achieve the efficiency norms consistently, the MTDC may advise the bidder to take suitable steps to replace such operator.

Manpower Deployment requirements:

1. The manpower shall be deployed by the bidder, in terms of the agreement.
2. Preference may be given to the female operators.
3. Operator should be fluent in English, Hindi & Marathi

language.

4. Attendance registers will be maintained by the bidder at the CALL CENTER and it shall be closed within 30 minutes of starting of shift. The bidder shall be responsible for payment of statutory contributions like Insurance, ESI & PPF etc for the manpower deployed by them.

Updates and Upgrades:

SUCCESSFUL BIDDER shall endeavor to make all reasonable efforts to update and upgrade the hardware and software, if it is of the opinion such upgrades/updates are required.

7. PAYMENT PROCEDURE

The successful bidder shall submit monthly bill to MTDC along with proof of deposit of statutory levies during the previous month. Bills submitted shall be verified by MTDC and for the purpose of verification if any document or information is sought from the successful tendere, the same shall be promptly furnished. Further, in case of any dispute regarding any part of the amount claimed, MTDC after communicating the disputed part, shall release the payment of undisputed amount immediately. Also parties shall take all steps to resolve the dispute. Income Tax and other statutory deductions shall be deducted at source on the undisputed amount.

8. FORCE MAJEURE

The term 'Force Majeure' for the purposes of this shall mean acts of God, War, Civil riots, fire and acts and regulation. Further, upon occurrence of such cause, time for performance may remain suspended. When such event is over, the party claiming any benefit shall immediately notify the other party in writing the beginning and ending of such cause. If such an event continues for more than 45 days, MTDC shall have right to terminate the contract in whole or in part without any liability for breach on its part resultant upon termination.

9. SECURITY DEPOSIT:

The successful bidder shall maintain with MTDC security Deposit of Rs.50,000/- in cash or by way of irrevocable Bank Guarantee which shall be held by MTDC as security for due performance and discharge by successful bidder its obligation hereunder without any condition and reservation on the right of MTDC to recourse to the security deposit to recover any amount recoverable by MTDC from the successful bidder. Further, in such an event, the successful bidder shall, replenish the security deposit to the extent of the recourse. In case of Bank Guarantee, the same shall be kept valid during the contract

period and six month thereafter. The security deposit shall only be refunded not only on expiry of contract period but also only after settlement of dispute if any.

10. INDEMNITY

The Successful bidder shall indemnify MTDC and hold MTDC harmless from all acts of dishonesty, embezzlement misfeasance, malfeasance, theft resulting loss or damage to MTDC, or its property; any claim by any employee of the successful bidder under the any Act or under Employee Provident Fund & Miscellaneous Provision Act or under Workmen Compensation Act or under any other applicable laws or against any breach or violation by the successful bidder. The successful bidder shall indemnify and keep indemnified MTDC and its directors, employees from all actions, proceedings, suit claims, losses, liabilities, fine and penalties etc arising out of- personal/employee injury, illness, death of or loss or damage to the personal of successful bidder; any property hired, supplied or owned by successful bidder even if caused by or contributed to the negligence or fault of MTDC's employee.

IV. TENDER PROCEDURE

1. Manner of submission of tender and its accompaniments

The tender should be submitted in two sealed envelope as indicated below:

Envelope No. I.

The first envelope should be clearly marked, as Envelop No.I and shall contain the Bid letter in form as appended to this document (Chapter VI) and the required documents indicated therein duly typed out and completed with the required information in the format given;

Envelope No.II

The other Envelope should be clearly marked, as "Envelope No.II" and it shall contain the Bid Letter no.2 in the format given at Chapter VII along with the quotation for the item of supply in the format appended to it.

2. Submission of Tender

The two sealed Envelopes No.I and No.II shall be put together in one common cover and sealed. The sealed cover shall be marked on the left-hand top corner: **"Tender for supply, installation & implementation; commissioning and Setting up of IVRS based Centralized National Helpdesk and Enquiry Management system."**

The full name and address of the Tenderer shall be written on the bottom left hand corner of the Common Cover and the same, properly addressed, should be delivered in person and receipt thereof obtained or be sent by Registered Post with Acknowledgement Due, so as to reach to the Manager - IT by the stipulated date and time.

3. Opening of Tender

On the date specified in the Tender Notice, the following procedure will be adopted for opening of tender:

Envelope No.I

First, Envelope No.I of the tender will be opened to verify its contents as per requirements as mentioned in para 1 above. If the various documents contained in this envelope do not meet the requirements, a note will be recorded accordingly by the tender opening authority/committee and the said Tenderer's Envelope No.II will not be considered for further action and its will be returned to tenderer immediately.

Envelope No.II

After Envelope No.I has been assessed on merit and provided the same has been found acceptable by the Competent Authority, Envelope No.II will be opened on the date and time to be communicated in due course.

4. Acceptance of Tender

The acceptance of the tender shall be communicated to the successful Tender on approval of the Competent Authority.

Refund of Earnest Money

1. The amount of Earnest Money will be refunded to the Tenderer after decision about the acceptance or otherwise of the tender or on expiry of the validity period, whichever is earlier.

In the case of the successful Tenderer, the Earnest Money will be refunded after completing the required formalities within the time prescribed for. If the selected Tenderer fails to complete the required formalities within the prescribed time, the EMD will be liable to be forfeited. The right is reserved to revise or amend the tender document fully or in part before the deadlines for submission and deviations/amendments, if any, shall be communicated in the form of Corrigendum or by a Letter, as may be considered suitable to purchaser of tender document.

VI FORMAT FOR BID LETTER FOR ENVELOPE NO. I

Tenderer's Name and Address

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—

To,
The Managing Director,
M.T.D.C. Ltd.,
Express Towers, 9th floor,
Nariman Point,
Mumbai-400 021.

Sir,

I/We have read the Tender Document No. MTDC/RE-OPR/Call Center/2010 and understood before submitting the Tender, Standard Agreement, Tender Notification, Terms & Conditions and details relating to requirements and Tendering procedure for submission of offer and agree to abide by all the stipulated terms, conditions, rules and provisions of the tender documents.

The required information relating to my/our/Establishment is furnished as below:

1. Name and Address :
2. The Constitution: Whether :
 - a) Proprietary :
 - b) Partnership :
 - c) Pvt. Ltd. Company or :
 - d) Public Ltd. Company :
 - e) Any other: please specify :
3. a) Experience of successful completion of similar services with minimum Contract value of Rs 4 Lacs inclusive of taxes.(Give detail of services and name of the companies to whom services given).
b) Managing any other business.

As required, the following documents are enclosed.

- a) Demand Draft of Rs. _____ drawn on _____ Bank and payable in favour of M.T.D.C. Ltd., at Mumbai, by way of Earnest Money Deposit.

- b) No Default Certificate from my/our Bank/Financial Institution, along with Solvency Certificate, from Bank or revenue authorization.
- c) Latest copy of assessment order of income tax. 1(Certified copy)
- d) Certificate from Competent Authority showing the experience of the tenderer in successful completion of similar services.
- e)
 - i) Copy of tender notification duly signed; and
 - ii) Copy of terms and conditions duly signed.
- f) Audited Profit & Loss A/C and Balance Sheet of the My/ Our Establishment/Company /firm for last 3 years is duly Attached.(Certified copy)
- h) Minimum 3 years Call centre working experience in tourism Sector is required. (Pl attach the supporting documents).
- i) He should have served minimum 2 govt. / semi govt. organizations for the above said services.
- j)He should have ESIC / PF / Shop & Establishment registration certificate.

Thanking you,

Yours faithfully,

(Signature)
Signature of Tenderer
with Name and designation
where applicable

Seal:

Date:

VII. FORMAT FOR BID LETTER NO.2 FOR ENVELOP NO.II

Tenderer's Name and Address

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To,
The Managing Director,
M.T.D.C. Ltd.,
Express Towers, 9th floor,
Nariman Point,
Mumbai-400 021.

Reference: supply, installation & implementation;
commissioning and Setting up of IVRS based Centralized
National Helpdesk and Enquiry Management system.

Sir,

In response to the Tender Document No. MTDC/RE-OPR/Call
Center/2010 dated _____ issued to me/us for the
above services in conformity with the terms and conditions,
laid down therein I/We do hereby submit my/our tender for the
supply, installation & implementation; commissioning and
Setting up of IVRS based Centralized National Helpdesk and
Enquiry Management system.

1. I/We agree to execute supply, installation &
implementation; commissioning and Setting up of IVRS
based Centralized National Helpdesk and Enquiry
Management system for **Per Man Month per Shift at the rate
of Rs. _____.(Excluding Applicable Taxes).**

The above rate is inclusive of all the charges for
Supply, installation & implementation; commissioning and
Setting up of IVRS based centralized National Helpdesk and
Enquiry Management system and detailed break up of the rate
as provided in Special Terms and Condition is also attached
herewith.

(Example of Shifts: The combination will be as follows.)

- 1 seat per Man In morning shift (7am - 3pm),
- 1 seat per Man in second shift (3pm to 11pm) and
- 1 seat per Man in general shift (10am - 6pm).

2. I/We have furnished the EMD prescribed in the tender notification and signed the contract agreement and we shall complete the work in all respect within 15 days from the date of agreement. I/We also undertake to maintain proportionate progress on pain of penalties specified in the conditions of contract.

3. I/We do agree to carry out any variations or modifications in time and quantities found due to verifications, major change or modification from the tender as found necessary by the MTDC.

4. Quotation is given in the format enclosed for.

Thanking you,

Yours faithfully,

(Signature)
Signature of Tenderer with
Name & Designation where
applicable.

VIII. AGREEMENT

1. This agreement made on the _____xx_____ day of _____xx_____ Two thousand Five and executed at Mumbai between the _____ on behalf of Maharashtra Tourism Development MTDC Ltd., Express Towers, 9th floor, Nariman Point, Mumbai-400 021, hereinafter called "The MTDC" which term shall include his successors, legal representatives and assignees of the ONE PART and _____ hereinafter called "The Contractor" which term shall include his successors, legal representatives and assignees of the OTHER PART.
2. WHERE/AS the MTDC has accepted the offer No. _____ xx _____ dtd. _____xx_____ of the Contractor vide Letter No. _____xx_____ for the supply of Services as specified thereof and whereas the Contractor has accepted the said order as per the specifications and rates stated therein.
3. It is agreed by both the parties that the Tender Notification, conditions of the contract and specifications shall form part of this agreement.
4. The Contractor will carryout and start the required services within 15 days or such shorter period as may be specified.

(Signature)
Name and address
of they party

(Signature)
Maharashtra Tourism
Development Corp. Ltd.
ExpressTowers,
9th floor, Nariman Point,
Mumbai-400 021.

WITNESSES

- 1.
- 2.

WITNESSES

- 1.
- 2.