

Tender No.3733/AHCT/Admn/2017

Tender notice inviting Bids from the Agencies having experience in the maintaining Call Centre and to provide Manpower to 104 Seva Kendram of Aarogyasri Health Care Trust.

**AAROGYASRI HEALTH CARE TRUST**

-2017

## GENERAL INFORMATION ABOUT TENDER

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| 1. | Tender No.  | 3733/AHCT/Admn/2017  |
| 2. | Downloading of tender forms   | From 15.00 Hrs on 21-12-2017 up to 14.00 Hrs on 27-12-2017 from e-procurement portal <a href="http://tender.eprocurement.gov.in">http://tender.eprocurement.gov.in</a>   |
| 3. | Pre-bid meeting   | On 23-12 -2017 at 15.00 Hrs at AHCT, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033.   |
| 4. | Last Date and Time for Receipt of Tender                            | 17.00 Hrs on or before 28-12-2017 for online submission. The last date for submission of hard copies at office of the AHCT, Jubilee Hills, Hyd. will be 17.30 Hrs. on or before 28-12-2017.  |
| 5. | Time and date for the opening of Technical bids and Commercial bids | 15.00 Hrs and 16.00 Hrs. on 29 -12-2017 at Office of the AHCT, Jubilee Hills, Hyderabad.   |
| 7. | Address for communication   | Chief Executive Officer, Aarogyasri Health Care Trust, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033.   |
| 8. | Procedure for Offer Submission                                      | The Bidders shall submit their response through Bid submission to the tender on e-Procurement platform at <a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a> by following the procedure given below. The Bidders would be required to register on the e-procurement market place <a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a> or <a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a> and submit their bid online. Offline bids only shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform. The Bidders shall submit their eligibility and qualification details in Pre-qualification bid, Technical bid, Financial bid etc., in the online standard formats displayed in e-procurement web site. The Bidders shall upload the scanned copies of all the relevant certificates, documents etc, in support of their eligibility criteria/technical bids and other certificates/documents in the e-Procurements web site. The Bidders shall sign on the statements, documents, certificates, uploaded by them; owing responsibility for their correctness/authenticity. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document. |
|    |   | <p><b>1. <u>Registration with e-procurement platform.</u></b><br/>For registration and online bid submission, Bidders may contact <a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a>.</p> <p><b>2. <u>Digital Certification Authentication:</u></b><br/>The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e-procurement platform</p> <p><b>3. <u>Submission of Hard Copies:-</u></b><br/>After submission of bid online, the Bidders are requested to</p>   |

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|    |                            | <p>submit the originals of DD towards EMD drawn in favour CEO, Aarogyasri Trust along with bid processing fee. These are to be submitted to the Tender Inviting Authority before the due date prescribed. The department shall not take any responsibility for any delay for non-receipt of tender within the time limit. If any of the document furnished by the Bidders are found to be false/fabricated/bogus, such Bidders are liable for blacklisting and forfeiture of the EMD besides cancellation of work.</p> <p><b>4. <u>Payment of Transaction Fee:-</u></b><br/>It is mandatory for all the participant Bidders from 1<sup>st</sup> January 2006 to electronically pay a Non Refundable Transaction fee to M/s APTS, the service provider through “<b>Payment Gateway Service on e-Procurement Platform</b>” The Electronic Payment Gateway accept all Master and Visa Credit Cards issued by any Bank and Direct Debit Facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance of G.O.Ms.13 dated.07-05-2006. The GST of 18 % + Bank Charges on the transaction amount payable to APTS shall be applicable.</p> <p><b>5. <u>Tender Document:</u></b><br/>The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Documents and seek clarification, if any, from the Tender Inviting Authority. The Bidders have to keep track of any changes by viewing the Addenda/corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-procurement platform. The Department calling for Tenders shall not be responsible for any claims /problems arising out of this.</p> <p><b>6. <u>Bid Submission Acknowledgement:</u></b><br/>The Bidders shall complete all the processes and steps required for the Bids submission. The System will generate the acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgment is not generated by the e-procurement System are treated as invalid or not saved in the System. Such invalid bids are not made available to the Tender inviting Authority for processing the bids. The Government of Telangana and M/s APTS are not responsible for incomplete bid submission by users.</p> |
| 9. | General Terms & Conditions | As Per Tender Document.  |

Tender No: 3733/AHCT/Admn/2017

Tender for 104SK Call Centre for selection of an Agency which have call centre maintenance experience to provide and run Call Centre and to provide Manpower.

## **SECTION-I INVITATION TO BIDS**

### **1. Introduction to Bidders**

Bids are invited by the Aarogyasri Health Care Trust from the registered/licensed reputed agencies and experienced in maintenance of Call Centre and to provide Manpower for 104Seva Kendram Call Centre of Aarogyasri Health Care Trust for a period of one year from the date of award of contract.

Interested bidders may view and download the tender document containing the detailed terms & conditions, from the website <https://tender.telangana.gov.in> from 11 hours on -12- 2017 upto 15 hours -12-2017. Tender process fee of Rs. 2000/- (Rupees Two Thousand only) in the form of account payee Demand Draft has to be enclosed with the Tender Document, no tender will be accepted without process fee to tender.

Bidders are advised to study the Tender document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications.

- 2. '104' Service:** Government of Telangana has stated 104 Helpline service with the objective of providing advice through a health helpline providing quality medical information, advice and counseling round-the-clock to the 8 crore people of Telangana in English, Telugu and Hindi. The governing principle of this service is to bring awareness among the populace about the available health choices.

The services offered through the 104 help line are:

- (i)** Counselling Services (counselling on HIV/AIDS condition, matrimonial discord, depression and chronic diseases, psychological distress, early identification of suicidal tendencies and suicide prevention).
- (ii)** Directory Information (information about health BPO Service Providers, diagnostic services, hospitals, both public and private information about government health programmes).
- (iii)** Complaint Registry (citizens can register complaints against any public health system/provider and redress is provided).

- 3. Trust Funding:** Trust is fully funded by Government of Telangana.

4. Current plans by the Trust are to cover the following:
- Entire State of Telangana.
  - Additional Communicator hours may be added to the existing Trust Call Centre as necessary to accommodate call volume or to open an additional Call Centres.
  - For informational purposes, see Volume II for anticipated Call Volumes. It is the intent of this proposal for Trust to determine staffing needs, but to allow proposers to understand better the mission of Trust; Volume II may be used as a reference.

**5. Scope of Work**

This tender aims to engage an Agency to provide Manpower for maintain and 104Seva Kendram Call Centre, Aarogyasri Health Care Trust for a period of one year.

**6. Eligibility criteria:**

- a. The prospective bidders should have experience of running /maintaining call centre in State/Central Government Depts., Autonomous bodies in PSUs and reputed private companies during the last three (3) years.
- b. Should have executed three (3) similar work (Call Centre Maintenance) for three years should not be less than Rs. 5.00 Crores turnover.
- c. Should have been registered with Income Tax, GST, ESI, EPF Departments and others statutory bodies.
- d. Should produce solvency certificate from Nationalized /Scheduled Bank for an amount of minimum Rs.10 Lakhs. The solvency certificate should not be more than three months old.
- e. The Prospective bidder should hold a valid contract labour license for supply of manpower to the Principal employer and should have paid necessary fees and deposits into Government Treasury as per provision of the Contract Labour (Regulation and Abolition Act, 1970) and Rules, 1971. The Agency is required to deposit a valid labour license from the competent Authority under the provisions of the Contract Labour (Regulation and Abolition Act, 1970) and Rules, 1971.
- f. Unrealistic tenders will not be entertained.

**7. Clarification of Tender Document**

Bidders may request clarifications with regard to terms & conditions or any part of the Tender document upto 3.00 PM on or before 23-12-2017. Any request for clarifications may be sought from O/o the Aarogyasri Health Care Trust, Jubilee Hills by email to tg\_d071@aarogyasri.gov.in.

## **8. Amendments to bid document:**

At any time prior to the deadline for submission of bids, Aarogyasri Health Care Trust for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.

All prospective bidders those have received, the bidding documents will be notified of the amendments in the e-procurement portal and such modifications will be binding on all bidders.

In order to allow prospective bidders, reasonable time in which to take the amendment into account in preparing their bids, Aarogyasri Health Care Trust, at its discretion, may extend the deadline for the submission of bids.

**SECTION II**  
**GENERAL TERMS AND CONDITIONS**

**1. Requirement of Manpower Posts:**

The requirement of Manpower along with minimum qualification /experience for each category of post to 104 Seva Kendram Call Centre is furnished in Annexure - I. Bidders should quote for all posts; otherwise, the bid will be rejected summarily.

**2. Bid Security (EMD)**

A. The bidder/firm shall deposit the amount as mentioned below towards Bid Security (Earnest Money Deposit) in the form of Demand Draft from any Nationalized Banks/Commercial Banks/Scheduled Banks for an amount of Rs.4,00,000/- (Rupees Four Lakhs only) in favour of the “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad” and attach it along with Pre-qualification Bid document. The EMD should be valid for a period of (3) months. No tender will be accepted without EMD.

The earnest money of the successful bidder shall be returned after the receipt of Performance Security /Guarantee as called for in the contract. The earnest money of the successful bidders shall be discharged within 30 days upon the bidder executing the Agreement/Contract and furnishing the Performance Bank Guarantee.

**B. Forfeiture of the bid Security-**

If a bidder withdraw his bid during the period of bid or in case successful bidder fails---

- (i) To sign the contract within the stipulated period or
- (ii) To furnish Performance Bank Guarantee within stipulated period;  
or
- (iii) If at any stage, any information /Declaration is found to be false.

**3. Procedure for submission of bids**

The prospective bidder shall submit hard copy of the bid document submitted in the e-procurement platform along with D.D for tender processing fees in a sealed cover super-scribed with Tender No. and tender purpose to the Chief Executive Officer, Aarogyasri Health Care Trust, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033 as prescribed in the tender schedule i.e. 28.12.2017 at upto 05.00 PM. The bid documents which are reached after the prescribed time will not be accepted..

#### **4. Delay in submission of Bids**

In case of belated receipt of tender documents Aarogyasri Health Care Trust shall not be responsible for any delay caused either by the vendor or by any other source/mode of transmission.

#### **5. Procedure for opening of Bids**

The Tender Evaluation Committee shall open all the bids in the presence of the Bidders or their authorized representatives on dates & time indicated above (General Information about Tender). Persons carrying authorization letter from bidders only shall be permitted to attend the meetings. The technical bids of those, who are not qualified in Technical bids shall not be opened and considered for Commercial evaluation.

#### **6. Contents of Bids**

The Bids submitted by the bidder shall comprise of the following components:

##### **a) Documents to be enclosed with “Technical Bid”:**

- i) Tenders process Fee of Rs. 2000/- (Rupees Two Thousand only) in the form of Account Payee Demand Draft drawn in favour of “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad”.
- ii) No tender shall be accepted without process fee of Tender Document. The Application fee is not refundable.
- iii) Earnest Money Deposit (EMD) of Rs. 4,00,000/- (Rupees : Four Lakhs only) as explained in Clause 2 (A) above .
- iv) Certificate of Registration of the company, partnership deed (in case of partnership).
- v) Copies of Income Tax returns for the last three (3) Financial years 2014-15, 2015-16, 2016-17 and audited Financial Statements showing the turnover from services for the last three years (Annexure- PQ I). Annual turnover of the Agency/company should not be less than Rs. 5 Crores during the last three financial years.
- vi) Copies of authorized current documents in connection with registration of the firm under GST.  
Copy of Certificate of Registration of ESI.  
Copy of Certificate of Registration of EPF.
- vii) Copy of the PAN Card showing the PAN number of the Agency allotted by the Income Tax authorities.
- viii) An undertaking on the letter head of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its employees regarding.



- ix) Letter of understanding on letter head of Agency stating that they have not been blacklisted by any State Government / Central Government / PSU for any reason in the last five financial years, which is duly signed by the Officer competent and having the power of attorney.
- x) Since the terms & conditions in tender document get converted into contract, it is necessary for **the Authorized Signatory to sign in each and every page of the tender document with seal and return the same as part of the Bid.**

**b) Documents to be enclosed with hard copy of “Bid Document which was uploaded in the E-procurement platform ”:**

- i) Bidders Particulars (Annexure-T1)
- ii) Statement of deviation from Tender Terms and Conditions (Annexure-T2).
- iii) List of Customers to whom similar services rendered / are being provided. Legible copies of documents of work orders, service agreements etc in support of agency’s experience for the last three years in providing such services in Govt. / Public Sector Undertaking / Autonomous bodies / Reputed Private Companies / Organizations. Documentary evidence showing three similar completed works, with Rs. 5.00 Crores during the last three years have to be submitted. (as Annexure-T3).
- iv) Agency / Vendor Profile (as Annexure-T4)
- v) The resumes of candidates proposed for each category of post with their qualifications, experience, etc (as Annexure-T5). The candidates will be interviewed and selected by the Committee.
- vi) Solvency certificate for a minimum of Rs. 10 Lakhs from any Nationalized / Scheduled Bank and it should not be more than three months old. (as Annexure -T6).
- vii) Any other document required as per various clauses and terms and conditions mentioned in the tender document (as Annexure –T7).
- viii) Check List (as Annexure -T8).

**c) “ Commercial Bid” comprising of the following to be filled in accordance with the formats provided in the Tender Document:**

- i) Bid Letter(Annexure-C1)
- ii) Price Schedule (Annexure-C2)
- iii) Contract Form (Annexure-C3) ( it is nominal undertaking for the contract agreement).
- iv) Any other document required as per various clauses and terms & conditions mentioned in the tender document (Annexure-C4)
- v) Check List(Annexure-C5)

7. Bids shall contain no interpolation, erasers or overwriting. Corrections, if any, shall be initiated by the person signing the bid.

8. **Aarogyasri Health Care Trust reserves right to accept any bid and to reject any or all bids:**

- a) Chief Executive Officer, Aarogyasri Health Care Trust reserves the right to accept any bid, and / or annul the Tender Process and /or reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the effected bidders(s) of the ground for such action.
- b) Bids from any bidder who has not accompanied by tender document process fee or bid Security amount or bids without required documents / information are liable to be summarily rejected.
- c) All relevant Annexure of this Tender document should be furnished by the bidder and signed (with company seal). Failure to do so will result in summary rejection of the bid.
- d) Bids by Telex / Fax and incomplete bids will be summarily rejected.

9. **Tender Evaluation Committee reserves Rights to Negotiate**

The TEC reserves the right to negotiate after opening the “Commercial Bids” with one or more of the short-listed bidder(s) with regard to outsourcing of employees on contractual basis.

10. **Period of validity of Bids.**

Bids shall be remain valid for 3 (Three) months from the date of commercial bids. Any bid from the date valid for a shorter period may be rejected by the Tender Evaluation Committee as non-responsive.

11. **Quotation of Prices**

The Prices should be quoted in Indian Rupees as per the format given at **Annexure-C2**. Price quoted should include all applicable taxes and agency commission . Aarogyasri Health Care Trust will pay only the rates quoted in the Annexure-C2. No other payment will be paid.

12. **Period of contact:**

The Contact shall be initially awarded for a period of one year from the date of award of contract. However, Aarogyasri Health Care Trust at its discretion may extend the contract for a further period of one year as per rate, terms and conditions agreed upon.

13. **Award of contract:**

Generally the least quoted will be awarded the contract. In case more than one Agency quotes the same service charges, the length of service of the Agency

in the same field / business and turnover of the recent past 3 years will be considered for awarding the contract. The successful Agency will be intimated by the Aarogyasri Health Care Trust through a formal letter of acceptance. The Agency is required to give confirmation of their acceptance. The Agency is required to give confirmation of their acceptance which will automatically be considered as part of the contract concluded with the successful bidder as selected the Aarogyasri Health Care Trust. Failure to do so may result in rejection of Bid submitted by the Agency.

**14. Signing of Contract**

The successful Agency shall be required to sign a Contract / Agreement with the Aarogyasri Health Care Trust to comply with all the provisions of the Tender.

**15. Performance Guarantee**

Within 7 days of the receipt of notification of award of contract from AHCT, the successful Agency shall furnish the performance guarantee in accordance with the conditions of Contract in the Contract Performance Bank Guarantee to the Chief Executive Officer, Aarogyasri Health Care Trust which shall be 10% of the contract value, valid for the entire contract period, in the form of bank guarantee from a Nationalized / Scheduled Bank.

**General conditions:**

**16. Subletting**

Selected bidder shall not assign or sublet this contract or any part of it to any other agency in any form. In the event of doing so, it shall result in termination of contract and forfeiture of Security Deposit. During the period of contract, if the Agency provides such services to any other user at lower price, it has to extend such lower rates to Aarogyasri Health Care Trust.

**17. Refund of Security Deposit (EMD)**

In case of unsuccessful bidders whose tenders are not considered for placing order, the Earnest Money Deposit will be refunded without any accrued interest within three months of the final decision for selection of Agency / Firm. Aarogyasri Health Care Trust, reserves the right to forfeit part or full security deposit amount without assigning any reason, if bidder is found in violation of all / any of the tender conditions.

**18. Deployment of services**

The successful Agency shall deploy only qualified, experienced, competent and appropriately trained manpower as per the job requirements and qualification indicated at **Annexure-I** for providing required services. The Agency shall provide details of qualifications and experience of manpower to AHCT before deployment. If AHCT finds that manpower being deployed does

not have required qualification and experience, the Agency shall be informed for taking appropriate corrective measures immediately by providing an alternate competent employee immediately after due approval of CEO, AHCT. The Agency shall provide a substitute after due interview and approval of CEO, AHCT, well in advance, if there is any probability of person leaving the job due to his/her own personal reason. The payment in respect of overlapping period of the substitute shall be the responsibility of the Agency.

**19. Conditions and responsibilities to be adhered to by Outsourcing Agency:**

- i) The successful Agency shall recruit and deploy qualified and experienced personnel as per the requirement of Aarogyasri Health Care Trust as specified in Annexure - I. The number of vacancies in each category of post is subject to increase or decrease as per the necessity.
- ii) The Agency shall ensure that payment to deployed employees is made in time every month without linking to the payment receivable from AHCT. The payments shall be made to all employees through direct transfer to their respective bank accounts. It is the responsibility of the agency to obtain the performance cum Attendance report from the Team Leaders by 1<sup>st</sup> of the succeeding month.
- iii) The Agency shall take a declaration from every employee deputed, that he/she is not involved in any police case of Government of India / respective State of habitat. Their antecedents should be verified suitably by the Agency.
- iv) The Agency shall keep with him, the present and permanent address, contact numbers (phone/Mobile number), e-mail address, educational and technical qualification, specimen signature, two passport size Photographs in respect of each person deployed and furnish these details/information to AHCT as and when called for. The Agency shall supply valid identity cards to all the personnel deployed to the Aarogyasri Health Care Trust .
- v) The Agency /his deployed personnel to AHCT shall not develop any direct/ in direct business/commercial relationship with the user / client organizations of Aarogyasri Health Care Trust .
- vi) The deployed persons should not be in an inebriated condition while on duty at Aarogyasri Health Care Trust and should not be a smoker, tobacco/pan masala chewer.
- vii) The period of contract will initially be for a period of one year from the date of award of contract subject to review of performance every year thereafter and will be extendable for one more year on the terms & conditions agreed upon, at the discretion of Trust after expiry of contract. The hiring of the

manpower through this tender shall have no employment obligation whatsoever on Aarogyasri Health Care Trust .

- viii) The Agency shall replace immediately any of its personnel, if they are shall unacceptable to the office because of security risk, incompetence, conflict of interest, breach of confidentiality or improper conduct, upon receiving written Notice from Trust.
- ix) That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of termination of employment or non - employment by the personnel of the Agency, it shall be the entire responsibility of the Agency to pay and settle the same.
- x) The Agency's personnel shall not claim any benefit / compensation / absorption / regularization of services in this Trust under the provision of Industrial Dispute Act, 1947 of contract labour (Regulation & Abolition) Act,1970. Undertakings from the person to this effect will be required to submit by the Agency to this office.
- xi) The Agency will indemnify AHCT of all legal obligations to its employees deputed to work on sites of Aarogyasri Health Care Trust .
- xii) The Agency shall be contactable at all times and message(s) sent by email / fax / Special Messenger / phone from the Department shall be acknowledged immediately on receipt of the same day.
- xiii) The Women employees are eligible for 120 days Maternity Leave without paying remuneration for the said period.
- xiv) If for any reason a personnel deployed by the Agency, proceeds on absence he/she should properly intimate the Authorized officer & the concerned Administration before such absence or in case of medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/she would be absent.
- xv) The estimated tender value consists of ESI, EPF, GST and agency Commission. Hence, the bidder should quote only for commission for providing the Services.
- xvi) The Invoice raised /claim for work bill should be on actuals.
- xvii) The employees of the Agency would have to work 6 days in a week 8 Hrs in a day 24/7. However, AHCT may stagger the working hours or direct the employees to work on Week off/holidays duly granting them compensatory off.

- xviii) The employee shall be governed by the usual office secrecy rules and regulations and under any circumstances shall not disclose to any unauthorized person any information/data that he/she may have by virtue of his/her position in the office/Centre. This is also applicable after leaving AHCT.
- xix) All employees to be sponsored shall be locals of Telangana State. The nativity certificate from 4<sup>th</sup> class to 10th class/standard needs to be enclosed with resumes.

**20. Force Majeure:**

If at any time, during the existence of this contract, the performance in whole or in part by either party under obligation, as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, restriction, strike, lockout or acts of any kind of natural calamity (herein after referred to “eventuality”), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the state of occurrence of thereof, neither party shall be reason of such an “eventuality” be entitled to terminate their contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceases to exist. In case of any dispute, the decision of the CEO, Aarogyasri Health Care Trust shall be final and conclusive, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days either party may at its option, terminate the contract.

**21. Termination of contract:**

The designated officer of Aarogyasri Health Care Trust reserves the right to terminate the contract with an advance notice of one month without assigning any reason. The contract can also be terminated at the request of Agency, with an advance notice of three months failing which agency is liable to pay liquidated damages besides forfeiture of Security deposit or Performance Bank Guarantee.

**22. Termination for Default:**

The CEO or the designated officer of Aarogyasri Health Care Trust may, without prejudice to any other remedy for breach of contract, shall send a notice to the Agency to terminate this contract whole or in part under the following circumstances:

- a. If the Agency fails to deliver any or all the services mentioned in the contract, or any extension thereof granted by Aarogyasri Health Care Trust .

- b. If the Agency fails to perform any other obligations under the contract.
- c. If the Agency, in either of the above circumstances, does not remedy its failure within a period of 15 days (or such longer period as AHCT may authorize in writing) after receipt of the default notice.
- d. In the event, AHCT terminates the Agency in whole or in part pursuant to above points, the AHCT may hire the Agency at the risk and cost of working Agency as AHCT deems appropriate. However, the Agency shall continue the performance of the contract to the extent not terminated.

### **23. Right to Black List:**

AHCT reserves the right to blacklist an Agency for a suitable period in case it fails to honour its bid without sufficient grounds.

### **24. Submission of Invoices and payment:**

Payment: Aarogyasri Health Care Trust shall pay on monthly basis within 30 working days after submission of bills with necessary enclosures which were already paid to the employees outsourced by the agency. Then Aarogyasri Health Care Trust reimburse the same and enable to pay the next month salary to the staff members .

The successful Agency should submit pre-receipted bills in triplicate for each month at the end of the month along with certificate from the concerned officers regarding satisfactory performance related to the deployed employees.

Aarogyasri Health Care Trust shall process the payment expeditiously and try to release payments within 15 days. Payments shall be subject to deductions of applicable penalty amount where the bidder does not fulfill agreed terms & conditions, as the case may be. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the Income Tax Act, 1961 and any other applicable taxes, from time -to-time.

The successful Agency is required to produce the acknowledgements of receipt of wages by employees duly indicating the earnings, deductions towards EPF and ESI of previous month while submitting bill for payments. Documents/receipts /counter folios for having paid/remitted the EPF, ESI, GST or any other tax levied by Government of previous month shall also be furnished, while submitting bill for payments.

### **25. Penalty Clauses**

- i. The successful Agency shall start providing manpower from the date of intimation. Any unjustified and unacceptable delay in deployment of manpower by the bidder will have for penalty @ Rs.200 per day per person.

- ii. In case the manpower deployed is not performing satisfactory services, the Agency will have to replace the manpower within 7 days of intimation after due approval of competent authority, failing which 2% will be deducted from the amount payable for the current month or security deposit or performance guarantee.
- iii. The successful Agency shall ensure that payment is given to the deployed employee in time and that the Agency shall be responsible for all and any of eventual default or violation of labour laws applicable to such cases. If the successful Agency does any malpractice in payment to any deployed employee its security deposit or performance Guarantee will be forfeited and his job order will be cancelled.
- iv. The other form of Penalty not mentioned in the Tender Document will be decided by the appropriate authority on case to case basis.

## **26. Arbitration**

If any difference arises concerning this agreement, its interpretation on the payment to be made there under, the same shall be settled by mutual consultations & negotiations. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing a sole arbitrator. Such request shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under Law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the Claimant. The arbitration proceedings shall take place at Hyderabad and shall be conducted in English. The provisions of Arbitration and Conciliation Act, 1996 and the rules framed there under and in force shall be applicable to such proceedings.

## **27. Applicable Law**

The successful Agency shall comply with Governments Labour Laws & Acts, Regulations and directives in force. All the registers as required by the applicable Act / Rules should be maintained and produced when demanded by the competent authority.

## **28. Miscellaneous**

Any other terms & conditions, mutually agreed to, prior to finalization of the contract shall be binding on the Agency and AHCT during the period of the contract. Default of any terms and conditions of the tender will result in rejection of the bid and forfeiture of EMD /Security deposit, accordingly.



## **29. Canvassing**

Bidders are hereby warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Bidder.

Chief Executive Officer,  
Aarogyasri Health Care Trust.

## **B Description of Services**

**1.** Health Help Line services: The Trust intends to run a health help line with the following services.

- i.** Counseling
- ii.** Directory information, and
- iii.** Grievance forwarding and redressal

The Trust is looking for a Service Provider to staff and operate its 104 Call Centre in Hyderabad.

**2.** The Service Provider will be responsible for completing the following major tasks:

- i.** Recruit and hire qualified staff to carry out operations of the Trust Call Centre.
- ii.** Ensure the Trust Call Centre is staffed and available to receive calls 24 hours a day, 7 days a week through a detailed staffing plan and a continuity of operations plan in the event of a local, regional, state or national disaster.
- iii.** Manage the Trust Call Centre Technical Infrastructure System, communications infrastructure, including standard managing call reporting tools, as directed by Trust. Although Trust will provide the facility, equipment, landlines, and other infrastructure components, the Service Provider will manage and maintain these assets on a daily basis and work with Trust to develop procedures for testing, maintenance, troubleshooting, and reporting.
- iv.** Provide a monthly schedule of hours to be worked 2 weeks prior to the beginning of each work schedule.
- v.** Work with the Trust staff to review, improve if required, and execute quality assurance procedures, data acquisition and reporting procedures, and financial accountability/property control procedures.

The result of this contract will be the provision of qualified health services call centre staffing and supervision, for the Trust Call Centre for the hours specified herein.

**3.** The Trust Call Centres will be operational 24X7 with adequate staffing to ensure the following:

- i.** Ability to answer the expected and actual number of calls without putting callers on hold or dropping calls due to inability to answer the incoming request

ii. Ability to operate on a continuous 24X7 basis to receive calls and route/advise patients and to provide continuous operations.

iii. Ability to continue or increase operational capacity (staffing) 24X7 function in the event of a declared emergency and/or natural/man-made disaster as requested by the CEO or designee.

iv. Ability to answer calls in Telugu, Hindi and English in the descending order of importance.

4. The Service Provider selected for this project shall have the following requirements to fulfill:

i. A corporate infrastructure capable of staffing an operation of this size and complexity.

ii. Human resource services capability necessary to recruit qualified personnel and provide related HR functions.

5. A call to 104 will be made by a needy caller, which goes to the call centre. An advisor will immediately attend the call and register the call. The purpose of registering the Call taking process is to ensure standard procedure is followed to serve the callers by registering, advising and transferring the calls to the concerned professionals if required. The caller details and Beneficiary details are obtained and recorded. The purpose of the call is then recorded. If the call is for a medical advice then certain algorithms and disease summaries are used to advise the caller (94 % of calls). The call gets escalated to the in-house or in case the call is emergency in nature then for onward transmission to 108. If after the advice or on a direct call, directory services are required, the same are offered (2% calls). If the call is related to counselling, the call is forwarded to the doctor before it is put through to a counsellor. Thereafter once the caller is registered, second call onwards the caller is directly put through to the counsellor (4% calls). If the call is for grievance redressal, then its registered and followed up with the party concerned. If the call is related to blood donation or organ transplant, the status of the same is informed and the service facilitated. (100 calls per day would be the approximation)

Sequentially, the overall call taking process involves the following steps:

i. The call is received from the central server and routed to the HA.

- ii. The HA then greets the caller by a standard greeting and then asks for the preference of language i.e. Telugu/ English/Hindi.
- iii. HA asks for an existing ID that was earlier generated if he is a repeat caller. Call is transferred to required advisor.
- iv. If caller is calling for the first time, HA gets the caller details: Either the [ration card number (or) [Caller's name, surname, father's name/mothers name, age, sex, Village, Mandal, District]
- v. Call is transferred to respective advisor if needed viz., CO/ GH.
- vi. If the caller is calling for the first time then a new id will be generated after taking basic details from the caller.
- vii. If the caller is calling for the second time then based on the details given by the caller the id given to that caller earlier will be retrieved.
- viii. After generation/retrieval of the caller id, the right side of the screen will be enabled
- ix. **Junk Call:** If the call is not valid, then HA will terminate the call based on the type of the call (nuisance, silent, missed etc....)
- x. **Emergency Call:** In case of emergency call is directly transferred to Team Leader without any registration of mandatory fields at HA Level by selecting Emergency call check box.
- xi. **Counseling Call:** When the caller calls for the first time for counseling the call is transferred to Team Leaders.
- xii. When the caller calls for the second time for follow up HA enquires about the counselor's ID given to the caller in first session and transfers the call directly to CO, if available or any other CO
- xiii. HA first confirms the Beneficiary details (Name & Age).
- xiv. HA follows the algorithm questions to determine the problem. If the disease type is not available HA shall check the disease summary and follow questions in disease summary.
- xv. HA provides advice as per the Algorithm/ Disease summary. After completing the call, HA requests for caste details for the first time caller

(if not available in the application), confirms registration ID, informs the need to preserve the caller ID and updates about 24X7services of 104 Advice.

- xvi. While transferring, HA needs to enter the basic complaint as told by caller and informs the Beneficiary regarding the transfer.
- xvii. Whenever the call comes for Counseling for the first time it is routed through the HA who shall confirm the ‘clinching symptom’. Based on confirmation by the caller the call will be transferred to CO ever for a first time call.
- xviii. In case of ASHA calling, the call is registered as any other call and the required information provided by the HA directly and transferred to Team Leaders based on the query or further requirement
- xix. If the call is for grievance redressal, then its registered and followed up with the party concerned.
- xx. If the call is related to blood donation or organ transplant, the status of the same is informed and the service facilitated. (100 calls per day would be the approximation).

## 6. Monitoring and measurement method

| Parameter              | Measure         | Bench mark | Generator System /Manual | Responsible      |
|------------------------|-----------------|------------|--------------------------|------------------|
| No. of Calls per Hour  | Number          | 20         | System                   | Service Provider |
| Service provided calls | % **            | 60         | System                   | Service Provider |
| Average Handling Time  | Time in Minutes | 2-3        | System                   | Service Provider |
| Quality Scores         | %               | 90         | System                   | Service Provider |

\*\* No. of calls received / No. of calls transferred per month.

**7. The forecasted call volumes and average times are as given below:**

| <b>Forecasted Calls</b> | <b>Range</b>            |
|-------------------------|-------------------------|
| Daily average           | 3200                    |
| Daily Peaks             | 1200-1600<br>(Low) - 83 |

**SLAs:**

| <b>S No</b> | <b>Parameters</b>                | <b>Target</b>                                 | <b>Penalty</b>                              |
|-------------|----------------------------------|---|---|
| 1           | Average Speed of Answering (ASA) | 90% of calls should be answered in 10 Seconds | 5% of the payment for that particular month |
| 2           | Floor Adherence                  | 90%   | 5% of the payment for that particular month |
| 3           | Quality of the Centre            | 90%   | 5% of the payment for that particular month |
| 4           | Average Handling Time (AHT)      | 3 Minutes                                     | 5% of the payment for that particular month |
| 5           | Abandon %                        | Less than or equal to 5%                      | 5% of the payment for that particular month |

**C. Deliverables**

**1. The Service Provider shall provide adequate staffing to enable 24X7operations.**

1.1The requirements for this deliverable are as follows:

| <b>Deliverable</b>  | <b>Requirements</b>  | <b>Performance Indicators</b>   |
|---|--|---|
| Service Provider will provide adequate staffing for Trust Call Centre and each HA position to enable adequate coverage of state wide operations 24 hours a day, 7 days a week, 365 days per year. | The Service Provider will furnish the following positions in each Trust Call Centre:<br>(i) Minimum staffing for Koti Call Centre.<br>HA and other staff coverage for 24x7x365.<br>(ii) Must have the capability to provide additional Call Centre staffing at the request of the CEO or designee to ensure adequate operations. | (i). The Service Provider will provide Employment Agreements and/or contracts for review by CEO or designee. Service Provider will present to CEO or designee a written staffing plan including the swap policy that includes 48 hours a week for all resources. Shift scheduling, including back-up staffing |

|  |  |   |
|--|--|---|
|  | <p>(iii) Sufficient Staff to maintain Call Centre communications at all times.</p> <p>(iv) The Service Provider must have sufficient staffing resources to provide 24x7x365 continuous operations.</p> <p>(v) The Service Provider must have sufficient staffing resources to provide 24x7x365 continuous operations in the event of an emergency and/or natural/man-made disaster</p> <p>(vi) Prior to being approved to be added to the work schedule each Trust Communicator must be approved by a preceptor designated by Trust.</p> | <p>resources for each month at least 2 weeks prior to the beginning of the work schedule shall be given.</p> <p>(ii) The Service Provider will present an Emergency Staffing Plan to the CEO or designee that outlines procedures for maintaining or acquiring additional call centre staffing hours in the event of an emergency and/or natural/man-made disaster.</p> |
|--|--|---|

**2. The Service Provider shall provide adequate supervision to enable 24X7operations.**

**The requirements for deliverables:**

| <b>Deliverable</b>  | <b>Requirements</b>   | <b>Performance Indicators</b>  |
|---|---|--|
| <p>The Service Provider will provide adequate supervision for Trust Call Centre and each supervisory position to enable 24X7 operations</p> | <p>The Service Provider will furnish the positions in Call Centre as indicated for Supervisor positions</p> | <p>(i) Provide Employment Agreements and/ or contracts.</p> <p>(ii) Present a written supervisory plan of duties that includes 48 hours a week performing supervisory/ administrative duties, to the CEO or designee monthly.</p> <p>(iii) Present an Emergency Staffing Plan that outlines procedures for acquiring and maintaining supervisory staff in the event of an emergency and/ or natural/ manmade disaster.</p> |

**3. The Service Provider shall provide for the ability to maintain all the call centre operations on a 24x7x365. The requirements for this deliverable are as follows:**

| <b>Deliverable</b>  | <b>Requirements</b>  | <b>Performance Indicators</b>   |
|---|--|---|
| <p>The Service Provider shall provide for the ability to execute the process on a <b>24X7X365</b> basis</p> | <p><b>(i)</b>The Service Provider shall adhere to policies and procedures for operations that address staffing, operational protocols, supervision methods, on-call procedures, back-up call taking procedures, etc.</p> <p><b>(ii)</b>The Service Provider shall provide a Continuity of Operations Plan (COOP) in the event of an emergency to ensure that each Trust Call Centre is fully functional <b>24X7X365</b>.</p> <p><b>(iii)</b>The Service Provider shall adhere to the Quality Assurance plan as established by the Trust Staff incorporating periodic review of call volume data, periodic review of Trust process outcomes (including counselled/operated patient status 30 days post-procedure), and other quality indicators.</p> <p><b>(iv)</b>. The Service Provider will have sufficient liability insurance in place to ensure replacement of equipment and infrastructure (purchased by Trust) in the event such equipment and/or infrastructure is damaged or destroyed due to the negligence of the Service Provider . Such insurance should allow for complete replacement of the damaged/destroyed equipment.</p> | <p>(i). The Service Provider will provide a certificate of insurance documenting the equipment replacement coverage.</p> <p>(ii) Provide a copy of the COOP plan in Microsoft Word format to CEO or designee for review and approval in April of each year.</p> |

**Note:**

- i.** Although Trust will provide the facility, equipment, landlines, and other infrastructure components, the Service Provider will be expected to manage these assets on a daily basis.
- ii.** All variances in communications equipment will be reported to the CEO or designee immediately and in any event no later than within 30 minutes of variance for remediation.



#### 4. Documentation and Reporting

Service Provider shall be required to provide at least following documents at different phases during the contract period. If need be, Service Provider shall also update the existing documents like process documents, system/ user manuals etc. This is an indicative but not exhaustive list of documents. Actual requirement will be spelt out during signing of contract or during the lifecycle of the project.

##### (i) Documentation

| S No | Name of the document          | Review Schedule | Remarks   |
|------|-------------------------------|-----------------|---|
| 1    | Work Management Plan document | Monthly review  | Shift Timings base document is ready and will be reviewed periodically and changes will be incorporated.                                |
| 2    | Process document #            | 2 months        | All the processes are documented as of date. As and when any new processes are identified the same shall be documented and implemented. |
| 3    | System Administration Manual  | 1 month         | To be continuously Updated.   |
| 4    | Knowledge Bank Document*      | 3 months        | Trouble shooting document needs to be developed.  |

# For the existing processes as well as the newly introduced processes, including department wise user requirements.

\* Consisting of classification of all the problems that have arisen and solution that has been found, vertical- wise, date-wise, location –wise throughout the contract period.

##### (ii) Reports:

The Service Provider shall submit the reports on a regular basis in a mutually decided format. The following is only an indicative **list of reports that would be required to be configured in the Dashboard of the IT application tools.** Softcopy of these reports shall be delivered automatically via email at specific frequency and to the pre-decided list of recipients. The Service Provider shall submit certain information as part of periodic review as and when required by the Trust.

**Following is the indicative list of reports to be prepared by the Service Provider:**

**(a) Daily reports (to be submitted on next working day)**

- Daily Fact sheet – Previous day's call statistics are captured.
- Shift-wise login status – Previous day's login status is captured.
- Shift wise Call details --- Previous day's shift wise call statistics.
- Daily Dashboard --- Previous day's Agent-wise / Team Leader-wise / Floor Manager-wise performance report.

**(b) Weekly Reports (to be submitted on the first working day of the following Week)**

- Weekly analysis on call analysis at medical advice/Counseling /Service Improvement.
- Weekly analysis on Complaints received and the status.
- Quality reports.

**(c) Monthly reports (to be submitted by 10th of the following month)**

- Monthly analysis on operations/Medical Advice/counseling
- Monthly analysis on Complaints received and the status
- Quality reports
- Consolidated Dashboard Reports
- Customer Delight Index (CDI)
- Rewards and Recognition programme for the next month should be rolled out.
- Rewards and Recognition for the previous month should be announced.

**(iii) Knowledge Sharing**

- The Service Provider shall arrange for sessions on sharing of knowledge as 'value addition' once in a quarter at Trust premises. Scope of the same is as follows:
- Schedule and subject shall be mutually decided by Trust and Service Provider.
- Each such session shall be generally for 1-2 days and shall be held primarily in the weekends.
- The Service Provider shall arrange for professional trainer, subject to Trust's acceptance, for taking such sessions and the study material. Trust's responsibility shall be arrangement of the logistics. Trust shall decide the number of participants in such sessions.
- Knowledge session shall primarily be related to the list of following areas which is indicative in nature but not exhaustive.

- Common calls relating to the Trust's delivery services to its customers,
- Working towards improving the algorithms deployed by the Trust

**(iv) Reverse Transition Plan**

- Reverse Transition Services are the services provided by the Successful Bidder to the Trust during the reverse transition period which will start after completion/termination of the contract period to facilitate an orderly transfer of the Services to the Trust or to an alternative third party service provider nominated by the Trust.
- As part of Reverse Transition Services, the Trust shall have the right, and Bidder shall not object to or interfere with such right, to contract directly with any new Bidder or Bidder's sub- contractors.
- The Reverse Transition Services, to be provided by the Bidder to the Trust shall include the following:

**Knowledge transfer**

a) The Bidder will have to provide such necessary information, documentation to the Trust or its designee, for the effective management and maintenance of the Deliverables under this Bidding document. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required to support the Services. Such shall include:

- Network maps
- Operational work instructions
- Listing of all events being monitored and the monitoring frequency
- Listing of all third (3rd) party contractors that have been directly relevant to the provision of the Services under this Bidding document.
- All trainings that the Trust feels are necessary to be imparted to the Trust or its designee's personnel

**Warranties**

- The Parties shall return confidential information and will sign-off and acknowledge the return of confidential information.
- Bidder will have to provide all other Services as may be agreed by the Parties in connection with the Reverse Transition Services.
- The Bidder recognizes the Transition Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively transitioning the Services provided by the Bidder under this Tender and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.

**(vi) Training to staff:**

- The Service Provider shall arrange the workshops/ training sessions for its staff.
- The Service Provider has to conduct atleast one (1) training programme in a month for its staff. Each person shall receive atleast 10 hours of training every month. Snacks and lunch is to be provided at the time of training sessions.

**D. Staffing Requirements**

**1. Staffing requirement ratio:**

1.1 The Service Provider shall deploy a minimum number of on-site resource personnel as per ratio indicated below at Koti Call Centre. However, with a view to achieve desired SLAs for respective services, bidders may plan and propose additional resources.

| <b>Resource</b>                | <b>Resources required<br/>(peak hrs 11am to 7pm)</b> |
|--------------------------------|--|
| <b><u>Operations Staff</u></b> |  |
| Health Advisors                | 65%  |
| Counselors                     | 9%   |
| Grievance                      | 2%   |
| Team Leads                     | 5%   |
| Assistant Manager              | 1%   |
| <b><u>Support Staff</u></b>    |  |
| HR and Admin                   |  |
| Project Manager                |  |

**Note: Staff of suitable Ex-104 employees will be given preference**

**1.2 Staff Time needed:**

| <b>Minimum Staffing</b> | <b>Minimum hours/week/person</b> |
|-------------------------|----------------------------------|
| H.A                     | 48                               |
| C.O                     | 48                               |
| G.H                     | 48                               |
| TL                      | 48                               |

## 2. Qualifications

### 2.1 Qualification requirements for Operations staff:

| S No | Position                 | Qualification  | Experience |
|------|--------------------------|--|------------|
| 1    | Project Head             | Post Graduates/ Graduates                            | 3 Yrs      |
| 2    | Assistant Manager        | Graduates with experience                            | 1 yr       |
| 3    | Grievance & HR Executive | Should be Post graduate in Sociology and Social work | 2 yr       |
| 4    | IT Executive             | MCA/ B.Tech with 2 yrs experience                    | 2 Yrs      |
| 5    | Team Leaders             | Graduates with experience                            | 1 yr       |
| 6    | Counselor                | MSC/MA (Psychology)                                  | 1/2 Yrs    |
| 7    | Health Advisor           | GNM/Basic /Life science Graduates                    | 1yr        |

**\*GNM/ BSc life sciences may be preferred.**

## ANNEXURE-I

Tender No. 3733/AHCT/Admn/2017

### Staff Requirement

| Sl.No. | Name of the post to be outsourced | No. of posts | Consolidated Remuneration |
|--------|-----------------------------------|--------------|---------------------------|
| 1.     | Project Head                      | 1            | Rs.40,000/- P. M          |
| 2.     | Assistant Manager                 | 1            | Rs. 25,000/- P.M.         |
| 3.     | Grievance & HR Executive          | 1            | Rs.15,000/- P. M          |
| 4.     | IT Executive                      | 2            | Rs. 18,000/- P.M.         |
| 5.     | Team Leaders                      | 5            | Rs.20,000/- P. M          |
| 6.     | Counselor                         | 3            | Rs.18,000/- P. M.         |
| 7.     | Health Advisor                    | 50           | Rs. 15,000/-P.M           |
|        | Total                             | 63           |                           |

#### Note:

- The bidder has to quote only commission on the Estimated Tender Value.
- Applicable Taxes is excluded from the unit price indicated.
- Salaries to the employees are to be paid as mentioned above. There shall be no change in the salaries which are mentioned above.

#### **The Job Description:**

##### **1. HA Job Description:**

- i) HAO registers the call and takes the other details.
- ii) Seek details of need for health advice from the customer
- iii) Assess the clinical condition of the customer.
- iv) At the least suspicion of an impending emergency, advice the customer to visit a doctor/ hospital or call for ambulance and provide information about nearby empanelled doctor / hospital.
- v) If all possibilities of emergency are ruled out proceed with Algorithms & Disease Summaries to advice the customer.
- vi) If no reference is available in the System , or if the customer is not satisfied, or you are not very sure of the clinical condition.
- vii) At the end of the transaction, thank the customer for using the service and ask them to call back you for giving feedback on the condition of the patient.

## 2. Job Description of Counselor

- Counseling process will be initiated with pleasant atmosphere to build a rapport with the caller.
- Attend calls transferred from 104 Health Advisor which needs Counseling Services  
Seek details of need for counseling from the caller
  - Listen what the caller says, understanding the problem, probing for further inputs would help the
  - Counselor to formulate two or more suitable solutions for the caller (counselee) to follow.
  - The solutions generally advocate behavior change, suggesting activities and exercises, change of diet and life style, Tips, tools and methods to put in application which are simple and easy to practice.
  - Doubts clarification and instilling confidence is the main item of the call conclusion.
  - Finally caller will be requested for feedback in regular intervals.>Maintain the login adherence
  - Answering the calls following the quality parameters

## 3. Assistant Manager and Team Leader Job description:

### Roles and Responsibilities

| <b>Team leader</b>                      | <b>Assistant Manager</b>                      |
|---|---|
| <b>Manage Team</b>                      | <b>Manage Team of TLs</b>                     |
| ✓ Managing attendance                   | ✓ Managing attendance                         |
| ✓ Planning the seating                  | ✓ Floor discipline                            |
| ✓ Managing breaks                       | ✓ Cross team sharing(manage seating on floor) |
| ✓ Managing OFFs and leaves              | ✓ Fill in while TL on leave                   |
| ✓ Conflict management                   | ✓ OFFs and leaves management                  |
| ✓ Swap management                       | ✓ Reviewing TL's on metrics                   |
| <b>Analysis and Data management</b>     | <b>Analysis and Data management</b>           |
| ✓ Rostering for the team                | ✓ Rostering of TL's                           |
| ✓ Performance tracking                  | ✓ Performance tracking of the team            |
| ✓ Identifying top and bottom performers | ✓ Planning and motivation                     |
| ✓ Planning and motivation               |   |

| <b>Others</b>  | <b>Conflict management</b>                                       |
|--|--|
| ✓ Handling escalations   | ✓ Handling escalations   |
| ✓ Taking suggestions   | ✓ Escalating associate issues if required                        |
| ✓ Taking initiatives   | ✓ Taking initiatives   |
| ✓ Conducting team Huddles  | ✓ overseeing team Huddles  |
| ✓ Additional tasks given by supervisor/manager from time to time | <b>Other</b>   |
| ✓ Attend calls, if required                                      | ✓ Additional tasks given by supervisor/manager from time to time |

**4. Project Manager Job description:**

|  |  |
|--|--|
| <b>Role Description &amp; Responsibility</b> | <p><b>Strategy</b></p> <ol style="list-style-type: none"> <li>1. Represent 104 , as required, in business / review meetings and with visitors and various stakeholders</li> <li>2. Support introduction of new service lines</li> </ol> <p><b>Operations</b></p> <ol style="list-style-type: none"> <li>3. Prepare and maintain a high quality MIS.</li> <li>4. Ensure floor discipline</li> <li>5. Manage the roster</li> <li>6. Manage recruitment</li> </ol> <p><b>People Management</b></p> <ol style="list-style-type: none"> <li>7. Manage Shift Managers</li> <li>8. Skip level meetings with Floor Managers and Team leaders</li> <li>9. Administer employee recognition</li> </ol> <p><b>Quality Assurance and Customer Satisfaction</b></p> <ol style="list-style-type: none"> <li>10. Ensure TLs and FLs complete Transaction Monitoring in time</li> <li>11. Ensure closure of all Action Items arising out of Quality and C-SAT reports</li> </ol> <p><b>104 Advice Software</b></p> <ol style="list-style-type: none"> <li>12. Interface with IT for implementing new requirements</li> <li>13. Track Issue Log</li> <li>14. Participate in weekly IT calls</li> </ol> |
|--|--|



|                                    |  |
|------------------------------------|--|
|                                    | <p><b>104 Medical Advice</b></p> <p>15. Follow up on Transaction Monitoring (quality) suggestions on Medical Advice</p> <p>16. Collecting Content requirements from agents.</p> <p><b>Training Team</b></p> <p>17. Interact with the training team to concretize the training programs</p> <p>18. Collaborate with Training to identify and meet training needs</p> <p><b>N&amp;S (IT wing-Networking and Services)</b></p> <p>19. Interact with N&amp;S to close open items</p> |
| <b>Qualification / Eligibility</b> | Post Graduates/ Graduates  |
| <b>Years Of Experience</b>         | <ul style="list-style-type: none"> <li>• Experience in a call centre.</li> <li>• Managed large teams.</li> <li>• Minimum 1 year as Shift Manager or equivalent and over all 4 years of experience</li> </ul>   |
| <b>Competencies / Skills</b>       | <ul style="list-style-type: none"> <li>• Process knowledge.</li> <li>• Basic Computer Knowledge.</li> <li>• Good communication skills.</li> <li>• Command of language: Telugu (preferred), Hindi, English (Desirable).</li> <li>• Displays patience and good judgment.</li> </ul>  |
| <b>Reporting to</b>                | CEO or designee  |

**CHECK LIST FOR PRE-QUALIFICATION BID**

| Sl.No. | Documents attached   | Details | Compliance(Y/N) |
|--------|--|---------|-----------------|
| 1      | Tender Process Fee of Rs.2,000/- in the form of Account Payee Demand Draft /Banker's Cheque.   |         |                 |
| 2      | <b>EMD amount of Rs. 4,00,000/-</b> in the form of Demand Draft or Bank Guarantee from any nationalized Banks /Commercial Banks/Scheduled Banks  |         |                 |
| 3      | Copy of certificate of Registration of the company/Partnership deed /(in case of Partnership).   |         |                 |
| 4      | a. Copies of Income Tax returns for the last three (3) financial years 2014-15, 2015-16 and 2016-17 duly authenticated.<br>b. copy of audited Balance Sheets for the last three years (Turnover per year should not be less than Rupees: Five Crore during the last three financial years) Annexure PQ-1 |         |                 |
| 5      | Copies of authorized current documents in connection with registration of the firm under GST.  |         |                 |
| 6      | a)Copy of certificate of registration of ESI<br>b)Copy of registration of EPF  |         |                 |
| 7      | Copy of the PAN Card showing the PAN number of the firm allotted by the income Tax authorities.  |         |                 |
| 8      | Copy of Contact Labour license for supply of manpower as Contact Labour (R&A Act,1970) and Rules,1971.   |         |                 |
| 9      | An undertaking on letter of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its  |         |                 |

|    |   |  |  |
|----|---|--|--|
|    | employees regarding.  |  |  |
| 10 | Letter of undertaking on Letter head of Agency stating that they have not been blacklisted by any State Government / Central Government /PSU for any reason in the last five financial years. |  |  |
| 11 | Copy of terms & conditions duly signed by the bidder with seal of the firm, in token of acceptance of terms & conditions.   |  |  |

**Signature of the Bidder,**

**Seal of Agency.**

**Tender No. 3733/AHCT/Admn/2017**

**(Annexure PQ1)** To be enclosed with Pre- qualification Bid

Particulars of turnover of vendor in Revenue

| Financial Year | Total Turnover on Providing outsourcing Services in Rs. |
|----------------|---|
| 2014-2015      |   |
| 2015-2016      |   |
| 2016-2017      |   |

The Audited Balance Sheets for the last three Years are enclosed herewith.

(Signature & seal of the Bidder)

**Tender No. 3733/AHCT/Admn/2017**

**(Annexure-T1) To be enclosed with Technical bid**

**BIDDER PARTICULARS**

1. Name of the Institute/Agency/Firm:
2. Registered Postal Address of the Institution/Agency/Firm:
3. Year of establishment of the Institute /Agency/Firm:
4. Registration or license No.:
5. Ownership of the Institute/Agency/Firm:  
(A)Sole Proprietor:  
(B) Partnership:
6. Name of the Proprietor(s):  
& designation(s):
7. Name & address of the officer to whom all references shall be made regarding this tender Enquiry:

Telephone :

Fax:

Email:

Mobile number(s):

Witness:

Signature:

Signature

Name:

Name:

Address

Designation

Company

Date

Company Seal

**Tender No. 3733/AHCT/Admn/2017**

**(Annexure T2) To be enclosed with Technical Bid**

**STATEMENT OF DEVIATIONS FROM TERMS AND CONDITIONS**

| <b>Sl. No.</b> | <b>Terms and conditions</b> | <b>Deviation in the offer</b> | <b>Brief Reasons</b> |
|----------------|-----------------------------|-------------------------------|----------------------|
|                |                             |                               |                      |

Date

Agency

-

**Signature of Bidder  
& Seal of**

For -----

**Tender No. 3733/AHCT/Admn/2017**

**(Annexure T8) To be enclosed with Technical Bid**

| <b>Sl. No.</b> | <b>Annexure No</b> | <b>Description</b>   | <b>Enclosed (Y/N/NA)</b> |
|----------------|--------------------|--|--------------------------|
| 1              | T1                 | Bidder Particulars   |                          |
| 2              | T2                 | Statement of Deviation from Tender Terms and Conditions  |                          |
| 3              | T3                 | List of Customers to whom similar services rendered/are being provided. Legible copies of documents of work orders, Service agreements etc. in support of agency's experience for the last three years in providing such services in Govt./Public sector undertakings/Autonomous bodies/Reputed private Companies/Organizations. Documentary evidence three similar completed works, not less than Rs.5 Crore, for the consecutive for last three years. |                          |
| 4              | T4                 | Agency/Vendor profile  |                          |
| 5              | T5                 | The resumes of candidates proposed for each category of post with their qualifications, experience etc.  |                          |
| 6              | T6                 | Solvency Certificate for a minimum of Rs.10 Lakhs, from any Nationalized /Scheduled Bank which should not be more than three months old.   |                          |
| 7              | T7                 | Any other document required as per various clauses and terms and conditions mentioned in the tender document   |                          |
| 8              | T8                 | Check list   |                          |

(Signature of Bidder  
& Seal of Agency)

**Tender No. 3733/AHCT/Admn/2017**

(Annexure – C1) To be enclosed with Commercial Bid

**BID LETTER**

To,  
The Chief Executive Officer,  
Aarogyasri Health Care Trust,  
Jubilee Hills, Hyderabad.

Sir,

Sub:-

Ref:- Your Tender No.

1. We are Agency / Consultant of repute.
2. We do hereby undertake that in the event of acceptance of our bid, the required services shall be started at designated places within 10 days from the date of Award of Contract.
3. We enclose the complete Bid enclosing Documents / information as required in the tender document.
4. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.
5. We have carefully read and understood the terms and conditions. The deviations from the above services, Terms & Conditions are only those mentioned in **Annexure – T2** (Terms & Conditions).
6. Certified that the Bidder is:  
A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor.

or



A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

or

A company and the person signing the tender is the constituted attorney.

**NOTE:** Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the tender document.

7. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the Contract, shall constitute a binding Contract between us.

Date: this \_\_\_\_ day of \_\_\_\_\_, 2017.

Signature of Bidder & Seal:

Details of Enclosures:

Full Address:

Telegraphic Address:

Telephone :

Fax :

E – Mail :

**Tender No. 3733/AHCT/Admn/2017**

(Annexure – C2) To be enclosed with Commercial Bid

**PRICE-SCHEDULE**

To,  
The Chief Executive Officer,  
Aarogyasri Health Care Trust,  
Jubilee Hills, Hyderabad.

Sir,

Sub:-

Ref:- Your Tender No.

Name of the Agency (Firm) \_\_\_\_\_

Detailed breakup of Agency's Commission percentage – wise should be furnished as detailed below:

| <b>EPF Contribution by Employer</b> |            |                               |            |              |
|-------------------------------------|------------|-------------------------------|------------|--------------|
| <b>EPF</b>                          | <b>ESI</b> | <b>Agency Service Charges</b> | <b>GST</b> | <b>Total</b> |
|                                     |            |                               |            |              |

**Note :-**

- 1) GST Tax should be worked out on the Total invoice amount.
- 2) All Payments will be made subject to deduction of TDS as per Income Tax Act, 1961 and any other taxes levied by Government from time to time.

Dated\_\_\_\_\_2017

(Signature of Bidder  
& Seal of Agency)

**Tender No. 3733/AHCT/Admn/2017**

**(Annexure – C3) To be enclosed with Commercial Bid**

**CONTRACT FORM**

This Agreement made on the \_\_\_\_\_ day of \_\_\_\_\_ 2017 between the Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad (herewith referred to as the Employer) of the one part and (name of agency) of (City and Country) (herewith referred to as the 'Agency' which term shall include its representatives, successors and assignees) of the other part.

WHEREAS AHCT is desirous that Contractual employees on outsourcing basis should be provided by <<successful bidder/Agency>> viz. (Brief description of contractual post) and has accepted a bid bearing No. \_\_\_\_\_ by the <<Selected Agency>> for the provision of those services in the sum of (Contract Price in words and figures) (hereinafter called the Contract Price)

Now this Agreement witness as follows:

1. In this Agreement words and expression shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this document viz.
  - a) The Price Schedule submitted by the Agency;
  - b) The Schedule of requirements;
  - c) Quotation No. \_\_\_\_\_ and date \_\_\_\_\_ of the Agency and further ref. on the subject;
  - d) The Services;
  - e) The Terms and Conditions of Contract;
  - f) The Special Conditions of Contract;
  - g) The Employers letter of award of Contract and any amendments thereto;
3. In consideration of the payment to be made by the Employer to provide the supplies and services and to remedy defects therein in conformity in all respect with the provisions of the Contract.
4. The Employer hereby covenants to pay the Agency in consideration of the provision of the services of the Contract Price of such other sum as may become payable under the provision of the Contract at the times and in the manner prescribed by the Contract subject always to applicable conditions of Contract.

In witness whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws, the days and year first above written.

Signed, Sealed and Delivered by the

Said \_\_\_\_\_ (for the purchaser)

For and on behalf of Chief Executive Officer, Aarogyasri Health Care Trust,  
Hyderabad.

In the presence of \_\_\_\_\_

Signed, Sealed and Delivered by the

Said \_\_\_\_\_ (for the Supplier)

For and on behalf of Chief Executive Officer, Aarogyasri Health Care Trust,  
Hyderabad.

In the presence of \_\_\_\_\_

**Tender No. 3733/AHCT/Admn/2017**

(Annexure – C5) To be enclosed with Commercial Bid

**CHECKLIST FOR COMMERCIAL BID**

| Sl. No | Annexure No. | Description  | Enclosed (Y/N, /NA) |
|--------|--------------|--|---------------------|
| 1      | C1           | Bid Letter   |                     |
| 2      | C2           | Price Schedule   |                     |
| 3      | C3           | Contract Form  |                     |
| 4      | C4           | Any other document required as per various clauses and terms and conditions mentioned in the tender document |                     |
| 5      | C5           | Check List   |                     |

(Signature of Bidder  
& Seal of Agency)