



Government of Andhra Pradesh

Andhra Pradesh State FiberNet Limited (APSFL)

**Short Tender Notice for Selection of Agency to Setup a Call Centre
in Vijayawada**

(Tender Notice No: APSFL/Call Centre/59/2016, Dt:30-04-2016)

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1. Introduction

Fiber Grid is one of the 5 Grids identified by the Government of Andhra Pradesh to accelerate socio-economic growth of the State. Fiber Grid is primarily aimed at harnessing the power of information resource and enabling provision of qualitative and cost-effective IT, Communication (data, voice & video) related services to the citizens of A.P.

AP Fiber Grid Phase-I envisages setting up a state-wide high speed Optical Fiber Network Infrastructure across the 13 Districts of the State leveraging the assets of the Electricity Department. A 24-Core ADSS Optical Fiber Cable will be laid for a length of around 22400 Kms over the electrical poles. Its back-end electronics systems will be set up as the Points of Presence (PoPs) at 2449 identified substations. A state-wide control and command centre for this entire network has been set up at Visakhapatnam as a Network Operations Center (NOC). The scope of this system can be summarized as “Infrastructure as a Service, Platform as a Service and Software as a Service”.

The services from AP Fiber Grid will be delivered to the end-users i.e. households, offices / enterprises in partnership with the Multi System Operators (MSOs) and Local Cable Operators (LCOs) etc. Further, the AP Fiber Grid infrastructure can also be utilized by the Internet Service Providers (ISPs) and Telecom Companies (Telcos) etc. who can utilize the information highway / bandwidth under AP Fiber Grid to enhance their services and deepen their reach.

The partners who provide the last mile connectivity through AP Fiber Grid by hooking to the PoPs / NOC can immensely benefit from this system as they can provide triple play – Cable TV, high-speed broadband and telecom services and other value added services under a single umbrella, thus enhancing the scope for revenue generation. They will convert themselves as last mile operators, the key link between the AP Fiber Grid and the end-user.

This endeavor can truly turn the State of AP as Digital AP in the direction of realizing the dream of Digital India. AP Fiber Grid aims to promote Digital inclusiveness by providing affordable, high-speed broadband connectivity to households, deepening the reach of Internet in the rural areas.

It throws up immense possibilities for enhancing the quality of life of the people. The services from AP Fibergrid system can effectively be utilized in education, health, agriculture and allied sectors and also open up new vistas in e-governance. It also enables delivering citizen-centric services in an efficient and transparent way.

To set up an institutional mechanism for AP Fiber Grid, Andhra Pradesh State FiberNet Limited (APSFL) has been incorporated under the Companies Act, 2013 in October 2015. It is a fully owned entity of the Government of AP under the control of Energy, infrastructure & Investment (E,I&I) department. This corporation is responsible for undertaking the works of AP Fiber Grid, its operations & maintenance and business activities duly partnering with various stakeholders.

The field works of AP Fiber Grid commenced in November, 2015 and have been progressing at a brisk pace. Around 10,000 kms of aerial fiber cable has been laid so far. The works have almost been completed in the three Districts of Srikakulam, Vizianagaram and Visakhapatnam. The Commercial services to the Public are planned to be provided in the 3 Districts of Srikakulam, Vizianagaram & Visakhapatnam by the end of April 2016. At present, works are in active progress in the remaining 10 Districts of the State.

It is targeted to complete the project works by the end of June, 2016 and commence commercial services by the end of July 2016.

The specifications and open standards for Customer Premises Equipment (CPE) under this network, which includes a combined set-top box which can deliver all the three services i.e. Triple play – Cable TV, high-speed broadband and Telecom have already been released.

Online enrolments of MSOs/LCOs for business association with APSFL have been opened on 14th March 2016 and received enthusiastic response with around 3700 MSOs/LCOs enrolled so far.

The APSFL has obtained the required licenses to carry on its business activities – Internet Service Provider (ISP-B), National Long Distance and Unified Service Access License from the Dept of Telecom, Govt. of India on 8th March 2016.

In order to provide seamless support to all APSFL's stake holders, APSFL, invites proposals from established firms in the call centre industry for delivery of services of call centre to APSFL for the period of 2 years from the date of acceptance.

2. Events & Dates:

Publication of Tender Documents	30-04-2016
Last date to send in requests for clarifications on the tender	06-05-2016
Submission of Tender Documents	26-05-2016, 3:00 PM
Bid Opening	26-05-2016, 4:00 PM
Technical Bid Opening	Will be communicated
Commercial Bid Opening	Will be communicated

For any enquiries and clarifications, if any, shall be addressed to:

ED/Commercial,
APSFL,
Plot No.5,6,15&16, 1st Floor,
KKR Square (Opp: Hotel Jubilee Ridge)
Jubilee Hills, Hyderabad – 500 033, India.

3. Bid Documents and EMD

1. EMD:

An EMD for an amount equivalent to Rs.25,000 shall be submitted in the form of DD. DD shall be drawn in favor of ‘Andhra Pradesh State FiberNet Ltd’, Hyderabad.

- EMD shall be refunded upon completion of the bidding process.
- EMD shall be forfeited in case the bids are withdrawn within the bidding process period (90 days from last date of bid submission).

4. Snapshot of the Call centre Requirement:

A. Key Programs:

- To provide on call support (technical and general) for key stake holders of APSFL.
- Address the queries raised by general public
- Collect feedback from stake holders as and when needed and mandated by department

- 4) Maintenance of database and software for real time display of all the services provided by the Call Centre

B. Key stakeholders serviced:

- 1) MSOs
- 2) LCOs
- 3) End Customers
- 4) Department personnel
- 5) State Government / its agencies
- 6) Service Providers / Distributors such as ISPs , VAS / OTT Service Providers etc.

C. Capacity Served:

- 1) Approximately 100 to 150 calls per day
- 2) Scalability as per the requirement of the department

D. Call Center Agents

- 1) Minimum No of call center agents : 2
- 2) Necessary standby shall be planned in addition to minimum resources

E. Languages to be supported: Telugu and English

F. Technologies to be implemented:

- 1) CRM
- 2) CTI
- 3) Dialer
- 4) Call logger
- 5) Reporting Systems

G. Channels

- 1) Outgoing voice
- 2) Incoming voice

H. Nature of calls

- 1) Support for all stake holders from Technical and Commercial / Business point of view
- 2) Addressing technical and general queries regarding services provided by APSFL
- 3) Seeking feedback from all stake holders from time to time.
- 4) Handling Complaints / Suggestions from Stakeholders / Customers.

I. Area of Operation:

- 1) Center shall be established in Vijayawada
- 2) Bidder shall ensure all requisite call center facilities are available.

J. Service window

- 1) 9 AM to 6 PM operations
- 2) On all days
- 3) The timings are subject to expansion based on demand

K. Other Requirements

- 1) All the calls, both incoming and outgoing should be recorded for call monitoring and quality verification purpose
- 2) Bidder shall develop a portal and make all the call reports available for usage by department officials
- 3) Such access shall be restricted.
- 4) Call data shall be stored for a minimum period of 90 days.
- 5) Bidder shall ensure high uptime and periodic feedback should be submitted to the department regarding the services provided.

5. Eligibility Criteria

The call center bidder must satisfy the eligibility criteria as given below. Bidder is required to provide supporting documents as proof of eligibility.

1. The bidders must be registered with Service Tax ESI, PF, Sales Tax, PAN, TAN and Other statutory requirements issued by concerned authorities of Government.
2. The bidder shall be registered in India for a period of at least 5 years as on 31.03.2016

3. The Bidder should have an average turnover of 5 Crs for last 3 years as on 31.03.2015. Turnover certificate from auditor should be submitted.
4. The Bidder should have a positive net worth of 50 Lakhs or more. Certificate from the auditor should be submitted.
5. The Bidder should have ISO 9001:2008 certification.
6. The Bidder should have been in business of supporting a government department/PSU/Telecom Operator/reputed firms for the last 3 years as on 31.03.2016.
7. The Bidder should have experience in providing call center services to any of the government department/PSUs/reputed firms. Supporting orders shall be submitted.

6. Bidding Process

1. Bidder shall submit pre-qualification, technical and financial bids separately
2. Pre qualification bid shall consist of documents supporting the pre qualification of the bidder from respective competent authority.
3. The technical bid shall consist of complete solution proposed for call center services including operational methodology and technology proposed.
4. The financial Bid Shall Consist of total operational expenditure per month for providing services as per scope of work
5. The technical bids of the bidders who are qualified with pre qualification criteria will only be opened
6. The proposals / Solutions provided by the bidders will be scrutinized and suitable solutions will be approved
7. The Financial Bids of bidders of whose solutions are approved will be opened and bidder will be selected on L1 basis.
8. Price shall be quoted per minute of call period. Separate price should be quoted for incoming and outgoing calls. However, evaluation shall be done on the combined price of incoming and outgoing calls.
9. Submitted price bid shall be valid for a minimum period of 90 days from the date of last date of tender submission.
10. Bids shall be addressed to:

The Executive Director/Commercial,

APSFL,

Plot No.5,6,15&16, 1st Floor,

KKR Square (Opp: Hotel Jubilee Ridge)

Jubilee Hills, Hyderabad – 500 033, India.

7. General Terms and Conditions

1. Bids submitted after the due date/time shall not be accepted and such bids will be rejected and will not be considered for evaluation.
2. Payment Terms: Payment shall be made on monthly basis upon submission of the call report.
3. APSFL expects the Bidders to adhere to the terms of this tender and would not accept any deviations to the same.
4. APSFL intends that the Bidder appointed under the tender shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project, notwithstanding the fact that the Bidder may appoint/procure services of third party suppliers (including software providers) to perform all or part of the obligations contained under this tender. However, APSFL is going to enter into agreement only with bidders as a Call center Bidder.
5. Unless agreed to specifically by APSFL in writing for any changes to the TENDER issued, the Bidder responses would not be incorporated automatically in the TENDER document.
6. Unless expressly overridden by the specific agreement to be entered into between APSFL and the Bidder, the TENDER shall be the governing document for arrangement between APSFL and the Bidder.
7. Each offer should specify only a single solution, which is cost-effective and meeting the tender specifications. It is the responsibility of the Bidder to decide the best suitable solution.
8. In the event the Bidder has not quoted for any mandatory or optional items as required by the Bidder and forming a part of the TENDER document circulated to the Bidders and responded to by the Bidders, the same will be deemed to be provided by the Bidder at no extra cost to APSFL.
9. All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Bidder to APSFL. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by APSFL. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on APSFL for the same.
10. The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
11. The prices quoted by the Bidder shall be inclusive of all costs such as, taxes, levies, cess, excise and custom duties that may need to be incurred.
12. The successful bidder to ensure that the proposed Call center solution and its

Documentation and/or use of the same by APSFL shall not violate or infringe the rights of any third party or the laws, regulations, decision or order of any governmental or judicial authority.

13. APSFL would not be liable to pay any expenses incurred by the Bidder in preparation of the response to this TENDER.
14. Any publicity by the Bidder in which the name of APSFL is to be used should be done only with the explicit written permission of APSFL.
15. This TENDER may undergo change by either additions or deletions or modifications before the completion of the tendering process by APSFL. APSFL also reserves the right to change any terms and conditions of the TENDER and its subsequent addendums as it deems necessary at its sole discretion.
16. If required by APSFL, successful bidder should provide complete details of any subcontractor details used for the purpose of this engagement.