

Request for Proposal

Setting up of Call Centre



QUALITY COUNCIL OF INDIA

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Introduction

Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry

QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India

Brief /Objective:

Quality Council of India is looking for a competent call centre agency for setting up a centralised call centre which will be set up to cater 20,000 Health care Organisations (HCO) at a PAN India level. The calls will be made to encourage HCOs to apply, assist them to file an application, participate in awareness building workshops and help in grievance redressal etc.

Scope of Work:

Quality Council of India intends to carry out certification of Healthcare Organizations for establishing a nationwide ecosystem. This is to ensure Quality assurance of Healthcare Organizations on certain benchmarks defined for patient safety, infection control, quality of healthcare facilities etc. so that the respective regulator has a sizable number of organizations, which can cater to the cashless facility extended to citizens.

A call centre is required to be set up to cater 20,000 HCOs at a PAN India level. The calls will be made to encourage HCOs to apply, assist them to file an application, participate in awareness building workshops and help in grievance redressal etc. As a result, the call centre will look after inbound calls and outbound calls.

The table below details the activities and the nature of support to be made:

Activity	Outbound	Inbound
Awareness Building Workshop - Registration	✓	✓
Accreditation - Filing the application	✓	✓
Reminders/Follow-ups for the above two activities	✓	✗
Assistance to connecting with Consultants	✓	✓
Grievance Redressal	✗	✓

Also, in order to reach out to each and every HCO in a year's time, following estimated number of calls have to be done per day/per week/per month:

Type of call	Target	Per day calls	Per week calls	Per month calls
Inbound	20,000	55	384	1,644
Outbound	60,000	164	1151	4,932
Total	80,000	219	1,534	6,575

For outbound calls- According to industry standards, each HCO has to be called at least thrice

The scope of the call centre will be:

- PAN India Coverage
- Assistance by English and Hindi speaking executive (Regional language, if required)
- Time for outbound calls will be from 9AM to 6PM whereas inbound calls will be handled 24x7
- Toll free helpline number for inbound calls
- For inbound calls, IVRS will also be set up to speed up the process and in smooth execution
- A manager to oversee the call centre executive and provide daily reporting
- Whole team of call centre should be set centrally at only one place

Other Terms and Conditions:

1. The applicant should have technically qualified and well experienced strong in-house resource base fluent in English and Hindi for performing the tasks as per the scope of work.
2. The applicant must be a legal entity registered anywhere in India.
3. The applicant must have a valid GST Registration Certificate in India
4. The applicant must have proven track record in providing call centre services.
5. The applicant must have the ability to coordinate with QCI professionals and adhere to the deliverables in requisite timelines.
6. The applicant must not sub-contract the work to other agencies.

Time Period

The contract period may vary from 4-6 months. QCI reserves the right to extend the contract further or terminate early without assigning any reason what so ever.

Presentation

As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations at a short notice for evaluation purposes.

Amendment to RFP

At any time prior to the last date for receipt of proposals, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP.

The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFP before submitting their Expression of Interests.

Rejection of Proposal

The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s) with the Proposal

Pre-qualification Criteria

Eligibility Criteria and supporting documents required for Submission of Expression of Interest

S. No	Eligibility Criteria	Supporting Document Required	Yes / No and Deviation, if any
1	The applicant shall be a single entity, registered as a Company, Firm, LLP or a Society under respective acts in India & Should have been in existence in India for the last five years	Certificate of Registration/Incorporation under the respective Acts in India	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3	Past Experience of working on Government Projects is preferred.	Sanction Order and Completion Certificate for the same.	
4	Should have technically qualified and well-experienced strong in-house resource base on company roles	Resumes of key resources available on company roles	
5	Copies of documents / purchase orders & letter of completion from customers for relevant projects completed in the last two years.	Copies of the major projects completed during the last 2 years.	
6	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking	

Technical Bid:

The proposal should contain the following information:

- a) Plan of methodologies and the manpower proposed for the project
- b) Details of past experience in similar work, if any.
- c) Supporting documents mentioned above in the pre-qualification section.
- d) Any other details that the bidder may like to provide.

Financial Bid:

The financial bid must contain the Per month Resource Cost (inbound and outbound), toll free number, PRI Rental and the per minute call charges. The one-time charges and monthly costs should be mentioned separately. The bidder may provide any other financial details as deemed fit.

Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
 - To reject any/all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

Submission Details

Interested parties may send their proposals in two separately sealed envelopes consisting of the Technical bid and the Financial Bid and other details inside a sealed envelope super-scribing “QCI-Call Centre Proposal” to Assistant Director (Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by November 20, 5 PM.

For any further queries, you may please contact the below mentioned person:

Ms. Kanika Sethi: kanika.sethi@qcin.org