

Bihar Foundation

A registered society under Department of Industries, Govt. of Bihar
6th Floor, Indira Bhawan, RCS Path, Patna – 800001

Memo No - 502/B-F Notice inviting Quotation Patna, Dated 30.09.2021

Bihar Foundation is interested to establish a 2 seated national level helpline in Patna for Non-resident Bihari (NRBs). The helpline is aimed to provide general information, grievances redressal, membership registration and other works for the welfare of Bihari diaspora.

To better facilitate of Bihari diaspora support, Bihar Foundation is seeking to engage a 2-seater Helpline service from experienced and competent agencies for a initial period of 3 months under pilot project. After this period the project will be evaluated and based upon requirement a contract may be signed with agency for one year, which may be further extended for a period of one year subject to satisfactory performance of the agency. This helpline will function for six days a week and shall be open during the office hours (10:30am – 17:00pm).

Interested firms may submit their quotations in sealed quotation via registered post/courier/hand delivered to the office of Bihar Foundation. Quotation can also be mailed to osd@biharfoundation.in in password protected format only. All quotations whether submitted as physical form or sent via mail should reach us latest by 8th Oct, 2021 by 2:00 pm. All received quotations shall be opened on the same day at 3:00 pm in the presence of Purchase committee, chaired by Officer on Special Duty.

Terms & Conditions:

1. Prices should be quoted in INR with GST.
2. Quotation must be provided in the letter-head of the interested agency.
3. The agency must have valid GST number to be provided in quotation.
4. Agency shall be selected based upon the lowest prices quotation (L1)
5. Payment shall be made against the bill produced by the selected agency.
6. The undersigned reserves the right of partial/complete rejection of any quotation.
7. The financial bid should be submitted in prescribed format as per Annex-I

Sd/-

(Sushil Kumar)

Officer on Special Duty
Bihar Foundation, Patna

Primary Objective

1. This will provide an atmosphere and a feeling among diaspora that they are connected with their soil and that their voices are listened to.
2. The Bihar Foundation, with the help of these Help-line numbers can act as a bridge between the Bihari Diaspora and the Bihar Govt./Central Govt./other stateGovt./Non-Govt. agencies to provide timely help to the diaspora.
3. The Govt of Bihar will develop an effective platform of service to the diaspora in the form of Bihar Foundation through these Help-line numbers.
4. To facilitate the Bihari diaspora an opportunity to put their grievances and seek help on 'Help-line' numbers of Bihar Foundation.

Scope of Work

1. The call centre will deploy 02 employees, preferably whose roots are in Bihar and are well conversant in Hindi language.
2. The instruments to be used in the process will be of the said call centre.
3. All other process/ working will be monitored by the call centre.

The call centre shall be run by the duly recruited and well-trained personnel along with all software and hardware equipment within 15 days of receipt of work order.

- 1) The helpline will function for six days a week and shall be open during the office hours (10:30 am – 17:00 pm)
- 2) The helpline will provide
 - a) general information about Bihar Foundation;
 - b) general information about social security schemes of Govt of Bihar for migrant labourers;
 - c) general information related to well being of Biharis living in different parts of the country and the world;
 - d) provide information to connect the diaspora with the relevant Department of the Govt of Bihar;
 - e) interface for membership registration of NRBs,
 - f) redressal of grievances of NRBs and
 - g) provide general information with respect to furthering the objectives of Bihar Foundation.
- 3) The call will be recorded, and the agency shall provide a CD/DVD/pen drive of recorded calls to the Foundation every week.
- 4) Agency shall design software as per the requirement of the Foundation for proper handling and documentation
- 5) Agency shall provide reports to the Foundation on a daily, weekly, monthly, quarterly and annual basis.
- 6) The Agency shall provide a report to the Foundation in both hard (printed) and soft copy.
- 7) Foundation may suggest any change in the software from time to time and no extra charge shall be paid for that during the service period.

Process

1. A call of grievance/ help from the Diaspora through Help-line numbers will be received at the call centre.
2. Each and every call will be recorded and a running number will be provided to each recording to identify the same.
3. The employee at the front-desk will collect and save the details viz name, mobile number, native details in Bihar and the complaint/ help details.
4. The data collected viz the caller details/ details of help and the call recording will then be forwarded to the Bihar Foundation through e-technology.
5. The Bihar Foundation will go through the data received, and the data will be segregated at the Bihar Foundation and a running number to the grievance will be allotted.
6. The data will be shared to different Department/ Ministries/ agencies/chapters of Foundation for further necessary action.
7. The action taken to these grievances with their allotted running numbers will be shared back to the call centre on their desktop so that the same may be conveyed to the caller.
8. The call centre and the Bihar Foundation will prepare a monthly report of the callers and will reconcile the same.

(B) Facilities/Inputs provided to outsource agency by Bihar Foundation:

1. The Bihar Foundation will apply and seek for the allotment of a toll free number.
2. The Help-line number will be installed/used at call centre as hired, for incoming calls from Bihari diaspora.

(C) Eligibility & Qualification criteria

1. The said agency should be already working as call centre and needs to be well conversant in the process to achieve the objectives.

(D) Statutory & Contracted obligation to be complied with out source agency.

The quality of service as provided by the agency should confirm the following so as to satisfactory level for services delivered.

- 90% of the calls should be answered within 15 seconds.
- The agents should answer 99% of the inbound calls.
- The agent should be trained to appropriately answer the inbound calls and customer satisfaction should be measured on a regular basis. The customer satisfaction should be more than 7 on a scale of 10 measured on an average monthly basis.

The agency is expected to provide service in conformity to service level agreement. If the agency fails to provide service as per the service level agreement, it is given 3 days' time to rectify it.

- a) Even after the stipulated time of 3 days if the agency is not able to confirm to the service level agreement, the contract may be terminated.

- b) The contract period of the above project is 1 year, subject to satisfactory services provided by the agency, the contract may be renewed for a further period of one + one years.

In case of dispute

In case of any dispute, the Chief Executive Officer, Bihar Foundation shall be the final authority to decide on any issues pertaining to this agreement. The decision of the CEO will be binding on both parties.

FORMAT FOR FINANCIAL BID (ANNEX I)
(To be submitted on the letterhead of bidder)

To,
The Officer on Special Duty,
Bihar Foundation,
6th Floor, Indira Bhawan, RCS Path, Patna, Bihar (INDIA).

Subject: Financial Bid for the Selection of Agency for Helpline of Bihar Foundation

Sir,

With reference to the tender for “Selection of Agency for Helpline of Bihar Foundation”, we submit our financial bid as under:

Sl. No.	Requirement	Quoted Amount (in Rs.) for period of	
		Three months	One year
1	Hardware installation Cost		
2	Software installation Cost		
3	Deployment of 2 manpower for 6 days a week during office hours (10:30 am – 05:00 pm)		
4	Subtotal		
		Applicable Taxes	
		Total Amount	

Total in

Words:.....

Date:

Place:

Signatory)

(Name and designation of the Authorised