

**INFORMATION TECHNOLOGY DEPARTMENT
NEW DELHI MUNICIPAL COUNCIL
PALIKA KENDRA: NEW DELHI**

No. D/119/Dir (IT)/2015

Dated: 16/09/2015

M/s. _____

Sub: Budgetary offer for Operation and maintenance of Existing Call Centre.

Please quote your budgetary offer for **budgetary offer for Operation and maintenance of Existing Call Centre.**

In sealed cover duly subscribed with quotation no. and date. Your sealed quotation must reach this office dated 24/09/2015 by 3:00 P.M. Quotation received shall be opened at 3:30 P.M. on same date in the presence of suppliers or their authorize representative in room of Director (IT) at Room No. 7008, 7th Floor NDMC, Palika Kendra, New Delhi-110001.

It shall be responsibility of quotationer to ensure that their quotation reaches in time. As quotation received after the due date and time will not be entertained.

OBJECTIVE AND SCOPE

Background

NDMC is autonomous bodies/agencies under it provide large number of services to citizens. Like any other government it is responsible for providing various kinds of infrastructure, issue licenses/certificates and implement rule of law. The implementation in the field is not always as prescribed in rulebooks, which leads to discontentment amongst people. The Government accordingly needs mechanism for getting response of citizens it serves. Existence of a good feedback mechanism is a must not only to get feedback on what is happening in the field but also to identify weak points of governance, to take remedial measures whether systemic or procedural.

Since governments are typically large and work in many fields it is not possible for common citizens to know everything about it, its services offered to citizens and how one can get the same. This brings out the need of an efficient information dissemination system in the government. Thus, the government should have a good system for information dissemination and an efficient system of grievance handling system.

ABOUT NDMC

Delhi Set-up had recommended that a fresh law governing NDMC should be passed by the Parliament for proper organization and functioning of the New Delhi Municipal Council. Consequent upon enforcement of Constitution (Seventy Fourth Amendment) Act, several provisions in Punjab Municipal Act, 1911 had to be brought in tune with Part IXA of the Constitution before 31st May, 1994. Furthermore, there were several major differences between various functional regimes prescribed under the old law governing NDMC in comparison to the Delhi Municipal Corporation Act, 1957. It was generally recognized that there was need for a greater measure of commonality in the procedure adopted by the Municipal Corporation of Delhi and the New Delhi Municipal Council in matters relating to taxation, revenue, budgeting, contracts, accounts and audits, streets and sanitation, public health, public safety and suppression of nuisances etc. The following were the most important objectives.

i. To Provide New Delhi Municipal Council area with a new legislation repealing the Punjab Municipal Act, 1911.

ii. To bring uniformity as far as possible in building regulations, audit revenue and budgetary provisions in the Municipal Corporation of Delhi and New Delhi Municipal area; is marginal.

iii. To harmonize the law with the Constitution (Seventy-fourth Amendment) Act, 1992 with necessary exemptions and modifications under article 143ZB of the Constitution wherever departure has had to be made from the constitutional provisions. The provisions of Constitution (Seventy-fourth Amendment) Act, 1992 were brought into force with effect from 1st June, 1993 and the laws governing municipalities all over the country had to be harmonized in consonance with the provisions of Part IXA of the Constitution by 31st May, 1994. Consequently an Ordinance was promulgated on 25th May, 1994.

The National Capital Territory of Delhi (NCT) comprises three local bodies, MCD, NDMC and Cantonment Board. The Municipal Corporation of Delhi comprises approximately 96 per cent of the area and population of the Union Territory of Delhi. The Delhi Municipal Corporation Act, 1957 was amended in August, 1994 to bring it in tune with the Constitutional provisions of Part IXA. In respect of New Delhi Municipal Council, which consists of only 3 per cent of the area and 3 per cent of the population of National Capital Territory of Delhi, it was felt that a different kind of legal system be structured taking into account special characteristics of the New

Delhi Municipal Council area.

Following are the reasons:

- i. The New Delhi Municipal Council area comprises of the territory that has been described as Lutyen's Delhi and which has historically come to be regarded as the seat of central authority in Union of India.
- ii. It comprises of important buildings like Rashtrapati Bhawan, Parliament House, Supreme Court, North and South Blocks and buildings abutting Central Vista and also all the diplomatic missions which function as territorial entities under the sovereign jurisdiction of their Flag States.
- iii. The Government of India is nearly the sole landowner and also owns about eighty percent of the buildings in the New Delhi Municipal Council area. Private ownership of property in this area. Private ownership of property in this area is marginal.
- iv. Efficient function of the Municipal services in this area is critical for the internal image of the country and is a factor which has an important bearing on the functioning of the Government apparatus itself.
- v. Historically, this area has enjoyed a system of Local Government very different from other parts of the National Capital Territory. On account of these special characteristics, it was felt that any scheme for the governance of this area based on conventional pattern of representative local self-government, would be unworkable and out of place since the pre-eminent character of this area is that of the seat of the Central Government. Constitution of the Council. The Constitution of Council has been defined under chapter-2 of NDMC Act - 1994. The Council shall consist of the following members viz.
 1. (a) A Chairperson, from amongst the officers, of the Central Government or the Government, of or above the rank of Joint Secretary to the Government of India to be appointed by the Central Government in consultation with the Chief Minister of Delhi; (b) Three members of Legislative Assembly of Delhi representing constituencies, which comprise wholly or partly the New Delhi area; (c) Five members from amongst the officers of the Central Government or the Government or their undertakings, to be nominated by the Central Government; and (d) Two members to be nominated by the Central Government in consultation with the Chief Minister of Delhi to represent from amongst lawyers, doctors, chartered accountants, engineers, business and financial consultants, intellectuals, traders, labourers, social workers including social-scientists, artists, media persons, sports persons and any other class of

persons as may be specified by the Central Government in this behalf.

2. The Member of Parliament, representing constituency, which comprises wholly or partly the New Delhi area, shall be a special invitee for the meetings of the Council but without a right to vote.

3. Out of the eleven members referred to in sub-section (1), there shall be at least three members who are women and one member belonging to the Scheduled Castes.

4. The Central Government shall nominate, in consultation with the Chief Minister of Delhi, a Vice-Chairperson from amongst the members specified in clauses (b) and (d) of sub-section (1). Section 4(1,2&3) of the NDMC Act - 1994}

The Council unless sooner dissolved under section - 398 or any other law for the time being in force, shall continue for five years from the date appointed for its first meeting and no longer. {Section 5(1) of the NDMC Act - 1994} A Bill No. 55 of 1994 was introduced in the Parliament and the New Delhi Municipal Council Act was passed by the Parliament. After the Bill passed by the Parliament, consent received of the President of India, the Council was constituted on the 10th November, 1995. The first meeting of the Council took place on 23rd December, 1995, under the chairmanship of the Lt. Governor, Delhi (the Administrator of Delhi).

Boundaries

The NDMC area bounded by the junction of Pusa Road and Upper Ridge Road towards east along the New Link Road, the Panchkuian Road upto its junction with the Old Gurgaon Road; thence towards northeast along the Old Gurgaon Road and Chelmsford Road upto the New Delhi Railway Station; thence towards south and south east along the railway line upto its junction with the Hardings Bridge; thence towards south along the Mathura Road; upto its junction with Lodhi Road; thence towards south along the Lodhi Road; upto its junction with the first road leading to Lodhi Colony; thence towards south along the first road leading to Lodhi Colony upto its junction with the Ring Railway; hence towards south along the railway line upto its junction with Qutab Road; thence towards south along the Qutab Road upto to its junction with Kushak Nallaha; thence towards east along the Kaushak Nulla up to its junction with the Boundary of the Corporation and along the south boundary of the Medical Enclave upto its junction with the Ring Road near Gawalior Potteries; thence towards north-west along the Ring Road upto its junction with Kitchner Road, thence towards north along the Upper Ridge up to the starting point. {Defined in first schedule of NDMC Act - 1994}

Technical Requirements

The Service Approach:

- ✓ Based on the specific requirements of each and every client and vertical, our management team has started with robust outsourcing solutions to increase the quality and efficiency to generate value for our partners.

Benefits We Bring In:

- ✓ We emphasize on the redesign of the operations with higher efficiencies. When we take on a particular project. We deliver our Customers with the following benefits.

These Includes:

- ✓ Scalable solutions
- ✓ Smooth, efficient and predictable functioning of operations
- ✓ Improved process management and effectiveness
- ✓ Reoriented operations that are based on changes in business focus and strategy

1. PROCESS DETAILS for the NDMC call center

- ✓ Handling customer queries, complaint and feedback calls in Hindi and English.
- ✓ Tagging each call in the CRM for close looping.
- ✓ Acknowledgement and respective response through web, SMS and outbound calls.
- ✓ The Process will operate 24x7 (Except National holidays)
- ✓ Three shifts will be running the center
- ✓ Process shall remain closed on National Holidays
- ✓ Internal Security Mechanism would be incorporated
- ✓ NDMC Data Security Exchange of information & software, E-Mail and media

ANNEXURE 'A'

Existing Infrastructure Table-A (AMC required for a period of one year)

Sr. No.	Cost Head	No's
1	Computers	8
2	Server/Database/Data mining	1
3	Networking	6
4	Headsets	8
5	Software (CRM)	1
6	IVR	1
7	UPS	1
8	Printer	1
9	PRI (Security)	1
10	PRI	1

Table-B-II

Operational Cost (Recurring) (Requirement of Manpower)

Sr. No.	Cost Head	Number
1.	Call Center Operator	15
2.	Supervisor	2
3.	System Administrator	1

Terms and Conditions Proposal is inclusive of:

- ✓ 8 hours of login per agent per day
- ✓ Process will be operational 24x7
- ✓ Each shift of 8 hours
- ✓ Number of agents in the process 15 agents
- ✓ Total 3 shifts in a day with 5 agents each in Morning and afternoon shift and two agents in night shift & 3 agents on roster
- ✓ Each agent to work for 6 days in a week and 26 days in a month
- ✓ Telecom cost/toll free connections to be paid by NDMC on actual
- ✓ Facility, IT infrastructure to be maintained by firm

- ✓ Point to Point Connectivity / Dedicated Broadband (if required)
- ✓ The quoted prices are exclusive of service tax and other applicable taxes
- ✓ All Governmental / Regulatory levies and taxes as applicable would be billed at applicable rates
- ✓ Firm shall provide integration links with their internal systems
- ✓ The above prices quoted are considering the present minimum wages as per Delhi Government.
- ✓ The above price quoted are subject to change due to any increase in Minimum Wages, ESI and PF structure by the Government
- ✓ Taxes would be extra

Citizen Relationship & Grievance Management System (CRGMS) Aims

Aim of Call Centre the following -

To enable a citizen to interact with the Government for accessing various services and to lodge grievances. The citizen can use any communication mode (Voice - Landline - Fixed/Wireless, CDMA & GSM based cell phone), Interactive Voice Response (IVR), Internet, Chat, Email, Paper to interact with Government. To provide centralized help-desk for providing guidance/information to citizens on various services offered by the NDMC.

To set up a single access point having sufficient number of trained staff to reply to the citizens' queries received through any of the above communication modes.

To design a system that enables offline and online (web based) public grievance registration and information dissemination from the Call Centre as well as NDMC Citizen Service Bureaus (CSB), Departments and officials in the office of LG/ CM/ Minister/ Secretaries/ HODs. To generate a database of queries and grievance of the citizens to enable analysis to identify weak spots of governance to provide long-term solutions to the problems of citizens.

To develop a web based public grievance management system of Delhi Government which should be integrated with the CRGMS Call Centre, so that centralized monitoring of all grievances can be done effectively with proper escalation mechanism.

PROJECT BACKGROUND

The present system of grievance handling and information dissemination is not up to the desired level. The grievances received take long time

to get redressed and there is no escalation mechanism to ensure redressal of all grievances. In fact only those, which come from offices, like Rashtrapati Bhawan, P.M.O., L.G., C.M.O., Ministers, etc. Get priority as they are monitored under a separate category called VIP reference. By use of technology there is lot of scope for improvement in grievance redressal. The project envisages use of latest technology to increase citizen satisfaction with the government in the field of management of grievances and delivery of information to citizens on various services/schemes of the department.

EXISTING ENVIRONMENT

Present System

Information Dissemination

Government Department/agencies provide information through

- The officials handling the subject in the offices
- announcing various schemes in the media
- Help-desk/reception in the department/agency
- placing information in the form of simple FAQ on the website

Public Grievances Redressal

The expected system should be one where grievances can be lodged using any medium namely Voice - Telephone - Landline/Fixed Wireless, Mobile Phone - GSM/CDMA, IVR - Interactive Voice Responses, Internet - Form/WAP, or Paper based representation received by any Government Representative, Department, Citizen Service Bureau.

The main purpose is to

- i. Register Complaints & Grievance
- ii. Obtain action taken reports/proceeds on grievances lodged earlier.

Telephone/Mobile

Citizen will call up 126126 and give the grievance to the call agent who will key in the same into the system and issue a unique acknowledgement number to citizen for future reference and follow-ups.

IVR - Interactive Voice Response

Citizens calls up 126126 and selects IVR to file their grievance, instead of

going for the operator. The IVR guides the citizen and registers department specific grievance through the system. The system should generate a unique acknowledgement number for future reference and follow-ups. The IVR will be in English and Hindi.

Internet

Citizens should be able to file their grievance online by logging into website through a web based form. The grievance will be examined first by the Call Centre Executive and then re-directed to the concerned department official for necessary action. The examination is necessary as the Citizen may not address the Grievance to the right department. In case of wrong department put in by the Citizen the Call Centre Agent will cancel the previous transaction number and generate new number for the 'right' department which will also be communicated to the Citizens email id.

The Online CRGMS should also be accessible in future through WAP enabled mobile phones availing GPRS service provider's connectivity. In this case also the system should generate a unique acknowledgement number for future reference as in case of the present system.

Offline System

The HODs, officials should be provided with the front-end interface to upload the Grievances entered offline also in case the online option is not available. They should also be able to download on daily basis the pending Grievance Status for offline access during the day. The citizen should be given a unique acknowledgement number in case of offline transaction and should later be able to follow-up from the call center or internet using the same id.

Common application Software for Handling Public Grievances

The grievances received through these three modes will get into the common grievance redressed handling system. Based on selection of department, sub-office, subject and area, the grievance will get sorted and land in the inbox of the officer concerned. It will be the responsibility of the officer to take appropriate action on the same and write back action taken into the system against the relevant grievance. The complainant can access the action taken through Internet, IVR or call the Call Center and seek details telephonically.

The Government as well as the Call Center will be using common web-

based grievance handling system where status of the action taken with respect to a particular grievance will be updated regularly by the concerned action-taking department.

The Call Center is expected to be online whereas departments will access the software using dialup / ISDN / DSL / VSAT / Broadband / terrestrial wireless connection as and when required.

Director (IT)
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Budgetary Financial Proposal

Sr. No	Description	Per month rate	Per year rate
1	Deployment of manpower cost(As per Annexure 'A')		
2	AMC Cost (As per Annexure 'A')		