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TENDER No. S001-ITD01/23/2024-IT DIV-KSRTC-
HQDtd:16.05.2025

NOTICE INVITING TENDER (NIT) e-Tender

TENDER FOR "CALL CENTER COMMUNICATION AS A SERVICE (CCAAS)" MODEL IN THREE SHIFTS (24X7) FOR A PERIOD OF 3 YEARS

Disclaimer

The information contained in this Request for Proposal (RFP) Document is being provided to interested bidders on the terms and conditions set out in this Tender. The purpose of this Tender Document (hereinafter called RFP: Request for Proposal) is to provide interested parties with information that may be useful to them in making their pre-qualification, technical and financial offers pursuant to this RFP.

This RFP includes statements, which reflect various assumptions and assessments arrived at by the KSRTC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the KSRTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and

should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which may depend upon the interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The KSRTC accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on law expressed herein. The KSRTC , its employees and advisors, make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, costs or expenses which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP Document or arising in any way for participation in this Bid Process. The KSRTC also accepts 'noliability' of any nature, whether resulting from negligence or otherwise howsoever caused, arising from the reliance of any Bidder upon the statements contained in this RFP.

The KSRTC may, at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that the KSRTC is bound to select or appoint a Bidder, as the case may be, for the Project and the KSRTC reserves the right to reject all or any of the Bidder or Bids without assigning any reason whatsoever.

The Bidders shall bear all costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated

with any demonstrations or presentations which may be required by the KSRTC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the KSRTC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

Tender Details

A	Tender No. & Date	TENDER NoS001-ES02/ /2025-EST dtd.24/03/2025
B	Tender Details	E-Tenders are invited from interested parties for "Call Center Communication as a Service (CCaaS)" Model in Three Shifts (24x7) for a period of 3 years.
C	Place of Opening	Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram.
D	Tender Form Fees (Non-Refundable)	Rs.11,200/- (Rs. 10,000/-+ GST@ 12%) (Rupees Eleven Thousand and Two Hundred only)
E	Earnest Money Deposit. (EMD) EMD Exemption NOT allowed.	Rs. 2,00,000/- (Rupees Two Lakh Only)
F	Performance guarantee/ security deposit	Three-month Call Center Communication as a Service
G	Mode of Payment of EMD & Cost of Tender	Online through SBI Internet Banking/NEFT through e-procurement portal. EMD & Tender Fee should be remitted as a single transaction. Split payment is not allowed.
H	Mode of Submission of Tender	Tender should be submitted online through e-GP website www.etenders.kerala.gov.in
I	Contact address/ Telephone nos. for help in case of any doubt in e-tendering process (Help desk)	Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram. - 695004 Ph: 0471 - 2577088, 2577188; Toll free No.18002337315. e-mail: etendershelp@kerala.gov.in Website: www.etenders.kerala.gov.in
J	Tender inviting Authority	Chairman and Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, East Fort, Thiruvananthapuram -695023

Important Dates

SI NO	Particulars	Date and time
1	Date of release of tender	16/05/2025
2	Pre-Bid Date	22/05/2025
3	Online tender submission Start Date	23/05/2025
2	Online tender submission End Date	11/06/2025
3	Date of online Technical bid opening	13/06/2025
4	Date of opening of the price bid	Will be informed to the qualified bidders after technical-bid evaluation and publishing the results.

1. Introduction

Kerala State Road Transport Corporation (KSRTC) is the public transport undertaking in Kerala constituted under the provisions of the Road Transport Corporation Act, 1950 is presently operating a well established Courier & Logistics services in Kerala and in the nearby States by using its wide network of buses.

KSRTC has computerized the Courier & Logistics services since June 2023 to become the first choice for customers by providing fast and cost-effective services in transporting and delivering couriers & parcels of customers.

II. Purpose of Tender

KSRTC intends to establish a dedicated Call Centre to function as a help desk for passengers, providing information, addressing queries, and handling complaints related to KSRTC services. The Call Centre will serve as a crucial point of contact between KSRTC and its customers, enhancing service quality and customer satisfaction.

2. Scope of Work /Implementation Model

1. KSRTC envisages the KSRTC call centre on a "communication as a service" model.
2. KSRTC call Centre will have the multi-lingual capacity and will be established by CCSP for inbound and outbound calls from across India.
3. The calls will be handled by a call centre agent in Malayalam, English, or any of the language as desired by the caller (as detailed in subsequent section). Based on experience, some of these calls may be automated and handled through Interactive Voice Response (IVR) for which the protocol will be provided as needed by the KSRTC.
4. The call centre agents/staff shall be required to work from bidder's office at **Trivandrum** as a regular/standard operating model.
5. Service levels along with all terms and conditions provided in this RFP shall be applicable as is.
6. CCSP shall also need to allocate 2 seats for KSRTC officials in its office premises at no additional cost to KSRTC.
7. Based on standard operating procedures (SOP) of KSRTC the calls may be routed/transferred/forward the cases to the concerned departments within the KSRTC eco-system and outside agencies/departments using proper escalation mechanism and vice-versa. It is further clarified that such routing and/or transferring and/or forwarding may happen either during IVRS or during agent interaction i.e. at any point of time during the inbound/outbound call. All costs and technology support related to above activities shall be borne by the CCSP.
8. The Call Centre shall have capacity to implement new processes – inbound and outbound as per requirements

without disruption to ongoing processes, service levels, business as usual.

9. The selected bidder (hereinafter to be referred as 'Call Centre Service Provider-CCSP') shall provide the required IT Infrastructure/solution (Hardware/Software).
10. Call Centre Service Provider to always ensure the business continuity during the contract period.
11. The Standard operating procedure of grievance-handling and information-sharing between the **concerned departments within the KSRTC eco-system and outside agencies/departments using proper escalation mechanism** The Inbound telephony costs related to Toll-Free Number (service provider shall be selected by KSRTC) and outbound costs shall be borne by KSRTC and all other cost/expense are to be borne by CCSP.
12. The cost related to infrastructure (for inbound and outbound), systems etc. shall be borne by the Call Centre Service Provider.
13. It is also clarified that- for all processes inbound/outbound the first point of contact shall preferably be IVRS and other digital technologies as may be proposed by the bidder as part of its solution. However, KSRTC may specify certain campaigns where no agents-based calling will be required, and the calls shall only be delivered through IVRS and may also specify such campaigns where only agent- based calling may be there. Call Centre Service Provider shall be required to deliver services accordingly.
14. The Project must go-live within 45 days from date of issuing workorder. The following shall be definition of go-live-
 - a. Provisioning of all agents by the selected Call Centre Service Provider (as per the work orders to be provided by KSRTC)
 - b. Provisioning of entire Infrastructure and Technology as per scope defined herein
 - c. Integration with KSRTC's IT System.

- d. Completion of training of all agents of Call Centre Service Provider
 - e. Acceptance by KSRTC
 - f. The go- live shall mean go-live of the entire project and not a go-live of a particular phase of the project.
15. Post go-live the service provider shall provide additional agents and required infrastructure necessary to meet the SLAs. However, additional campaigns shall be as per the subsequent work orders to deliver the work. It is further clarified that it shall be up to the CCSP to deploy the manpower it deems appropriate to meet the SLAs.
16. The project shall be for a duration of **three years from the date of go-live** and further extendable to **one more year at the same terms**, conditions and rates as stipulated/discovered under this RFP. However, the discretion for extending the contract shall rest with the KSRTC on the terms and conditions provided under this RFP and acceptance of both the parties.
17. Access to relevant details will be provided by KSRTC to the Call Centre Service Provider which shall be used for addressing queries related to beneficiaries, citizen and other stakeholders. The Call Centre Service Provider shall be required to establish integration with KSRTC's IT System through APIs.
18. A review meeting with Senior Officials or Project team may be called upon from time to time. It is clarified here that KSRTC shall not make any additional payment in respect for any travel made for this purpose.
19. IT security requirements are provided of this RFP which needs to be complied by the Call Centre Service Provider.
20. Call Centre also shall have the capabilities to run certain projects, where no agents-based calling will be required, and the calls shall only be delivered through IVRS.
21. The Call Centre shall be operational 24x7 throughout the year for all helplines unless otherwise approved by KSRTC.

22. The attendance of the agent shall be monitored through login key credentials where he/she is available at seat for answering of calls. A system-generated report shall be submitted by CCSP to KSRTC based on the frequency decided by KSRTC.
23. CCSP shall also have the provision of tracking attendance for agents through bio-metric/face-auth in office premises and a system-generated report needs be shared around the same as and when required by KSRTC.
24. Based on experience, some of these calls shall be automated and handled through Interactive Voice Response (IVR) for which the protocol will be provided to the CCSP.
25. Feedback shall be taken through IVRS for 100% inbound calls and as per KSRTC requirements for outbound.
26. Based on Standard Operating Procedures (SOP) the calls will be routed to **concerned departments within the KSRTC eco-system and outside agencies/departments using proper escalation mechanism**
27. The SOP of grievance-handling and information-sharing between the **concerned departments within the KSRTC eco-system and outside agencies/departments using proper escalation mechanism** will be followed.
28. Weekly, Monthly and Quarterly Business Reviews will be conducted with the CCSP by KSRTC officials.

3. Description of Services

After selection of Call Centre Service Provider through this RFP process, the Call Centre Service Provider will be required to deliver the services as per the requirements detailed in this section.

3.1 Business Services

It is envisaged that all processes shall have different dedicated Toll-free/Short code numbers.

3.2 Inbound call services

Following shall be the key functions of the call Centre

- a. Ensure each Passenger/stakeholder/citizen is treated with respect, consideration and sensitivity.
- b. Provide information on Online reservation/other program/ BTC packages, Courier tracking,concession portal status ,refund details, vehicle position
- c. Address the information needs of Passenger and beneficiaries and other stakeholders across the country including from states.
- d. Registersystem-based escalation of complaints/grievances (based on timeframe for resolution/ nature of grievance/ automatic escalation based on escalation matrix) and record their closure/resolution in the national portal.
- e. Bidder to ensure inbound operations to be 24 x 7*365 or as approved by KSRTC for different helplines.

3.3 Outbound call services

The KSRTC Call Centre provides outbound call services to enhance passenger engagement, address queries, and support key initiatives related to transportation services. These services are tailored to improve customer satisfaction, gather feedback, and assist in the implementation of critical projects that align with KSRTC's mission of providing safe, reliable, and efficient public transportation.

Key outbound campaigns managed by KSRTC include:

1. Passenger Feedback Campaigns: Collecting feedback on travel experiences to improve service quality.
2. Travel Assistance Calls: Offering support for passengers regarding schedules, ticketing, and other inquiries.

3. Safety Awareness Campaigns: Educating passengers on safety measures during travel.
4. Coordination with Bus Depots and Stations: Ensuring smooth operations across KSRTC's extensive network.
5. Special Projects Support: Conducting calls for specific initiatives such as digital ticketing adoption or infrastructure-related updates.
6. Event and Webinar Follow-Ups: Engaging stakeholders for feedback or further action related to KSRTC events or initiatives.
7. Emergency Response Campaigns: Supporting passengers during unforeseen disruptions like natural calamities or health emergencies.

Note

1. The Call Centre Service Provider shall provide inbound and outbound voice call services in all the regional languages (including Malayalam and English).
2. Most of the queries / grievances may be resolved by the Call Centre Executives/Agents using the information available however for unresolved queries / grievances, the Call Centre Service Provider shall forward the cases to the concerned departments within the KSRTC eco-system using proper escalation mechanism.
3. Outbound call service shall be used to respond to queries / grievances of stakeholders not hitherto resolved earlier or for any specific survey or for pro-actively obtaining feedback on services delivered or any other scenario as decided by KSRTC. The redial attempts to be made minimum 3 in number. The follow-up on connected call has to be dealt case to case basis.
4. The outbound calls shall also be provided in the regional languages or in any language so desired by the stakeholder, with the allocation of data being daily and/or weekly.
5. The Call Centre Service Provider shall work jointly with KSRTC to identify problem and queries for which the current Standard Response Template (SRTs) or FAQs do not provide any answers. These may be shared with KSRTC on regular

basis and new SRTs or FAQs may be prepared by coordinating with KSRTC. The Call Centre Service Provider shall also work closely with KSRTC in developing workflow, escalation procedures and reporting mechanism for resolution of queries/grievances.

3.4 e-Mails process

The selected service provider shall handle emails process.

4 Infrastructure and Technology

- 4.1 The Call Centre Service Provider shall provide Call Centre services on an outsourced model. Cost of the entire necessary infrastructure such as IVRS, Software, Application, Dialer, CRM, softphone, headsets, connectivity etc. shall be borne by the Call Centre Service Provider.
- 4.2 The Call Centre Service Provider shall be responsible for procurement and deployment of the routers (primary and secondary) DR site. The Call Centre Service Provider shall be responsible for maintenance of the routers placed in DR site.
- 4.3 The routers provided by the Call Centre Service Provider must have at least 1 Gigabyte FC multimode port or higher.
- 4.4 The KSRTC shall provide the required space, infrastructure, etc. in its premises to install Media Gateway for outbound dialing.
- 4.5 The Call Centre provider shall ensure an adequate number of PRIs configured required to answering all calls landed under different queues in Inbound and for executing different Outbound campaigns, depending on the volumes.
- 4.6 Details of workstation configuration and other arrangements needed to be provided by the Call Centre Service Provider is listed below-

#	Component	Recommended Minimum Configuration
1	System Configuration (Can be decided by the Call Centre provider shall)	Processor: - Core 2 Duo 2.4 Ghz or higher Memory: - 8 GB RAM or more Display: - Super VGA with a resolution higher than 1024 x 768 Operating System: - Windows 10
2	Softphone	The Call Centre Service Provider is required to

		provide softphone
3	Headset	Compatible Headset for 100% workstation, with Y-jacking facility in at-least 25 % of the workstations. Headset quality should be at par with market standards with features like noise reduction etc. to ensure high level of service and customer experience

5. **Business Continuity Plan**

- a. CCSP shall submit a Business Continuity Plan within 45 days of signing the contract and get it approved by KSRTC management for ensuring business continuity in any situation. It should include both aspects – IT systems and human resources.
- b. Business Continuity: The Service Provider must provide a comprehensive Business Continuity Plan (BCP) to ensure the continuity of services in the event of a disruption.
- c. **Business Impact Analysis (BIA): The Service Provider must conduct a BIA to identify the potential impact of operational disruptions.**
- d. Recovery Time Objective (RTO) and Recovery Point Objective (RPO): The Service Provider must adhere to the defined RTO and RPO. They must ensure that the services can be restored within the agreed-upon RTO and that the maximum tolerable data loss does not exceed the defined RPO.
- e. Technical & IT infrastructure preparedness for lockdown situation or any other situation which threatens business continuity needs to be provisioned by Call Centre Service Provider and audited by KSRTC regularly.
- f. Multiple sites in the same location (Trivandrum), different geographical location in India. Geographical spread of agents in different locations with enablement of training/cross training of resources on inbound/outbound processes is necessary depending on the need under BCP.

6. **Intelligent IVRS Solution**

The Call Centre Service Provider shall also provision an Intelligent IVRS for the KSRTC call centre which meets the below requirements-

- a. IVRS must have features of 'key press input' and 'speech to text'.
- b. IVRS must provide multi-lingual language selection option to the caller (beneficiary/various stakeholders) and all the pursuant information as provided in the IVRS shall be in the language selected by the caller.
- c. KSRTC envisages the use of IVRS system to not just act as merely a filter options but also to act as conversational, informative and transactional based system for the callers. The objective of IVRS is to enable human like interactions of the system with the caller to solve most of their queries through IVR systems which possibly includes automation/integration with any other application as per the requirement. The Call Centre Service Provider shall devise such IVRS which provides options to callers and shall itself solve certain problems/queries of the callers without being re-directing the call to the agents. The overall objective is to make an intelligent IVRS system which attends to queries of the callers and make outbound calls to the various stakeholders.
- d. The IVRS shall run on 24 x 7 x 365 basis i.e. round the clock and round the year.
- e. Music on hold and ability to upload specific recordings.
- f. Call Centre Service Provider shall augment IVRS design workflows from time-to-time to improve caller's experience.
- g. Call Centre Service Provider shall also provision for outbound calls, through IVRS, for some standardized messages/surveys to be made or to reduce the pendency of outbound calls. Such IVRS calls may also be made on non-working days except national holidays. Additionally, incase KSRTC desires to conduct certain surveys through IVRS (including capturing any

feedback/responses) then the same may be provisioned in IVRS at no extra cost to KSRTC.

- h. Direct routing of calls to the agents shall be done through IVRS as each call shall land at IVRS only at the first instance.
- i. The solution must also provide for missed call facility and should have the capability to obtain the appropriate phone number to be contacted, and the appropriate time within 24 hours for the call back.
- j. IVRS should be able to record caller's feedback on a scale of 1-5 (with 5 being the highest) signifying level of satisfaction of the caller and the same shall be mandatory at the end of each call. Some standardized calls which convey a standard message should be enabled through automated IVRS calls.
- k. Auto-recognition of the caller on IVRS should be enabled through some key identifiers like registered contact number.
- l. The bidder is responsible for creating the IVR tree structure in collaboration with KSRTC while following their guidance and obtaining approval. KSRTC reserves the right to recommend modifications or personalization's to the IVR tree structure, which CCSP must implement within 15 business days without any additional fees.
- m. The bidder must have the capability to set up an additional language in the IVR if requested by KSRTC.
- n. The bidder must possess the capability to set up essential messages on the IVR system during the wait time, without imposing additional charges. KSRTC shall approve the message's content and duration.
- o. IVRS should have the ability to transfer calls within the processes as requested by the caller or as required as per the process without any additional cost to KSRTC.

7. Customer Relationship Management (CRM) and Software Solution-

- a. The Call Centre Service Provider shall provision for a CRM and Software solution for the KSRTC call center which meets the below requirements-
 - i. To build and deliver services for the envisaged call centre.
 - ii. Must provide automated call capture. The solution must provide for all features in an automated way with the agent need not do anything manually except for answering calls and taking notes.
 - iii. Automated call distribution (ACD) (including quality monitoring tool) with intelligent routing features to various agents once the caller requests to direct the call to agents on IVRS. It is clarified that call routing to various agents must be based on algorithms and not on manual interventions. It must be able to distribute calls to all the agents in an equitable way and not just to one or two.
 - iv. Access to quality monitoring tool (in ACD) to be provided to KSRTC officials.
 - v. Must provide access to application interface to various agents.
 - vi. It should enable geo-location facility which automatically identifies the caller by location.
 - vii. Call data management- the solution must have the capability to capture every detail related to a call like a caller's information and other call data from each incoming or outgoing call will be and to store the same in the database system.
 - viii. Agents must be able to schedule automated calls.
 - ix. Agents must have access to information and knowledge in real-time to deliver the correct

information to callers during calls. The solution must have case management capabilities.

- x. Calls should only be enabled on desktops/laptops only and not on mobile phones of the agents.
- xi. The solution must scale at ease (as and when requested)
- xii. The solution must provide for 100% call recording.
 - 1. CCSP must store all call related data (including call recordings) and shall provide uninterrupted support and access to record and information to KSRTC.
 - 2. KSRTC shall have full access rights to the call records and pull them as and when needed. The CCSP will be able to access the call records only after seeking approval of KSRTC. No data will be used or taken out for any purpose which is not directly or indirectly connected with KSRTC call centre operations.
 - 3. The call recordings retention period (from the date of call) shall be minimum 3 months (90 Days). Post that CCSP shall either transfer all such data to KSRTCs Data centre (at no extra cost to KSRTC) or shall purge the data after approval of KSRTC.
- xiii. Dashboard for call queue (waiting, answered, dropped)
- xiv. Roles based access controls.
- xv. The solution must have the features which includes agent training programs, knowledge base applications, case tracking and caller history details. Training of every agent (additionally to design user manuals) on the technology solution and how to use
- xvi. Analytics and reporting on data related to calls but not limited to the following-

- a. Average wait time
- b. Call hold time
- c. Call reporting (start and end of call)
- d. Agent's productivity
- e. Number of calls missed.
- f. Duration of calls etc.
- g. Number of calls resolved by IVRS as First Point of Contact (provided the caller doesn't request for talking to agent (must press 'No' key) and provide feedback for the call as 4 and above on a scale of 1-5)- resolution rate %
- xvii. Number of calls resolved by agents as second Point of Contact- resolution rate %
- h. Average call response time (This is the average time taken by callers waiting in a queue to be attended by an agent or IVRS)- Average Speed of Answer (ASA)
- i. Average call handling time, (This is the average amount of time during which agents or IVRS work with callers, including actual talk time, hold time and after call work / wrap up time)
- j. Abandoned call rate (%) (This is the percentage of calls abandoned by a caller when a caller is in agent/IVRS queue)
- k. Average delay before abandon (This the average time spent by callers in agent/IVRS queue before abandoning calls)
- l. Repeat call rate (%) (This is the number of calls relating to a previous ticket/complaint number)
- xviii. Lodging of grievance in the KSRTC system, close looping of the cases as & when required, reports as per KSRTC formats periodically.
- xix. The software should be capable to record all call history and can be shared with KSRTC periodically.
- xx. For all service requests and complaints, a distinct identification or ticket number will be created and monitored until they are resolved.
- xxi. When submitting a complaint or request, it is advisable to send an SMS to the number of the

person who called, featuring a distinct identification or ticket number. SMS also need to be sent to the callers to provide useful information

- xxii. The advisors should be responsible for gathering pertinent details from callers to document communication. This process should work in conjunction with necessary KSRTC applications.
- xxiii. The bidder shall provide KSRTC with all the data of this application as and when required by KSRTC or as per the decided frequency.
- xxiv. The software must be capable of retrieving IVR usage data from callers, such as selected options and entered details, starting from when the customer reaches an advisor.
- xxv. The CCSP shall be required to integrate its CRM and/or other tools with the helpdesk tool provisioned by KSRTC or its authorized Agencies.
- xxvi. CCSP shall also be able to integrate its CRM with IT infrastructure provisioned at KSRTC so that the data captured through the application can flow into DWH (Data Warehouse) which KSRTC can retrieve anytime for generating different reports/dashboards.
- xxvii. It is also to be noted that KSRTC, may at any time by giving a reasonable notice period, ask the CCSP to replace the CRM provided by the CCSP with any other CRM (provided by KSRTC). In such cases, KSRTC shall have the right to de-scope the CRM of CCSP for the balance period.
- xxviii. The CCSP shall also be responsible for integrating the new CRM (one which replaces the CRM provided by CCSP) with the entire call centre ecosystem including the helpdesk tool of KSRTC's vendors, at no additional cost.
- xxix. CCSP to implement all CRM changes/customizations as needed, for example,

after the launch of any new process or in the case of any changes/updates required for an existing campaign.

xxx. It should be noted that the software should be capable of meeting any other demand by KSRTC that is not clearly listed in the above scope of work relating to CRM & software solution. For example, adding any L1 omnichannel assistance such as chats, automation emails, social media help, and so on.

8. **Human Resource Requirements**

8.1 The Call Centre Service Provider to deploy adequately skilled and trained human resources for answering calls, to provide a consistent and high-quality experience. To ensure this KSRTC would expect the Call Centre Service Provider to deploy below resources but not limited to -

1. Executives/ Senior Executives
2. Team Leads

The Call Centre Service Provider is required to do the resource planning and resource deployment while maintaining the minimum qualification as mentioned in the table below:

Note-

1. All resources must have basic computer knowledge i.e. ability to use computer, MS word, MS excel, understanding of IT applications, CRM etc. The following are minimum resource requirements that the bidder to provide for KSRTC's processes mentioned in this section-

#	Resource Type /Profile	Minimum Qualification	Minimum Experience
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1	Executive	<ul style="list-style-type: none"> ●Graduate/Undergraduate (Undergraduate can only be up-to 30% of total Executives and Sr. Executives) ●Ability to speak English and Hindi proficiently and the regional official languages as may be specified by KSRTC 	<ul style="list-style-type: none"> ●Minimum 06 months experience in contact centre /BPO operations
2	Senior Executive	As above	<ul style="list-style-type: none"> ●Minimum 1 year experience in contact center/BPO operations

2. CVs of all resources deployed in the process along with summary sheet of Qualification and experience will be shared with KSRTC at start of the process.
3. Thereafter, on each replacement in the process, CV must be shared with KSRTC.
4. KSRTC reserves the right to interview and approve/reject the candidates.

8.2 Manpower Deployment Requirement

8.2.1 The selected bidder shall ensure deployment of trained call centre agents as follows:

- **Day Shifts (08:00 AM to 06:00 PM) – Minimum 6 agents**
- **Night Shifts (06:00 PM to 08:00 AM) – Minimum 4 agents**

Shift timings may be modified by KSRTC with prior notice based on operational needs.

8.2.2 The bidder shall ensure:

- Minimum availability of the prescribed number of agents at all times.

- Sufficient relievers for leave/absence.
 - Supervisory personnel for quality assurance and reporting.
- 8.2.3 Non-compliance in staffing levels shall attract penalties as per SLA.

8.3 Flexibility in Manpower Deployment :Adjustment in Manpower Requirement

- 8.3.1 KSRTC reserves the right to **increase or decrease the number of call centre agents** based on operational requirements during the contract period.
- 8.3.2 The bidder shall provide a per-agent monthly cost (included in the Manpower Rate above), which shall be used to calculate pro-rata adjustments in the monthly payment, in case of any change in the agent strength.
- 8.3.3 Any such change shall be formally communicated by KSRTC, and the bidder shall be bound to comply within 7 working days without disruption in service delivery

8.4 Additional Terms and Conditions-

- 8.4.1 Call Centre Service Provider needs to ensure the optimum no. of resources in the ratio and organization structure as suggested above to ensure smooth operations at no extra cost.
- 8.4.2 All executives/senior executives ('Agents') shall handle all the incoming/outgoing calls/queries/complaints etc. received at KSRTC call center, however depending upon the requirement from KSRTC's end, the Call Centre Service Provider shall have to provide group of skilled Ex./Sr Ex. as per KSRTC's requirement, i.e. specialized 'Agent Groups' handling different set of queries/complaints for different categories/Campaigns.
- 8.4.3 All resources involved with KSRTC call center operations will adhere with KSRTC's security guidelines. Call Centre Service Provider shall keep NDA or Background check

records of each employee. KSRTC may seek these records for inspection, anytime during the contract.

- 8.4.4 Call Centre Service Provider to propose resources to be deployed on the project. Once the resources are approved by KSRTC then only the same shall be deployed on the project. All proposed CVs must be duly signed by the Head of Human Resources of the Call Centre Service Provider and shall be shared with KSRTC 48 hours prior to their deployment in the format prescribed by KSRTC.
- 8.4.5 KSRTC reserves the right to ask to replace any resource, any-time during the execution of project, to which the Call Centre Service Provider shall always comply with, at no additional cost to KSRTC.
- 8.4.6 Different profiles need to be proposed against different roles. All resources proposed by the bidder must be deployed on the project. KSRTC reserves the right to interview resources proposed by the Bidder.
- 8.4.7 KSRTC does not encourage replacement of resources unless it has been explicitly asked for by KSRTC. If, however, due to some pressing needs, the Call Centre Service Provider proposes a replacement of resource, the proposed resource shall have similar/ better profile as compared to the resource being replaced with regards to Academic Profile, Relevant Work Experience and Relevant Technical Expertise.
- 8.4.8 The resources proposed shall necessarily be Indian citizens. The Call Centre Service Provider shall undertake necessary due diligence to ensure that the personnel deployed have a high level of integrity, discipline, decorum and high standard of trustworthiness.

8.5 Training

8.5.1 Orientation Workshop by KSRTC

- 8.5.1.1 An initial briefing/orientation workshop shall be conducted by KSRTC either at KSRTCs premises or

through electronically or at Call Centre Service Provider's premises to provide process training related to scheme, KSRTC's eco-system. The Call Centre Service Provider shall be required to identify master trainers who shall attend such training. Below is the tentative agenda of the training: -

- a. Introduction to KSRTC information.
- b. Possible complaint types and its resolution
- c. portability Issues and other related issues

8.5.1.2 The orientation workshop will help the Call Centre Service Provider for smooth roll out of the initial batches and shall also help Call Centre Service Provider in designing IVRS as per requirement. Thereafter, based on the workshop, KSRTC Training Module the Call Centre Service Provider is expected to develop a training module & a test process for on-boarding of future resources and submit the same to KSRTC for review and approval within one calendar month of go-live date.

8.5.1.3 KSRTC will review and approve the training module and the test process. In case of any changes suggested by KSRTC, changes shall be incorporated and submitted to KSRTC within 15 days from the date of suggestion. It should be revised and submitted for approval every quarter. Standard Response templates (SRTs) may require to be changed very frequently which will be communicated to Call Centre Service Provider on need basis. Subsequently, Call Centre Service Provider shall update the training modules and impart internal trainings to Agents on the floor.

8.6 Resources Training

8.6.1 The Call Centre Service Provider shall be responsible for conducting scheme specific resource on-boarding training. This training shall include training of Applications/tools, basic call handling skills, KSRTC's

ecosystem specific knowledge & services, soft skills, etc.

- 8.6.2 The Call Centre Service Provider is also expected to evaluate each trainee's performance through appropriate test process & mock calls certification process as approved by KSRTC. The resources clearing the training evaluation test shall be forwarded for on-job training. The period for on-boarding training should be at least 7 working days. The Call Centre Service Provider is required to maintain the results and evidence of training evaluation test and evidence for attending training for each trainee and make them available to KSRTC or third-party auditors as and when requested by KSRTC. At no time, any resource not clearing the evaluation test should be deployed to the KSRTC's project.
- 8.6.3 An agent should receive sufficient training facilities on KSRTC Business processes and guidelines, which should include access to appropriate rooms furnished with whiteboards, projectors, and other essential equipment.
- 8.6.4 Training material to be approved by KSRTC .
- 8.6.5 Mandatory 7 days process training at time of joining.
- 8.6.6 Cross training of resources between multiple processes can only be initiated with KSRTC's approval, if required.
- 8.6.7 On-Job-Training of 15 days to be conducted
- 8.6.8 Refresher training to be conducted fortnightly mandatorily.
- 8.6.9 Attendance sheet and scores maintained for audit by KSRTC.

8.7 On-Job Training (OJT)

- 8.7.1 The Call Centre Service Provider shall also be responsible for providing on-job training to resources qualifying the training evaluation test.

- 8.7.2 The period for on-job training for each resource should be of at least 15 days post clearing the training evaluation test. During the on-job training, it is mandatory that the Ex/Sr. Ex handle live calls at least for 2 hours every day.
- 8.7.3 The number of people hired as per process requirements, along with Attrition replacements will be part of the 15 days OJT program. This program ends in final certification of the agent to attend calls independently.

8.8 Refresher Training

- 8.8.1 Fortnightly refresher training shall be conducted by CCSP process trainers, based on the training need identified of the agents (Queries received, Areas where agents find it difficult to answer, process updates received from KSRTC). Each session shall end with a brief assessment. Record of attendance & assessment scores to be maintained for audit purposes by KSRTC.
- 8.8.2 As and when new process updates are available, KSRTC may conduct re-fresher training for the Call Centre Service Provider's resources deployed on this project. The refresher training will be on a Train the Trainer basis.
- 8.8.3 If the training is organized at KSRTC's offices, the trainees of the Call Centre Service Provider are required to travel to KSRTC's office (cost to be borne by the Call Centre Service Provider). KSRTC will try to intimate the Call Centre Service Provider at least 7 days prior to training date, for necessary travel arrangements.
- 8.8.4 It is clarified here that KSRTC shall not make any additional payment in respect for any travel and accommodation made for this purpose.
- 8.8.5 As and when new process updates are available, all Ex./Sr. Ex.'s are required to mandatorily complete

the refresher training resource within a weeks' time. The Call Centre Service Provider shall provide an undertaking to KSRTC post completion of training of all agents.

Note –

All training results to be shared with KSRTC on regular basis.

9. Quality Assurance

9.1 The Call Centre Service Provider is expected to deploy dedicated quality assurance team for the entire duration of the contract. The quality assurance team should be independent of the operations and training team. The quality assurance team should have the facility of remote screen viewing of agent workstations and remote call listening. The quality assurance team is responsible for the following, but not limited to-

- i. Monitoring at-least 15% calls of all **Ex./Sr Ex.** during on-job training period.
- ii. Monitoring the performance of CCEs and Sr. CCEs on the basis of pre-approved Quality Template reviewing 5% of the total monthly calls done (Inbound + Outbound) by CCE/Sr. CCE
- iii. Reviewing at-least 50 calls per Ex. and Sr Ex. per month. Reports are to be sent to KSRTC on a weekly/monthly basis.
- iv. Providing feedback and executing Continuous Improvement Plan (CIP) in order to exceed the target service levels mentioned in this RFP.
- v. Regular improvement status will be monitored by CCSP quality team and the intimated to respective stake holders including KSRTC.
- vi. Actions shall be initiated on defaulters according to the guidelines. Performing root cause analysis

for repeated failure in service delivery and sharing the report for the same with KSRTC.

- vii. Providing help in the existing training modules, frequently asked questions, etc. that help improves in-house operations as well as provide analysis for KSRTC Eco-system partners.
- viii. The Quality template having specific quality parameters will be shared with the Call Centre Service Provider only.

10. **Reporting and Analytics**

- a. Call Centre Service Provider shall provide a Reporting/Analytics team to prepare performance dashboard of the call centre operations, this shall include (but not limited to) all service level parameters mentioned in this RFP. This reporting/MIS team may or may not be dedicatedly assigned for KSRTC operations.
- b. Access to all dashboards shall be provided to KSRTC officials.
- c. The first cut of the performance dashboard shall be prepared and submitted to KSRTC for review and approval within 15 calendar days from the date of go-live. The first cut of the performance dashboard shall contain all the operational service levels mentioned in this RFP
- d. KSRTC shall provide the feedback and suggestions within 7 working days of submission of the performance dashboard.
- e. The performance dashboard should be finalized within 20 days from the date of KSRTC' feedback and expectations.
- f. In addition, this team should also be capable of generating Ad-hoc/customized reports/ MIS as per KSRTC's requirement.
- g. The report format shall be flexible and shall be made available either in excel, pdf, txt or any other user-friendly structure/format on the request of KSRTC from

- time to time. The report should be configurable to be e-mailed to a defined mailing list.
- h. CCSP should be able to analyze the call recordings and provide the dashboard of trending words fortnightly or as per KSRTC requirement.
 - i. Detailed BCP Plan and Quarterly audit of BCP by KSRTC IT and Call center team
 - j. SLA Dashboards showing the variance from contracted levels of performance
 - k. CCSP should be able to provide an Online Dashboard (using Power BI, Tableau or any other application/technology) showcasing the performance for different Inbound/Outbound campaigns with National/State Level view as needed by KSRTC
 - l. Operational review findings and process recommendations
 - m. Overall responsiveness of the call center to address strategic issues identified in previous reviews.
 - n. KSRTC shall further have the right to ask the CCSP to develop reports that enable easier review of performance, invoices etc.

11. **Security Requirements for Call Centre**

As part of this project, the Call Centre Service Provider is required to address basic security hygiene in its infrastructure to ensure confidentiality, integrity and availability of KSRTC related data processed by the Call Centre and other confidential information of KSRTC. The Call Centre shall take all reasonable measures to ensure the confidentiality, integrity and availability of caller and KSRTC information available with the Call Centre. This includes having an appropriate governance structure, policies, procedures etc. to ensure that Information security is maintained at all times by the Call Centre. Detailed requirements are provided in annexure VII of this RFP.

- a. The end user computing devices (laptops / desktops) should have appropriate security solutions such as (Anti-Virus – Anti Malware etc.) to avoid security breach.
- b. All assets used by Call Centre (business applications such as Phone, operating systems, databases, network etc.) for the purpose of delivering services to KSRTC under this project shall be identified, labelled and classified.
- c. List of authorized personnel having access to KSRTC resources shall be maintained, updated and shared with KSRTC on a quarterly basis.
- d. Only authorized individuals shall be provided access to information assets processing such as CRM, other applications, call recordings etc.
- e. Call Centre facility or area used for calling or taking calls from the beneficiary, citizen or any stakeholder shall be restricted with electronic access control and access shall be provided on the need basis and least privilege based on approval.
- f. Periodic reconciliation of various access (logical and physical) shall be performed by Call Centre
- g. The Call Centre Service Provider shall conduct background checks for its entire staff working in this assignment. Background checks should cover at least verification of following – education qualifications, criminal record, employment history etc. Call Centre Service Provider shall share the results of background check with KSRTC within a maximum period of 15 days of such resource onboarding.
- h. All staff shall sign a confidentiality agreement/NDA.
- i. Periodic Information security training shall be provided to all the staff members. This must cover various security requirements.
- j. Secure connectivity shall be established between Call Centre and DR

- k. All systems including desktops, laptops, servers, network devices etc. used for providing services shall be hardened as per the industry best practices such as CIS Benchmarks. Only licensed IP phones shall be installed in the Call Centre infrastructure.
- l. Call Centre Service Provider shall ensure that the latest patches are installed on all the information assets. The patch management process shall be defined and documented by Call Centre Service Provider.
- m. Anti-virus software must be installed on all systems used to. Virus definitions shall be updated on a daily basis from the Anti-virus server and daily scans shall be run on the systems.
- n. Security policies such as strong password, password history, password expiry, system login timeout, no admin access, screensaver etc. shall be applied as per KSRTC policy and specifications issued from time to time. Active Directory or similar system shall be used to automatically enforce security policy on all systems.
- o. Network, operating system, database, application, configuration reviews and other information security assessment shall be carried out annually and/or during a significant change in the Call Centre ecosystem by an independent third party and results will be shared with KSRTC.
- p. Call logs of the critical user-activities, exceptions and security events shall be enabled and stored to assist in future investigations and access control monitoring.
- q. Call barge in facility shall be disabled by default on all phones. Only specific phones that may require barge in facility for quality monitoring purposes shall have call barge in facility enabled only after business and risk team approvals.
- r. Identity Information shall not be stored on the workstation and in case if it is required then Call Centre Service Provider shall ensure that the identity

information is encrypted using strong cryptography controls.

- s. Call recordings with caller identity information shall be encrypted.
- t. End to end security testing of the applications used by the Call Centre shall be provisioned by the Call Centre Service Provider. The testing results shall be shared with KSRTC periodically.
- u. The Call Centre Service Provider shall get its operations audited by an information systems auditor certified by a recognized body under the Information Technology Act, 2000 and furnish certified audit reports to the Authority, upon request or at time periods specified by the Authority.
- v. KSRTC shall reserve the right to audit systems and processes of the Call Centre on an annual basis and/or need basis to ensure compliance with stipulated security policy published time to time, but not limited to this document. The audit plan shall include information security and technical testing controls required to protect KSRTC information assets. KSRTC shall share the findings of the audit with the Contact Centre.
- w. If any non-compliance is found as a result of the audit, the Call Centre shall:
 - x. Determine the causes of the non-compliance.
 - y. Evaluate the need for actions to avoid recurrence of the same.
 - z. Determine and implement corrective action.
 - aa. Review the corrective action taken.
 - bb. Call Centre and their partners shall ensure compliance to all the relevant laws, rules and regulations, including, but not limited to, ISO27001: 2013, Information Technology Act 2000 and 2008 amendments and other prevailing laws.
 - cc. Call Centre Agents shall ask minimum data, relevant to Call Centre operation from the caller.

Agents must not collect any information from the caller which is not relevant to the operations. Agents must be aware of information that needs to be asked from caller depending on the various call types.

- dd. The Call Centre Service Provider's facility, infrastructure and ecosystem shall be subjected to the requirements under the information security policy of KSRTC.
- ee. CCSP shall be responsible for incorporating any inputs/corrections identified as a result of internal/external audits whether conducted by itself or by KSRTC independently, at no additional cost.
- ff. Access Control: Access to customer data should be strictly controlled and limited to authorized personnel only. The service provider should maintain a record of all individuals who have access to the data. Service provider shall provide Access control matrix along with segregation of duties.
- gg. Security Measures: The service provider should implement robust security measures to protect the integrity and availability of the services. This could include firewalls, intrusion detection systems, and regular security audits.
- hh. Data Security: The Service Provider must implement robust data security measures to protect all customer data from unauthorized access, use, disclosure, alteration, and destruction. These measures should include, but not be limited to, encryption of data at rest and in transit, use of secure networks, and regular security audits.
- ii. Data Retention and Destruction: The service provider should agree to retain customer data only for as long as necessary to provide the services. Upon termination of the agreement, they should securely destroy all customer data.
- jj. Data Protection and Privacy (DPDP): The Service Provider must adhere to the principles of data

protection and privacy, ensuring that all customer data is processed lawfully, fairly, and transparently. They must respect the rights of data subjects, including the right to access, correct, and delete their data.

kk. Subcontracting: If the service provider intends to subcontract any of their obligations, they should obtain prior written consent from KSRTC. Any subcontractors should be required to comply with the same security and privacy obligations.

ll. Dedicated Network Infrastructure: The Service Provider must establish and maintain a dedicated subnet/network infrastructure for the handling of the KSRTC's data. This infrastructure must be logically and physically separate from other networks to ensure the integrity and security of the data.

mm. Personally Identifiable Information (PII) Protection: The Service Provider must implement stringent measures to protect Personally Identifiable Information (PII) in accordance with applicable laws and regulations. This includes, but is not limited to, data minimization practices, anonymization or pseudonymization of data where possible, and secure data handling procedures. Any access to, use of, or sharing of PII must be done on a need-to-know basis and must be fully documented and auditable.

nn. Audit Trails: The Service Provider must maintain comprehensive and secure audit trails for all activities involving access to, use of, or sharing of customer data. These audit trails must be retained for a period defined by the company or as required by applicable laws and regulations, whichever is longer. The company reserves the right to review these audit trails at any time, with or without notice, to ensure compliance with the contract and applicable laws.

12. **Integration with SMS and e-Mail gateway**

Replying to in-bound emails and responding through SMS shall be an integral part of scope under this RFP. SMS and e-mail gateway are available at KSRTC. The Call Centre Service Provider is required to integrate with these existing services with any applications like CRM etc. as needed.

- a) SMS
- b) Email

13. **PRE-QUALIFICATION CRITERIA**

Sl. No.	Eligibility Criteria	Document Proof
Registered legal entity		
1	<p>The Bidders should be-</p> <ul style="list-style-type: none"> a. A company incorporated under Indian Companies Act, 2013 or any other previous company law as per section 2 (20) of the Indian Companies Act b. Registered with GST Authorities. c. Company should have a valid PAN number d. The bidder or its wholly owned subsidiary providing BPO/Call centre services or the parent company of whom the bidder is wholly owned subsidiary providing BPO/Call centre services, must have registered itself with department of Telecommunication (DoT) as call centre 	<ul style="list-style-type: none"> a. Copy of certificate of Incorporation along with copy of Memorandum and articles of Association b. Copy of GST Registration Companies by GSTN authorities c. Copy of PAN Card d. Copy of valid DOT certificate for the proposed sites by the bidder

2.	The Bidder should have been in call centre operation for a period of at least 2 years in India prior to the date of submission of bid.	Workorders issued
Financial Stability		
3	The Bidder should have a positive net worth, in the last 3 FY.	Statutory auditor certificate of Bidder specifying the net worth for the specified year (as per the definition of net-worth specified in the RFP).
4	The Bidder should have minimum annual turnover of ₹ 50 lakhs from call center voice operations in each of the last three financial years	Dually filled annexure 2

Sl. No.	Eligibility Criteria	Document Proof
Human Resource Strength and Capability		
6	a)The bidder must have at least- Demonstrated capability of serving customers in Malayalam, English)	Certificate from the bidders Authorized Signatory confirming the same verbatim

7	The bidder to provide an undertaking that the IVRS system developed/provided by them has a per day capacity of delivering and managing ≥ 10000 number of IVRS Blast Calls (Occasional Campaign base requirement specific to a scheme). These IVRS Blast calls are automated and pre-recorded in nature and do not require a human intervention	Undertaking from the authorized signatory in-verbatim as per the criteria stated
Litigations		
9	The Bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract	Certificate from the bidders Authorized Signatory confirming the same verbatim
Conflict of Interest		
10	As on date of submission of the proposal, the Bidder should not be involved in any conflict of interest situation.	Certificate from the bidders Authorized Signatory confirming the same verbatim
Blacklisting or Banned		
Sl. No.	Eligibility Criteria	Document Proof

11	As on date of submission of the proposal, the Bidder should not be blacklisted or banned by any ministry/department/attached offices/sub- ordinate offices under Government of India and any State government, autonomous bodies (established by Central/State govt), any Central/State PSUs for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.	Dually filled Annexure 3
Debarment		
12	As on date of submission of the proposal, the Bidder should not be debarred	Dually filled Annexure 3

14. **MODE OF SUBMITTING TENDERS**

Tender documents shall be submitted through e-Tender. One for Pre- Qualification Bid and the other for Price Bid.

a. **Documents to be uploaded along with Pre-Qualification Bid**

- i. General information about the Tenderer (Annexure III).
- ii. An affidavit as per format in Annexure- V (Anti-Blacklisting & no litigation/default Affidavit) attested by NOTARY
- iii. Bidder shall submit the self attested copies of:
 1. PAN Card
 2. Firm/ Company Registration Certificate
 3. Valid GST Certificate (In case of GST registration out of Kerala, an undertaking in the form of Notarized affidavit to cause the GST registration within the State of Kerala before signing the agreement.
 4. PF & ESI registration certificates
 5. The Contractor shall comply with all the provisions of various Acts of Government relating to Labour Laws and the Rules & Regulations made there under from time to time, like payment of Minimum Wages, Provident Fund, ESI etc., as prescribed by the Govt., from time to time and submit the proof of compliance.
 6. Annual Business Turnover Certificate as per Annexure -IV
 7. Documentary proof of bidder having experience in successful execution and satisfactory completion of contracts as specified in the NIT.
 8. Copy of tender documents including all corrigendums/ addendums signed in all pages with seal.

9. Tender Fee receipt & EMD Payment receipt
(with clear payment references)

b. **TENDER PROCESS:**

The tender evaluation will be undertaken in four rounds.

- **Round 1** - Opening of Pre-Qualification bid documents
- **Round 2** – Document evaluation.
- **Round 3** – Opening of Price Bid.

Round 1- Opening of Pre-Qualification bid documents

The documents uploaded shall be opened at the time and date mentioned.

Round 2 – Document evaluation

The terms and documents submitted as part of the bids shall be scrutinized by the Tender Inviting Authority. The Tender Inviting Authority may call for additional documents/clarifications through e-tender portal. The list of those who come out successfully of the evaluation of the documents as well as those rejected (with reasons for rejections) will be published on the website of KSRTC (www.keralartc.com) and objections/remarks against the list will be invited. The objections /remarks received before the date and time specified in the notice will be considered by the Tender Inviting Authority and the final list of successful bidders of round 2 will be published.

Round 3: Opening of Price Bid.

- a. The PRICE Bid of those bidders, who satisfied all of the Prequalification Criteria shall only be opened for further consideration. The PRICE BID of those bidders who do not satisfy even any one of the pre-qualification condition will not be opened.
- b. Opening of e-Tender will be done at the time and date noted in the e-Tender portal at the Office of the Chairman and Managing Director, KSRTC

- c. The bidders have the liberty to resubmit fresh tender/documents till the last date and time of submission of the e-tender.
- d. Resubmission of offer will not be allowed after the time and date fixed for bid submission. The offer once made cannot be withdrawn or modified after the closing of e-tender under any circumstances. Withdrawal or modification of the offer once made in e-Tender will be resulted in the forfeiture of EMD remitted. In such cases the bidder will not have the right to claim the refund of EMD.
- e. The Chairman and Managing Director KSRTC reserve the right to make any modifications or additions in this notice in the event if it is felt that it is in the public interest.

c. **GENERAL INSTRUCTIONS TO BIDDERS**

- i. Tender shall be submitted in English Language only.
- ii. Firms who are not blacklisted by KSRTC or by Govt. of Kerala can participate in the tender.
- iii. In case of NEFT, remittance should be made only to the 22 digit beneficiary account number as seen in the remittance form which is available in the e-portal while submitting tender.
- iv. ON LINE PAYMENTS:- The bidders shall seek clarification from Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Help Desk No. Ph: 0471 - 2577088, 2577188; Toll free No. 18002337315; e-mail: etendershelp@kerala.gov.in; Website: www.etenders.kerala.gov.in and make himself conversant with procedure for online payment of the Tender Fee and EMD. KSRTC shall under no circumstance be responsible for failed

transactions due to non compliance of the above procedure.

- v. The bids will be opened online through the e-GP website www.etenders.kerala.gov.in at the KSRTC, Transport Bhavan, Fort, Thiruvananthapuram. If the e-Tender opening date happens to be a holiday or non-working day due to any valid reason, the Tender opening process will be done on the next working day at the same time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the e-GP website.
- vi. DIGITAL SIGNATURE CERTIFICATE:- Bidders will have to procure legally valid Digital Certificate as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure
- vii. the same from any of the license certifying authority of India. For obtaining Digital Signature Certificate and help on e-tendering process, please contact Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Help Desk No.Ph: 0471 - 2577088, 2577188; Toll free
- viii. No.18002337315; e-mail: etendershelp@kerala.gov.in Website: www.etenders.kerala.gov.in on all government working days from 9.30 A.M to 5.30 P.M.
- ix. Bidders are advised to note the Tender ID and Tender No. & Date for future reference.
- x. All uploaded scanned documents should contain the signature and the office seal of the bidders and should be digitally signed while uploading in e-tender portal. Documents

uploaded without digitally signing shall entitle rejection of the Tender.

- xi. The digitally signed Tender document and other specified documents shall be submitted online through the e-GP website www.etenders.kerala.gov.in well in advance before the last date and time. No submission shall be allowed after the last date mentioned.
- xii. Bidders are advised to go through all conditions of the Notice Inviting Tender and the Tender documents carefully and to comply them to avoid rejection of their tender.
- xiii. Furnishing of any false information / fabricated document would lead to rejection of the tender at any stage.
- xiv. The bidder shall bear all costs associated with the preparation and
- xv. submission of its bid and Kerala State Road Transport Corporation,
- xvi. Thiruvananthapuram, hereinafter referred to as "Tender Inviting
- xvii. Authority", will in no case be responsible or liable for these costs,
- xviii. regardless of the conduct or outcome of the bidding process.
- xix. h. Conditional tenders will be summarily rejected

15. **Penalty Clause**

i. Delay in Performance:

If the Contractor fails to complete the assigned work or deliverables within the stipulated timeline, a penalty of 0.5% of the total contract value shall be levied for each day of delay, up to a maximum of 10% of the total contract value.

ii. Non-Compliance with Contract Terms:

In case of non-compliance with any material terms of the contract, including quality standards or specifications, the Contractor shall pay a penalty equivalent to 5% of the total contract value for each instance of non-compliance. Repeated violations (three or more instances) may lead to termination of the contract and forfeiture of performance security.

iii. Failure to Supply or Execute:

If the Contractor fails to supply materials or execute work as per the agreed schedule, resulting in procurement from alternate sources, the difference in cost will be recovered from the Contractor's pending payments.

iv. Force Majeure Exception:

No penalties shall be imposed if delays are caused by force majeure events such as natural disasters, war, or government regulations, provided that timely notice is given by the Contractor.

b. Security Deposit / Performance Bank Guarantee (PBG) Clause: Security Deposit / PBG

- The successful bidder shall furnish a **Security Deposit of the total contract value** in the form of a **Demand Draft or an irrevocable Bank Guarantee** from a nationalized/scheduled bank.
- The Security Deposit shall be submitted within 15 days from the date of issue of Letter of Acceptance (LoA).
- The Security Deposit shall be valid for 60 days beyond the contract period including any extensions.
- KSRTC shall have the right to invoke the Security Deposit in case of breach of contract, non-performance, or any financial loss caused to the Corporation.

- No interest shall be payable on the Security Deposit.

c. **Payment Terms & Conditions Clause: Payment to Contractor**

- i. The contractor shall raise **monthly invoices** for the call centre operations on or before the **5th day of the succeeding month**, detailing all services rendered during the previous month.
- ii. KSRTC shall verify and scrutinize the invoices and supporting documents. Payments shall be made by the 15th day of every month, subject to:
 - Satisfactory service delivery
 - Compliance with SLA/Performance KPIs
 - Submission of required reports (e.g., call logs, uptime reports)
 - No pending penalties or deductions
- iii. Payment shall be made via NEFT/RTGS to the contractor's registered bank account.
- iv. Deductions (if applicable) due to SLA breaches, penalties, or non-performance shall be adjusted from the monthly bill.
- v. All applicable statutory deductions (e.g., TDS, GST-TDS) will be made by KSRTC.
- vi. No advance payment shall be made.

16. **Termination Clause**

a. **Termination for Cause:**

Either party may terminate this contract if the other party breaches any material term or condition. The breaching party shall be given written notice specifying the breach and a cure period of 15 days. If the breach is not remedied within this period, the non-breaching party may terminate the contract with immediate effect.

b. **Termination for Convenience:**

The Owner reserves the right to terminate this contract at any time without assigning any reason by providing at least 30 days' written notice to the Contractor. Upon termination, the Contractor shall be compensated for work completed and expenses incurred up to the termination date.

c. **Automatic Termination:**

This contract shall automatically terminate in cases such as insolvency or bankruptcy of either party, loss of required licenses, or mutual agreement between both parties.

d. **Termination for Non-Performance:**

The Owner may terminate this contract immediately upon written notice if the Contractor fails to meet performance expectations or deliverables as specified in the contract. In such cases, any additional costs incurred by hiring alternate contractors shall be recovered from the defaulting Contractor.

e. **Termination Due to Force Majeure:**

Either party may terminate this contract without liability if performance is delayed or prevented due to force majeure events beyond their reasonable control. Written notice must be provided promptly, and both parties shall negotiate an equitable settlement for services performed up to the termination date.

f. **6. Consequences of Termination:**

Upon termination:

- All unfinished work must be handed over to the Owner.
- Any advance payments made for undelivered work must be refunded.
- Confidentiality obligations and intellectual property rights shall survive termination.

17. **Transition Management Clause**

Upon the termination, expiration, or successful award of the contract to a new service provider, the outgoing service provider shall ensure a seamless and orderly transition of

services to minimize disruptions and maintain business continuity. The outgoing service provider must cooperate fully with the incoming service provider and/or KSRTC to facilitate the transfer of all relevant assets, knowledge, data, and responsibilities. This includes but is not limited to:

- a. Submission of a Transition Plan: Within 15 days of receiving notice of termination or contract expiration, the outgoing service provider shall submit a detailed transition plan outlining key milestones, timelines, deliverables, roles, and responsibilities. The plan must be approved by KSRTC before execution.
- b. Knowledge and Asset Transfer: The outgoing service provider shall provide comprehensive documentation, operational manuals, historical data, and training sessions to ensure that all processes are understood by the incoming service provider or KSRTC personnel.
- c. Data Handover: All data related to the project must be transferred in an agreed format while ensuring data integrity and security during the transfer process.
- d. Continuity of Services: The outgoing service provider shall maintain agreed-upon service levels until the transition is fully completed to avoid any disruption in operations.
- e. Final Handover and Acceptance: A formal handover meeting will be conducted at the end of the transition period to verify that all deliverables have been met. KSRTC will issue a final acceptance certificate upon successful completion of the transition process.

- f. Costs and Obligations: All costs associated with the transition process shall be borne by the outgoing service provider unless otherwise agreed upon in writing by KSRTC.
- g. Dispute Resolution: Any disputes arising during the transition process shall be resolved promptly through mutual discussions facilitated by KSRTC or as per the dispute resolution mechanism outlined in the contract.

18. **Indemnity clause**

The Call Centre Service Provider shall indemnify KSRTC from the complaints, the damages claimed by the public, the liability arising out of the suits in connection with operation of the call centres.

19. **Confidentiality Clause**

a. **Confidential Information**

For the purposes of this agreement, "Confidential Information" shall include but not be limited to all customer data, call records, operational procedures, scripts, service levels, software configurations, proprietary technologies, documentation, reports, business strategies, and any information marked as confidential or that should reasonably be understood to be confidential given the nature of the information and the circumstances of disclosure.

b. **Obligation of Confidentiality**

The Service Provider shall maintain the confidentiality of all Confidential Information received or accessed in the course of providing call center services. The Service Provider shall not disclose, publish, transfer, or use such information for any purpose other than as expressly authorized in writing by KSRTC.

c. **Permitted Disclosures**

Disclosure of Confidential Information shall be permitted only to those employees, agents, or subcontractors of the Service Provider who have a strict need to know for the performance of their duties and are bound by similar confidentiality obligations. The Service Provider shall ensure compliance of such third parties with this clause.

d. Protection Measures

The Service Provider shall take all necessary administrative, technical, and physical measures to ensure the protection of Confidential Information against unauthorized access, alteration, disclosure, or destruction. This includes secure access controls, encryption of data in transit and at rest, and compliance with applicable data protection laws.

e. Return or Destruction

Upon expiration or termination of the contract, or upon KSRTC's written request, the Service Provider shall return or destroy all copies of Confidential Information in their possession, and certify in writing that such return or destruction has been completed.

f. Survival

The confidentiality obligations under this clause shall survive the termination or expiration of the contract for a period of three (3) years, or such longer period as may be required by applicable law.

g. Breach and Remedies

Any breach of this clause by the Service Provider shall constitute a material breach of the contract, and KSRTC shall have the right to seek all remedies available under law, including injunctive relief, specific performance, and damages.

20. **Dispute Resolution Clause**

In the event of any dispute, controversy, or claim arising out of or relating to this tender document or the contract, the parties shall first endeavor to resolve the matter amicably through mutual discussions within 30 days of notification of the dispute. If the dispute remains unresolved, it shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (as amended). The arbitration shall be conducted by a sole arbitrator mutually appointed by both parties, failing which each party shall appoint one arbitrator, and the two arbitrators shall appoint a third arbitrator who will act as the presiding arbitrator. The seat and venue of arbitration shall be Thiruvananthapuram, Kerala, and the language of arbitration shall be in English. The decision of the arbitration tribunal shall be final and binding on both parties. Subject to arbitration proceedings, all disputes shall fall under the exclusive jurisdiction of courts in Thiruvananthapuram. Both parties shall continue to perform their obligations under the contract during the resolution process without prejudice to their rights under this clause.

CHAIRMAN & MANAGING DIRECTOR

Place: Transport Bhavan, Fort
Thiruvananthapuram

I/We hereby accept all the above terms and conditions in its entirety.

Signature of bidder:

Name of bidder:

Address of bidder:

Mobile No. of bidder:

ANNEXURE 1

(Proforma of Certificate be furnished along with Technical Bid)

KERALA STATE ROAD TRANSPORT CORPORATION
GENERAL INFORMATION ABOUT THE TENDERER

1	Name of the Tenderer Registered address of the firm with GSTIN					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please ✓ relevant box)						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business						
5	Courier & Logistics					
Key personnel Detail(Chairman, CEO, Directors, Managing Partners etc.)						

6	in case of Directors, DIN Nos. are required				
	Name		Designation		
	Name		Designation		
Bank Details					
7	Bank Account No.		IFSC Code		
	Bank Name & Address		Branch Name		
	Tel No		Email ID		
8	Whether any criminal case was registered against the company or any of its promoters in the past?			Yes / No	
9	Whether any unsettled dispute/litigation pending with KSRTC				
10	Any default in payment of license fee and violations of terms and conditions in earlier business with KSRTC.				
11	Whether blacklisted by the Central Govt/any State Govt/State Transport undertaking.				
12	GST No.				
13	Other relevant Information provided				
Date:		Office Seal		Signature of the tenderer	

I/We hereby certify that all the above information provided is true, complete and correct to the best of my/our knowledge and belief.

Name & Signature of Bidder

Annexure-2

(Proforma of Certificate be furnished along with Technical Bid)

ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s_____ for the past Fiveyears are given below and certified that the statement is true and correct.

Sl. No.	Year	Turnover in Lakhs (Rs)
1	2019 – 2020	
2	2020 – 2021	
3	2021 – 2022	
4	2022 – 2023	
5	2023 - 2024	
Total		
Average Turnover per year		

Date:

Signature of Auditor
(Name in Capital)

Seal:

Annexure - 3

(Proforma of Certificate be furnished along with Pre Qualification
Bid)

AFFIDAVIT

**Format for Affidavit certifying that Entity / Promoter(s)
/Director(s)/Partners of Entity are not blacklisted**

I, M/s. (Name of the firm),
having registered office at
..... hereby certify
and confirm that we or any of our promoter(s) /director(s) are not
barred by Department of Transport, Govt. of Kerala/ or any other
entity of Government of Kerala or blacklisted by any state
government or central government / department / organization in
India from participating in Tender/s, either individually or as
member of a Consortium as on the (Last date of
submission of tender).

I, M/s..... (Name of the firm) also
hereby confirm that we or any of our promoter(s) /director(s) is not
having any unsettled disputes/ unnecessary litigation with existing
or previous contracts with KSRTC and also are not defaulters in
payment of licence fees or penalties or having any type of existing
unpaid financial obligation with KSRTC.

We further confirm that we are aware that, our bid for the
captioned tender would be liable for rejection in case any material
misrepresentation is made or discovered at any stage of the Bidding
Process or thereafter during the contract period.

Dated thisDay of, 20.....

Signature, Name &
Address of the Tenderer