



Information Technology Department,  
South Delhi Municipal Corporation

**Tender Document for Setting up of Call Centre in the  
South Delhi Municipal Corporation (HQ).**

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Website: [www.mcdonline.gov.in](http://www.mcdonline.gov.in)

## TENDER NOTICE


Ref: Advt. No:-DIT/SDMC/2017/08/D- 946

Date: 20.12.2017

IT Department, South DMC invites sealed tenders, from reputed parties for setting up of Call Centre at Civic Centre, South Delhi Municipal Corporation.

1.	Tender No.	DIT/SDMC/2017/08
2.	Date of issue of Tender Document	20.12.2017
3.	Prebid Date and Time	27.12.2017 at 03:00 PM
4.	Last date & time of receipt of Tender	10.01.2018 at 03:00PM
5.	Date & time of opening of Technical Bid	10.01.2018 at 03:30PM
6.	Date & time of opening of Financial Bid	To be decided later
7.	Validity of Tender	90 days
8.	Cost of the tender document (Rs) (non refundable)	Rs.2000.00 (inclusive of taxes)

The above tender document can be obtained from IT Department, South DMC or can be downloaded from our web site [www.mcdonline.gov.in](http://www.mcdonline.gov.in). Bidder downloading the tender document from the web site needs to attach demand draft for the cost of tender document.

  
Administrative Officer (IT),  
South DMC

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**SOUTH DELHI MUNICIPAL CORPORATION**

IT Department, 24<sup>th</sup> Floor

Dr. S.P.M. Civic Centre, Minto Road

New Delhi – 110002

**Tender notification-cum-document for setting up of a Call Centre with trained professionals for the call centre as well as Social media activity in Civic Centre, South Delhi Municipal Corporation (HQ).**

Priced at INR 2000/- (Rupees Two Thousand only) for a set of form to be filled in and signed and put in sealed covers and submitted in a duly sealed cover along with two separate a/c payee drafts (as per Sl. No 2 A and 2 B) to be enclosed with the original tender form upon downloading the same from the web-portal of this corporation.

**Pre-Bid Conference: 03:00 pm on 27.12.2017**

[Bidders are encouraged to attend the above conference, but it is not mandatory to attend the same]

In case the day is observed as a holiday or is closed for rest of the day, the time will stand automatically extended to 03:00 pm on the next working day

**Last Date & Time of Receipt of Tenders: 03:00 pm on 10.01.2018**

In case the day is observed as a holiday or is closed for rest of the day, the time will stand automatically extended to 03:00 pm on the next working day.

**1. Background**

SOUTH DELHI MUNICIPAL CORPORATION (SDMC), serves the South Delhi area of the capital. It provides a range of quality urban services to about six million population. The range of services provided by the SDMC include drainage, solid waste management, maintenance of municipal roads, parks and squares, street lighting etc running of around 535 primary schools in the city etc. Recently, the SDMC initiated various programmes that aim to bring about holistic improvements in its operations with focus on citizen services, revenue generation, efficiency enhancement and social responsiveness. Considerable progress has been achieved in this direction by streamlining of work procedures, improvement in work culture and greater transparency in interaction with stakeholders thus ensuring a higher level of satisfaction of the citizens of the city.

SDMC is committed to the cause of continuous improvement in services with its vision to "be efficient, effective, equitable, citizen-responsive, financially sustainable and transparent, delivering quality service to the citizens". The SDMC understands that IT is a crucial enabler in its path of technological advancements. It also understands that it must have the necessary IT systems and infrastructure in place, but it must also ensure that the requisite processes, staffing and governance model should be in place to ensure that the full benefits are obtained. The SDMC desires to further improve the overall effectiveness of the various services that would enable it to carry on its vision.



SDMC intends to establish a call centre managed by trained professionals. This Centre will answer queries of citizens regarding the services provided by this Corporation and will also register complaints, forward them to concerned officers of SDMC, get resolution status and will update the complains. Queries and complaints will be directed to the Call Centre Professionals who would respond to the citizens through voice media. The Call Centre Professionals will also manage Social Media. The Call Centre will be manned by an agency selected through open tender.

The Commissioner, SDMC is pleased to invite Sealed Tenders for setting up call centre with TRAINED CALL CENTRE PROFESSIONALS FOR SOUTH DELHI MUNICIPAL CORPORATION for a period of two year from bonafide agencies having experience in similar nature of work in India. The contract may be extended for a period of further one year or less at the discretion of the Commissioner, SDMC on the same rate, terms and conditions.

## **2. Broad Aspects of the Tender Notice:**

- A. This Tender document including a detailed scope of work is downloadable from the website <http://www.mcdonline.gov.in/> and an A/c Payee Bank Demand Draft/Banker's Cheque from any scheduled bank for a non-refundable amount of Rs 2000/- (Rupees Two Thousand only) payable to "Commissioner, SDMC" is to be attached with the Technical Bid of the Tender. Technical bid should be submitted in a sealed cover addressed to the Commissioner, SDMC and superscribed appropriately (Technical Bid: Tender for setting up call centre with Trained Call Centre Professionals).
- B. A technical bid (sealed covered and appropriately superscribed) must also accompany Earnest Money Deposit of Rs 2,50,000/- (Rupees two lakh fifty thousand only) in the form of a separate A/c Payee Demand Draft/Banker's Cheque by RBI Scheduled Bank payable to Commissioner, SDMC. Bidders are encouraged to attend (but it is not mandatory to attend) the Pre-Bid Conference scheduled for at 03:00 pm on 27.12.2017 at Conference Hall, 24<sup>th</sup> Floor, Dr S. P. M. Civic Centre, Minto Road, New Delhi - 110002.
- C. Each of the interested bidders to submit its technical bid and its financial bid in two separate sealed covers. These must be put inside a third cover duly sealed and superscribed "Tender for setting up Call Centre with Professionals in SDMC" and be dropped in the TENDER BOX kept for the purpose in the Office Area of AO (IT) as per scheduled date. If the date happens to be a holiday/is closed for the rest of the day, tenders may be submitted on the next working day by 03:00 pm. The bids/tenders will be opened by the Committee or by the officer designated for this purpose on the same day at 03.30 PM.
- D. The Commissioner, SDMC reserves the right to accept or reject a bid or part thereof, or reject all bids, without assigning any reason whatsoever, or cancel the tender without prior notice. Court jurisdiction in case of any disputes would be at Delhi.



### **3. Overall Scope of Work**

#### **Objectives**

The objective of operating call Centre is to provide instant information and management of citizen complaints from a central point by use of various communication and digital platforms on 24x7 basis to help SDMC in resolving the citizen grievances in the most satisfying ways and provide them the correct and accurate information about their queries.

#### **Broad scope of work**

It is proposed to have a centralized SDMC call Centre operating on 24x7 basis in 3 shifts of 08 hours each on all 365 days a year, including National holidays along with one supervisor to support the operations at 24x7 call Centre.

#### **The functions of the Call Centre will mainly be**

- A. To answer citizen queries related to SDMC services (such as process for application, contact numbers of concerned officials, status of service requests, etc).
- B. To log grievances of citizens into the Complaint Registration Software of the SDMC or any computerized format of SDMC as the case may be and transfer the information to concerned officer. Un-redressed complaints shall be escalated to higher level. Call centre professionals may have to do any other function as decided by SDMC.
- C. To make phone calls to citizens once their complaints have been attended by the SDMC (as per the status displayed/indicated in the systems or through other mode of communications) and log their satisfaction/dissatisfaction with further actions, if any.
- D. To make phone calls to citizens/organizations/agencies on various issues or desired from time to time.
- E. To provide information about calls received and actions taken to the designated officers and officials of the SDMC on a daily basis and/or as and when asked for by such officers and officials. Provide department/officers wise summary at the end of the months.
- F. Design and Development of CRM Software as per SDMC requirement and its integration on the other modes (Grievance on Mobile app 311, 3<sup>rd</sup> eye, Swachh app, MCD Grievances portal etc.) to register grievances/queries such as SDMC website, Mobile app and social media – Whatsapp, Facebook, Twitter etc.



