



MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.

Tender No. MMC/T-NSC-05/1217

Dated:

BID NOTICE

The Chief Engineer Material Management Cell (MMC), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites sealed bids from eligible bidders for 'Appointment of Agency for providing Customer Care Services to MSEDCL for the period of Three Years'. Entire bidding document is available online on <http://works.mahadiscom.in/eTender/etender> as per date indicated below. Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's website. Prospective bidders are therefore requested to regularly check the website for any updates.

Tender Cost: Rs. 20,04,25,000.00

Tender Fee: Rs 25,000/- + 18% GST

The bidder should submit non-refundable Bid Fee of Rs 25,000/- + 18% GST paid through online payment only, prior to the dead line for submission of bids as per the procedure led by the MSEDCL.

Bid Security: The bid must be accompanied with Bid Security for an amount equal to Indian Rs. 20,04,251/- (Rs. Twenty Lakh Four Thousand Two Hundred and Fifty one) for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only. The bid security can be paid online or should be submitted in original in the form of a Demand Draft or an Unconditional Bank Guarantee from any Nationalized / Scheduled Bank in favour of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details in Tender Document (RFP).

The scanned copy of the above Demand Drafts/BG should be uploaded (in e-tendering) and the Demand Drafts should be submitted to this office on or before submission date and time.

Calendar of Events Event	Date and Time
Begin Sale of RFP Document	07-12-2017
Date and time of Pre-BID Meeting	12-12-2017 at 15:00 Hrs.
Due Date and time of submission of Bids	21-12-2017 up to 15:00 Hrs.
Due Date and time of Bid Opening	21-12-2017 at 15:30 Hrs.

Qualifying Requirements:

- A bidder can be a single Company or a consortium of maximum 2 Companies, registered in India, for at least last three consecutive full calendar years i.e. 2014, 2015 and 2016.
- The bidder should have executed a contract for at least 100 seats from a single client for domestic operations (inbound and outbound or combined preferably for Electricity Distribution Utility) at any of its centers within India for a continuous 12 months period in the last TWO years from the due date of bid submission.
- Bidder should have Call centers with minimum operational 150 seats within the municipal limits of Mumbai/Navi Mumbai/Thane/Pune being billed for at least last 12 months as on date of bid submission.
- The bidder should have executed at least one contract for Central Government/State Government/Public Sector Unit/ Municipal Bodies with minimum contract value of Rs. 1 core within last 3 years.
- The Bidder or Consortium partner should have experience of Social Media Management in at least two reputed enterprises.
- Bidder should have at least 10,000 manpower on its pay roll.
- Bidder should have a valid ISO 9001 and/or PCMM Level3 (or above) certification for the call center process.
- Bidder should have a valid ISO 27001 certification for the call center process.
- The call center technology solution deployed by the bidder should be one of the solutions as listed in Gartner Magic Quadrant Report for Call Centre Infrastructure 2016.
- Bidder should have achieved a Minimum Average Annual Financial Turnover of INR 7 crore as per the Audited Financial Statements (including Balance sheet and Profit and Loss Account), during the previous

available THREE consecutive accounting years prior to the due date of bid submission.

- Net worth of the vendor should be positive as per the latest available Audited Financial Statements.

Brief Scope of Work:

- i. Set-up an integrated contact center with Specific Number of seats for MSEDCL. The number of FTE (Full Time Equivalent) is to be quoted by Bidder on the basis of Current Call load of MSEDCL Call centers given in the Tender.
- ii. Handles Technical Complaints (Power Failure, Emergency, etc) & Commercial Complaints (Billing issues, New Connection request, etc) from MSEDCL Consumers (approx. 2.4 Crore)
- iii. Maximum Average Handling Time allowed 120 Second for Technical Calls & 210 Seconds for Commercial Calls.
- iv. Mapping existing Toll Free numbers and shifting of existing PRI lines (5 nos.) (With a capacity to add additional 5 PRI lines).
- v. Integrating CTI software with MSEDCL's CRM software. A single screen to be provided to agents to access both CTI as well as MSEDCL CRM.
- vi. Coordination regarding installation, transfer, routing, mapping, and troubleshooting of the toll free number as well as PRI lines shall be handled by the bidder. Any document/ letter in this regard will be issued by MSEDCL
- vii. Customer Handling :
 - Receive in-bound voice calls, emails, sound files, and social media interactions; enter details in MSEDCL provided web-based CRM package.
 - Check status of complaints in CRM package & inform inbound callers accordingly.
 - Check CRM and initiate outbound calls (about 20%) as indicated in CRM package and enter feedback in CRM package.
 - Initiate outbound calls for campaigns as advised by MSEDCL.
 - Receive in-bound voice calls for customers interested in new connection and for applying other schemes.
- viii. MIS Reports
 - Generate Daily / Weekly / Monthly statistics reports to MSEDCL.
 - Recording 100% in-bound as well out-bound calls for audit trail for six months & retrieving & making available the data as & when required by MSEDCL.
- ix. Enterprise Social Media Management.
- x. Buyback of Old Call Center Equipments at MSEDCL Call centers at Bhandup & Pune (after decommissioning)

THE CHIEF ENGINEER
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