

TATA INSTITUTE OF SOCIAL SCIENCES
(A Deemed University under Section 3 of the UGC Act,
1956)

NOTICE E-INVITING TENDER

Proposal for iCALL Helpline Cloud Telephony

TISS invites sealed bids under single stage, two envelope systems, from eligible bidders for the following procurement or services:

Evaluation will be done on Quality cum Cost-Based Selection (QCBS) method.

PROCUREMENT / SERVICES OF iCALL HELPLINE CLOUD TELEPHONY

Details of tender(s) i.e. Estimated Cost, EMD, Tender Fees, Time limit etc. is available on <http://www.tiss.edu/careers-tenders/>

SL	Events to be decided	:	Date (suggested)	Timing
1	Date of Tender Notification	:	16 th May 2023	11.00 a.m.
2	Last date of submission of the tender	:	16 th June 2023	03.30 p.m.
3	Date of Opening the bids	:	21 st June 2023	11.30 a.m.
4	EMD (Refundable without interest)	:	Rs. 24,000/-	Online

Please note that the Institute will place the order to the supplier/vendor/agency, who stands the lowest considering overall cost of the items (Total Cost of the Tender based on the listed items).

For further details please visit <www.tiss.edu> or <<https://www.tenderwizard.com/TISS>>. Tender documents can be downloaded from the Website of www.tiss.edu or <https://www.tenderwizard.com/TISS>. Tenders received without tender document fee and EMD will be rejected.

OFFICIATING REGISTRAR

Place: Mumbai
Date:

Request for Proposal (RFP)

INTRODUCTION:

iCALL, a pioneering and empowering technology assisted mental health initiative, was started in 2012 as a project at the School of Human Ecology, Tata Institute of Social Sciences (TISS), Mumbai. iCALL Psychosocial Helpline was introduced in order to bridge the vast mental health treatment gap in India; and to make accessible, affordable, anonymous, professional counselling services available to those experiencing psychosocial distress, particularly those who belong to the marginalised communities. Recognised as an 'Innovative Life Saving Technology initiative' and a 'Mental health innovation' iCALL is a national level telephonic and email-based counselling service for individuals across all age groups (with a special emphasis on vulnerable groups).

iCALL believes that distress is psychosocial in nature and needs to be contextualized in people's lives. iCALL adopts a strengths-based approach to its work. The helpline provides information, emotional support and referral linkages. It is a free, multi lingual and professionally run service. iCALL's services address a variety of issues such as emotional distress, mental health problems, relationship concerns, sexuality issues, gender-based violence, academic concerns etc. Apart from service provision, iCALL also conducts research, capacity enhancement and awareness generation activities in the area of mental health in collaboration with state Governments, civil society organizations and international organizations.

Objective

The purpose of this Request for Proposal (RFP) is to procure a Cloud Telephony Service for the establishment of aforementioned Helpline Service

Cloud Telephony Service Feature Requirements

Must

1. Should Provide Virtual Numbers for various partners including Toll free number
2. Free/ Minimum Incoming call charges
3. Friendly software for 60 users
4. Manned Telephone Support
5. Monitored Email Support
6. Remote Assistance using remote desktop and virtual private network where available
7. Planned Or emergency Onsite assistance
8. Monthly System Health Check
9. Call routing to Mobile Numbers
10. Professional IVR recordings
11. Record and retains calls

Desired Features

- mapping a toll-free number onto selected lines
- being able to give dedicated lines and numbers to specific partners
- giving clients the option of callback requests
- Automated Email reports
- SMS Acknowledgements
- Past Data Visibility
- Integrate with the telephony system
- High level of customization (as such products are mainly meant for Customer Relationship Management but we have a different use case)

Essential qualifications for agency selection:

- The agency, should have a minimum experience of 5 years of developing technological solutions and apps that are youth friendly
- Knowledge of social development sector is desired
- Agency should have relevant experience of developing solutions for mental health and should have professionals who understand the sensitivity of addressing crisis concerns.
- All claims cited by the agency should be adequately substantiated in the proposal.
- Agency should have sufficient resources to offer the continuous technical support

Technical Specifications of Required Cloud Telephony Service

SL	Feature	Feature Comment
1	Platform	Voice/Ticketing
2	V/T/V+T	V=Voice, T=Ticketing
3	Ticket logging options	C = Call (4 Campaigns), M = Mail, T = Text SMS.
4	Outbound dialler	Auto & Manual Dialer
5	Web Interface	view of inbound & outbound calls report based on real time for data analytics.
6	Live Call Dashboard	track all ongoing calls
7	Email Reports	email reports can be automatically generated daily through IVR for admin review purpose
8	Welcome Greetings	A welcome sound can be played when the customers call-up on IVR number which create professional touch
9	Programmable Extensions	IVR consists of extensions to route calls to the concerned department or person without any manual intervention
10	Voicemail	It is for recording voice to leave messages in terms of ideas, suggestions and feedback from customers
11	Call Logs	It consists of calls details such as the phone number of caller, time, date, duration, status, etc. for creating database, tracking & monitoring agents
12	Call Recordings (back up 3 months)	The IVR records conversation happened in each call between agent and customer for quality & training purposes
13	Call Distribution	All the calls get distributed smartly through IVR to the mapped agents ensuring smooth calls handling process
14	Call Forwarding	The calls whether inbound or outbound would be forwarded to the given numbers irrespective of any telecom operator.
15	Multi Language	IVR supports multi language like English, Hindi or any regional language for good customer experience

16	CRM Integration	Features to capture the data and call logs of inbound and outbound which can be integrated into the CRM as per the requirements
17	SMS Acknowledgement/Notification	There are some situations to generate sms such as thank you sms to the customer after finish of each call or the agent gets sms if any call is missed out
18	Multi level IVR	Creating a multi-level IVR in order to help callers navigate to the correct person or greeting more easily, without having to hear too many options in one go
19	After Hours Support	The IVR system redirects calls after office hours to the mapped phone number ensuring great customer experience
20	Call Queue	During the time the client is on queue while all agents are busy, you can play marketing messages.
21	Caller Based Routing	In case of multiple offices, the calls can be routed to the agents at respective locations once the location of the caller is identified by the IVR system.
22	Number of Agents to receive calls	Multiple channels to receive multiple calls at the same time
23	In-call Transfer	The IVR system enables an agent to transfer the active or current call to some other telephone number or agent
24	Unified Management	Single pane for management
25	Mobile App	Optimize the Virtual Number solution to exercise greater control and visibility over business calls
26	Custom Analytics Report	Monitor the activity of your hosted contact centre and draw business insights with a customizable daily and periodic dashboard of call performance and trends.
27	Call Whispering, Barging & conferencing	Hear calls real time, share vital inputs with your agent on an ongoing call remotely and take over a conversation
28	Agent & Supervisor Login	Separate login for Agents & Supervisor, so they can perform activities as per their authority.
29	Waiting Position Announcement	Callers would have their current position announced for inbound calls.
30	Agent Call Popup	Agents would have a pop-up on screen with client's information, available with database
31	Follow-up/Task Reminders	Pop-up, messages for agent to remind of an activity/action

Proposal Format

The goal of this Request for Proposal (RFP) is to determine if bidding agencies meet the functional and technical needs of TISS, iCALL. Please feel free to submit any additional information you deem appropriate for this project. Any CD/flash drive and/or user documentation submitted with your proposal will be returned upon written request. The proposal is required to be in two primary sections, namely the Technical Proposal and the Financial Proposal. Rules and requirements of each section are described below:

All enquiries to be sent on icallhelpline@tiss.edu with the subject line “**Proposal for iCALL Helpline Cloud Telephony**” only. Emails without the correct subject line will not be looked at or judged.

Technical Proposal:

Interested agencies may submit a technical proposal including the following:

Institution Overview

- Provide a brief institution history, years in service, number of employees and office locations.
- List top clients and services provided to them.
- List any awards or industry recognitions.
- Competitive advantage of the organization to deliver on this project

Please provide **three references of organizations that have utilized your custom services**. Include the contact name, title, company name, address, phone number and email address for each reference.

Project Planning and Monitoring

- Describe a broad timeline for the design, development and implementation of the Platform and future Troubleshooting
- Describe processes in place for reviews, change management and risk management.
- Availability of features and technical specifications and requirements requested above

Financial Proposal

Interested agencies will also be required to submit a financial proposal that provides a breakdown of project costs aligned with the proposed implementation and technical solution. The financial proposal should include hardware and installation costs. If there are additional costs that may incur in the following years, the company should mention so. Such costs may be presented in the following format:

SL	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1.	Cost Per Month	

1. Payment will be done on monthly Basis depend on calls and rental charges.

Selection Criteria

The scoring guide for technical assessment is provided below:

SL	Criteria	Points
1	Prior experience and work samples, including client references <ul style="list-style-type: none">• No Experience – 0 Points• 2+ years of experience of stable cloud set up service with client reference- 5 Points• 2+ years of Experience of stable cloud set up services in Humanities sector with client reference- 8 and above	10
2	Quality of Platform visually, technically, and Value-Added Services and Scope for Customization. <ol style="list-style-type: none">1. Customization features as per the need of the service provider- 10 points2. User friendly platform which is easy to understand (Both Counselors and superior account)- 10 points3. Dashboard facilities with real time analysis of performance and downloadable reports- 10 points	30

3	<p>Sophistication of caller-engagement ideas</p> <ol style="list-style-type: none"> 1. IVR facility for the night mode, Non availability of counsellor, backend support with IVR prompts for non-availability of the service, Feedback mechanism- 10 points 2. Customization in the Indian Regional language – 10 points 3. Outbound call facility – 10 Points 	30
4	<p>Plan of Action regarding Platform development and setting up</p> <ul style="list-style-type: none"> • Live calls • Call logs • Real-time dashboard and analysis • Prioritizing the call from the queue. • Call transferring • Mute/hold • Call barging /eavesdropping • Auto call-off / break time • Configuration with emails and Ticketing • 4 campaigns 	10
5	<p>Competencies of Human Resources assigned to the project</p> <ol style="list-style-type: none"> 1. Online and remote support within 2 hours – 10 points 2. Offline support within 2 days -10 points 	20
	Total	100

METHOD OF EVALUATION

Final (Combined) Statistical Analysis & Evaluation

Participants	Technical Score	Weighted Technical Score	Financial Score	Weighted Financial Score	Combined Score and Rank
1	2	3	4	5	6
		$T*(100*0.70)/ T \text{ high}$		$C \text{ Low}*(100*0.30)/ C$	
Bid 1					
Bid 2					
Bid 3					
Bid 4					

As per Tender Document, weights to be given to the Technical (T) and Financial (P) proposals are T=0.70 and P = 0.30

Note :_The financial proposal are given Cost scores based on relative ranking of prices with 100 marks (full 30 weighted points) for the lowest and pro-rated lower marks for higher priced offers

Other Financial Implications

	Percentage	Amount
Earnest Money Deposit	2% of Estimated Cost	Rs. 22000
Performance Bank Guarantee	5% of Contract Value	

EMD/ Bid Security of 2% of Estimated Cost and 3% of Contract Value respectively.

EMD & BID SECURITY: -

EMDs will be refunded within one month of completion of evaluation of bids (both technical and financial) for vendors other than the vendor selected for awarding the contract. Interest will not be paid on the EMD.

Bid Security (i) To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security (also known as Earnest Money) is to be obtained from the bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. The bidders should be asked to furnish bid security along with their bids.

The Bid Security to be valid for the period of 45 days beyond the final bid validity @ 3% of Contract Value.

Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects.

Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

Bid security will be refunded to the successful bidder on receipt of Performance Security.

Logistics and the due date for submission of proposals

All enquiries regarding the RFP, subsequent proposals and the bidding process to be sent on the email id icall@tiss.edu and with CC to madhuri.tambe@tiss.edu and anna.sharon@tiss.edu with the subject line “Developing technological solutions for mental health interventions for iCALL (TISS)” only. Emails without the correct subject line will not be looked at

DOCUMENTS TO BE SUBMITTED

CHECK-LIST:

1. Shop & Establishment / Certificate of Registration
2. Manpower Strength
3. No. of Branches (Different Geographical Areas)
4. GST Registration Certificate
5. SSI/MSME Registration/ Udyog Aadhar Registration Certificate
6. Copy of PAN Card
7. List of Clients (Govt. & Non-Gov)
8. List of Products/Goods & Services
9. Three Consecutive Year's Audited Balance Sheet & Income Tax Return/Annual Turnover of which company should not bare loss of more than one year & turnover should be at least 50% of Estimated Cost of tender.
10. Photo-copies of any two recent MOUs or Purchase Orders of which contract value is equal or more than 50% of Estimated cost with similar organizations
11. Bank Details (Cancelled Cheque)
12. Copies of any two Offer Letters issued by any organization of similar tenders

General Terms and Conditions.

1. The contractor shall complete the work within stipulated time frame as per the accepted rates and specifications.
2. Vendor to quote the rates including all taxes other than GST, Octroi, entry tax and all other taxes. Any other charges incurred by Vendor but not payable as per this work order, will not be paid / reimbursed. GST will be paid in addition to the quoted rates.
3. The validity of the tender(s) shall be 120 days from the date of opening of tender.

Also, hard copies of the following documents are to be submitted to the – “Section Officer, Purchase & Stores Section”, V.N. Purav Marg, Deonar, Mumbai-400 088.

Bidder’s Declaration

I, the undersigned _____ Son/Daughter of _____
Shri _____ Proprietor / Partner/Director/ Authorized Signatory of M/s
_____ am competent to sign this declaration and execute this tender
document.

I have carefully read and understood all terms and conditions of the tender and here by convey my acceptance of the same.

I /We _____(Tenderer)hereby also declare that the Firm / agency
namely M/s. _____ has not having any pending criminal case against
Partners / Proprietor / Others and we are not blacklisted by any Government Agency for any
fraudulent practices so far.

The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.

I/We am/are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:
Place

Signature of the Authorized Person
(With Seal / Stamp)

Name of the Person:
Mobile Number :
UID No:

Note : This declaration must be submitted along with technical bid. Above mentioned form – Vendors need to fill up the form with stamp and signed on letter head and same should be uploaded online also.

Technical Proposal Format



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**Name of the Work : Request for Proposal
iCALL Helpline Cloud Telephony**

e-Tender No.: TISS/iCall/MHI /2023-24

Technical Proposal : 1. Proposal Format : (Required Scan Copies Should be Submitted through online mode only)

**Technical Proposal:
Interested agencies will submit a technical proposal including the following:**

Name Of The Bidder (Mandatory):		
Sr. No.	Description (Institution Overview)	Scan Copies Uploaded Yes / No
1	Institution Overview: Technical Proposal: Interested agencies will submit a technical proposal including the following:	
	1. Provide a brief institution history, years in service, number of employees and office locations.	
	2. List similar projects undertaken and services provided through them.	
	3. List any awards or industry recognitions if any.	
	4. Competitive advantage of the organization to deliver on this project	
	• Bank details for EMD Refund.	

	Please provide three references of organizations that have utilized your custom services. Include the contact name, title, company name, address, phone number and email address for each reference. Prior experience of undertaking research studies and knowledge of mental health and counselling are desirable	
	Project Planning & Monitoring	
	· Describe a broad timeline for the design, development and implementation of the Platform and future Troubleshooting	
	· · Describe processes in place for reviews, change management and risk management.ing	
Note:		
Instructions To Bidders : The above Technical Proposal allow only enter the details in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.		
"This Is Electronic Spred Sheet Signature Is Not Required "		



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**Name of the Work : Request for Proposal
iCALL Helpline Cloud Telephony**



e-Tender No.: TISS/iCall/MHI /2023-24

DOCUMENTS TO BE UPLOADED & HARD COPIES TO BE SUBMITTED

Name Of The Bidder (Mandatory):		
Sr. No.	Description (Institution Overview)	Scan Copies Uploaded Yes / No
1	1. Shop & Establishment / Certificate of Registration	
2	2. Manpower Strength	
3	3. No. of Branches (Different Geographical Areas)	
4	4. GST Registration Certificate	
4	SSI/MSME Registration/ Udyog Aadhar Registration Certificate	
5	5. Copy of PAN Card	
6	6. List of Clients (Govt. & Non-Govt)	
7	7. List of Products/Goods & Services	
8	8. Three Consecutive Year's Audited Balance Sheet & Income Tax Return/Annual Turnover of which company should not bare loss of more than one year & turnover should be at least 50% of Estimated Cost of tender.	
9	9.. Photo-copies of any two recent MOUs or Purchase Orders of which contract value is equal or more than 50% of Estimated cost with similar organizations	
11	11. Bank Details (Cancelled Cheque)	

12	12. Copies of any two Offer Letters issued by any organization of similar tenders	
Note:General Terms and Conditions. 1. The contractor shall complete the work within stipulated time frame as per the accepted rates and specifications. 2. Vendor to quote the rates including all taxes other than GST, Octroi, entry tax and all other taxes. Any other charges incurred by Vendor but not payable as per this work order, will not be paid / reimbursed. GST will be paid in addition to the quoted rates. 3. The validity of the tender(s) shall be 120 days from the date of opening of tender. Also hard copies of the following documents are to be submitted to the Section Officer, Purchase & Stores Section, V.N. Purav Marg, Deonar, Mumbai-400 088.		
Instructions To Bidders : The above Technical Proposal allow only enter the details in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.		
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Financial Proposal

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Name of the Work : Request for Proposal iCALL Helpline Cloud Telephony		
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Financial Proposal Interested agencies will also be required to submit a financial proposal that provides a breakdown of project costs aligned with the proposed implementation and technical solution. The financial proposal should include hardware and installation costs. If there are additional costs that may incur in the following years, the company should mention so. Such costs may be presented in the following format:		
Name Of The Bidder (Mandatory):		
Sr. No.	Description of Service (along with assumptions)	Indicative price (Indian Rupees)
1	Cost Per Month	

2	Description of Service (along with assumptions)	
	Total Cost (INR)	0.00
<p>Note : 1. Payment will be done on monthly Basis depend on calls and rental charges.</p>		
<p>Instructions To Bidders : The above BOQ sheet allow only enter the "Rate In Figures" in above "Coloured Blue Cells" only .The bidders can quote and allow only in above "Blue Cells" . The Bidders should have to mentioned the Name Of The Bidder in above Blue Cell only.</p>		
<p>"This Is Electronic Spred Sheet Signature Is Not Required "</p>		