

**GOVERNMENT OF ANDHRAPRADESH  
COMMISSIONARATE OF HEALTH AND FAMILY WELFARE**

**SHORT TENDER NOTICE FOR PROVIDING 102 CALL CENTRE**

Government of AP providing health services to the people through its various institutions. It is Government of AP endeavour to improve the health status of people by reducing Maternal Mortality rate, Infant Mortality Rate and decrease the disease burden by providing the quality health services within the reach. As a part of it, it is decided to provide the Comprehensive services to all the pregnant women in the state and initiated 102 services. As part of 102 services the following services are provided to the pregnant women and Children in the state.

1. 24X7 Health Help Line for pregnant women.
2. Monitoring the Services Provided to the Pregnant Women with special focus on High Risk Pregnant Women
3. Gauging the public perception and satisfaction on services provided by health department.

Commissioner of Health & family Welfare, Government of AP calling bids from the established firms to provide the Call Centre Services and for a period of two years.

**I.DETAILS OF SERVICES TO BE PROVIDED:**

1. Key Components:
  - a. 24X7 Health Helpline for pregnant women
  - b. Monitoring the service provided to the high risk pregnant women and evaluation of Services Provided to the pregnant women and feedback to health service provider.
  - c. Gauging the public perception and satisfaction on services provided by health department.
  - d. Maintenance of database and software for real time display of all the services provided by the Call Centre
2. Capacity:
  - a. 1800 out bound Calls per day with 3 minutes Average Call Handling Time

- b. 600 Out bound Calls per with 12 Minutes Average Call Handling Time
  - c. 1000 Inbound calls per day with Health Advice of the Medical Officer and Paramedical Staff
- 3. Service Timings:
  - a. All outbound Calls are from 9AM to 6PM
  - b. Inbound Calls are 24X7 Basis
- 4. Area of Operation:
  - a. Call centre shall be established in the state of AP
- 5. Call Centre has to be established by bidder. Call Centre establishment includes Physical establishment, Communication Systems, Hardware, Software applications, Trainings and other expenditures.
- 6. Project shall be established within one month from the date of award of contract
- 7. All the staff attending inbound and outbound calls shall be Females.

## **II. ELIGIBILITY CRITERIA**

The interested firms must satisfy the eligibility criteria as given below

- 1. Registered Companies, Agencies, Firms , Societies can participate in the bidding process.
- 2. The bidder shall be registered in India for a period of at least 5 years as on 31.03.2015.
- 3. Bidder shall be registered with Service Tax, ESI, PF, Sales Tax, PAN, TAN and Other statutory requirements.
- 4. The bidder shall have experienced in establishing and maintaining call centre operations of at least 50 seats.
- 5. The Bidder shall not be black listed by Central or any State Government.

## **III.BIDDING PROCESS:**

- 1. The Detailed workflow of 102 services is appended to this tender document.

2. Bidder shall submit pre qualification, Technical and Financial bids.
3. Pre qualification bid shall consist of documents supporting the pre qualification of the bidder.
4. The technical bid shall consist of complete solution to the proposed 102 services including operational methodology, technology proposed.
5. The financial Bid Shall Consists of total operational expenditure per month for providing the 102 services
6. The technical bids of the bidders who are qualified with pre qualification criteria will only be opened.
7. The proposals / Solutions provided by the bidders will be scrutinised and suitable solutions will be approved.
8. The Financial Bids of bidders of whose solutions are approved will be opened and bidder will be selected on L1 basis.

#### **IV. GENERAL TERMS AND CONDITIONS**

- a. The CHFV expects the Bidders to adhere to the terms of this tender and would not like or accept any deviations to the same. If the Bidders have absolutely genuine issues only then they should provide their nature of non – compliance to the same in the format provided. The CHFV reserves its right to not accept such deviations to the tender terms.
- b. The CHFV intends that the Bidder appointed under the tender shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project, notwithstanding the fact that the Bidder may appoint / procure services of third party suppliers (including software providers) to perform all or part of the obligations contained under this tender. However, CHFV is going to enter into agreement only with bidders as a 102 Call Centre Bidder.
- c. Unless agreed to specifically by the CHFV in writing for any changes to the TENDER issued, the Bidder responses would not be incorporated automatically in the TENDER document.

- d. Unless expressly overridden by the specific agreement to be entered into between The CHFV and the Bidder, the TENDER shall be the governing document for arrangement between the CHFV and the Bidder.
- e. Each offer should specify only a single solution, which is cost-effective and meeting the tender specifications. It is the responsibility of the Bidder to decide the best suitable solution.
- f. In the event the Bidder has not quoted for any mandatory or optional items as required by the Bidder and forming a part of the TENDER document circulated to the Bidders and responded to by the Bidders, the same will be deemed to be provided by the Bidder at no extra cost to the CHFV.
- g. All out of pocket expenses, travelling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the Bidder to the CHFV. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the CHFV. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the CHFV for the same.
- h. The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
- i. The prices quoted by the Bidder shall include all costs such as, taxes, levies, cess, excise and custom duties that may need to be incurred. No additional amount will be paid to Bidder besides amount mentioned in contract agreement if successful bidder adheres to SLA requirements.
- j. The successful bidder to ensure that the proposed 102 Call Centre solution and its Documentation and/or use of the same by the CHFV shall not violate or infringe the rights of any third party or the laws, regulations, decision or order of any governmental or judicial authority.
- k. The CHFV would not be liable to pay any expenses incurred by

the Bidder in preparation of the response to this TENDER and also would not return the bid documents to the Bidders.

- l. Any publicity by the Bidder in which the name of the CHFW is to be used should be done only with the explicit written permission of the CHFW.
- m. This TENDER may undergo change by either additions or deletions or modifications before the completion of the tendering process by the CHFW. The CHFW also reserves the right to change any terms and conditions of the TENDER and its subsequent addendums as it deems necessary at its sole discretion. The CHFW will inform all Bidders about changes, if any.
- n. If required by the CHFW, successful bidder should provide complete details of any subcontractor/s used for the purpose of this engagement.

**V.IMPORTANT DATES:**

<b>Publication and download of tender document</b>	<b>09.10.2015</b>
<b>Last date to send in requests for clarifications on the tender</b>	<b>14.10.2015</b>
<b>Corrigendum, if any to be uploaded</b>	<b>17.10.2015</b>
<b>Submission of tender document</b>	<b>19.10.2015</b>
<b>Bid opening</b>	<b>To be informed later</b>

**VI.CONTACT DETAILS:**

**The bidders shall contact for further queries.**

**The Commissioner of Health and Family Welfare**

**Government of Andhra Pradesh**

**Sultan Bazaar, Koti**

**Hyderabad**

**[fdhsap@gmail.com](mailto:fdhsap@gmail.com) 8897000108**

## **DEATAILED WORKFLOW AND SERVICE LEVEL AGREEMENTS**

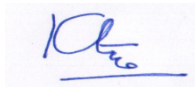
1. Government is providing Maternal & Child Health Services through Sub Centres, Primary Health Centres and Referral Hospitals.
2. Estimated number of Ante Natal Registrations in the State is 9.5 Lakh and of which 8% are High Risk Pregnancies i.e 80,000 for the year 2015-16. The Number may grow at 8% to 10% for the year 2016-17 and 2017-18.
3. Government maintaining the database of all pregnant women and the services provided to them through the Mother Child Tracking System (MCTS) website.
4. All the High Risk Pregnant Women shall be monitored through the 102 call centres for the ANC services, Birth plan and referral transport services through outbound calls and in case of deficiency in service provided, shall be intimated to the concerned health service provider. The estimated number of calls to the each HRPW will be 8. The average handling time for call is estimated @ 3 minutes per call. The details of High Risk Pregnant women along with the Phone Numbers will be provided to the service provider by CH&FW Office. The average outbound calls for this per day @ 1800 per day.
5. The Maternal Health Services, Immunisation Services and Family Welfare Services provided to the pregnant women and children shall be monitored by calling 2 pregnant women per sub centre per month through outbound calls. The brief outcome shall be informed to the concerned Medical Officers of Primary Health Centres for rectification of deficiencies. The details of pregnant women along with the Phone Numbers will be provided to the service provider by the CH&FW Office. The average handling time for call is estimated @ 12 minutes per call. The average outbound calls for this per day @ 600 per day.
6. 102 Number will be notified as helpline for comprehensive management of pregnancy related issues. Any PW can call 102 for

medical advice or any advice or help related Ante Natal care, Post Natal Care. These services shall be 24X7 basis and will be provided with trained paramedics (preferably qualified in nursing) and Medical Officers. The estimated number of inbound calls is 1000 per day.

7. Software application has to be developed for record the details of every transaction in 102 services. Periodical reports shall be generated on real-time basis. The details of calls, services provided to the callers, Medical advices provided, ambulance requests, transportation provided, outcome of outbound calls shall be pushed to the CM Dash board on real time basis.

Sd/- Poonam Malakondiah,  
Commissioner of Health &  
Family Welfare

//Attested//



For Commissioner of Health & Family Welfare