

Bidding Document

PROCUREMENT OF SERVICES OF CALL CENTER FOR COVID-19 & any other diseases RAPID RESPONSE TEAM (Public Health Services)



Health Department
GOVERNMENT OF KHYBER PAKHTUNKHWA

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The General Condition of contract and Instruction to consultant of KPPRA shall prevail.

I. Introduction:

The purpose of this Request for Proposals (RFP) entitled “Public Health Call Center Services” is to secure the services of one or more qualified bidder(s) who will maintain and operate a call center to respond to calls from the general public regarding health related guidance and response required for COVID-19 or other related diseases as specified by the health department. The call center will also coordinate the required COVID-19 related or other ambulance services of the, or working for, the government of Khyber Pakhtunkhwa as well as maintain all related data as specified or required by the Department. The proposed call center is envisaged to cater to the demands of the entire province of KP for the duration to be specified in the contract agreement with the successful bidder. As the call center will be operationalized in response to COVID-19 and other public health emergencies, the number of times and/or duration of times that the call center will provide services cannot be determined.

The Department intends to award a contract for 24/7 operation of a call center along with installation of related technology including data bases, dash boards and mobile apps in response to this RFP. The extension in validity of contract agreement with the successful bidder is proposed to be linked with the satisfactory performance of the bidder and availability of funds.

Bidders must ensure that they submit all the required documents indicated in this RFP without fail. Bids received without the requisite documents mentioned in this RFP are liable to be rejected at the initial stage.

II. Background

With over 800,000 cases globally in about 200 countries, the COVID-19 is a global phenomenon. The situation is continuously deteriorating on a global level with each passing day. With the changing situation the responses of the governments around the world have also taken drastic shapes with many countries announcing complete lock downs of the countries.

Corona cases have also started appearing in Pakistan and continue to rise on a daily basis. In KP alone the number of confirmed cases has gone up to 200 in the last few days. This necessitates an adequate response from the government to minimize the impact of the virus on the socio economic and health landscape of the province. Khyber Pakhtunkhwa is at the early stage, but based on the experiences of countries around the world it can be assumed that KP will witness a drastic rise in corona cases and exponential growth of positive cases over the next few weeks.

III. Context

In response to this unprecedented challenge, the Government of Khyber Pakhtunkhwa (GoKP) has taken a number of steps to ameliorate the potential impact of the virus. One of such initiatives

which can have an immediate positive impact on corona related situation is the raising of Rapid Response Teams (RRTs) across the province, to physically check, monitor, educate, inform and/or manage people at their door step. Containment of the virus is critical, and in order to achieve this, it is essential that people with suspected symptoms are swiftly able to alert RRTs timely for an effective response.

It is equally important to provide a platform which would allow these RRTs to coordinate and operate in an efficient and effective manner. A 24/7 Call Center with all the related technology for task assignment, information recording, database management, calls routing etc would augment the RRTs and enable these to perform to the best of the abilities.

IV. ELIGIBLE BIDDERS

Eligible bidders for this RFP include private or public organizations/entities authorized to operate in Pakistan, with a minimum of three years' experience in providing telephonic information and referral services concerning preferably public health, health care or other health and human services through one or more call centers.

V. TYPE OF BIDDING

Single Stage - Two Envelope bidding procedure shall be followed. The said procedure is reproduced as follows:

- (i) the bid shall be a single sealed packet/envelope containing two separate sealed envelopes in it, comprising separately the financial and the technical proposals;
- (ii) each respective envelope shall be marked as "Financial Proposal" and "Technical Proposal" as the case may be;
- (iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the Health department;
- (iv) Health department shall evaluate the technical proposal in the manner prescribed below in section IX of this document, without reference to the price and shall reject any proposal which does not conform to the specified requirements;
- (v) during the technical evaluation process, negotiation may be carried out which may include but not limited to offering an opportunity to bidders a discussion on technical proposal, the proposed technical approach and methodology, work plan, organization and staffing, logistics and reporting;
- (vi) after the evaluation and approval of the technical proposals, the financial proposals of the technically accepted bids will be opened;
- (vii) the financial bids found technically nonresponsive shall be returned un-opened to the respective bidders.

VI. BIDDING DETAILS (INSTRUCTIONS TO BIDDERS)

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.

The Bidder shall be deemed to have satisfied itself fully before Bid as to the correctness and sufficiency of its Bids for the contract and price/cost quoted in the Bid to cover all obligations under this Bid Process.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except to maintain high quality of services arising from possibly increased workload on the demand and approval of the Department will be permitted throughout the remaining period of completion of the contract.

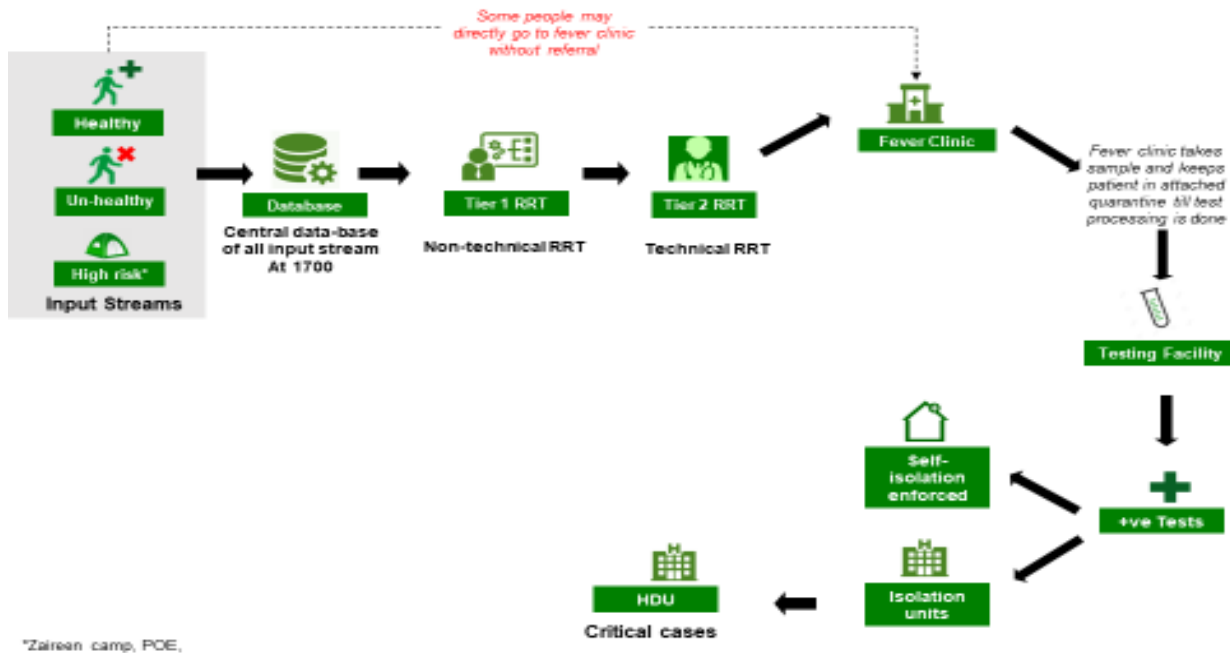
The Bidder shall be fully and completely responsible for all the deliveries and deliverables Solutions to the Purchaser.

VII. SCOPE OF WORK:

PROJECT SPECIFICATIONS

The Department of Health seeks to award contracts through this RFP process to a qualified responsive bidder/organization or joint venture of qualified responsive bidder / organizations / entities.

Rapid Response Team Delivery Chain



A. Organizational Background and Experience

Bidders must have a minimum of three years' experience in providing call center services through one or more call centers. It is preferred that the bidder also have experience operating regional or country wide call centers. Bidders must have the organizational structure, facilities and technology in place to ramp-up call center operations to fully operational status within 8 days after being notified by the Department. Bidders must provide a list of call centers, preferably regional or countrywide, that the bidder has managed within the last five years.

B. Staff Qualifications

The bidder shall ensure that the project and each of its components is adequately staffed with experienced, knowledgeable calling agents who can meet the responsibilities outlined in this RFP. The bidder shall provide the Department with an organizational chart outlining the structure of the call center including management and all key staff, and identified lines of authority. The bidder must identify a Program Manager who will serve as the main contact with the Department.

The Department must be notified in writing, reasonably in advance, if a new or other Project Manager will be hired. The notice must include an explanation for the change and the name and credentials of the individual proposed to assume the position. Any changes or additions in calling agents once the contract has begun must also be reported to the Department with resumes submitted to the Department, for prior approval, reasonably in advance of when staff begins employment.

The Department may request changes in staff based on performance and quality, and request a replacement of equal or stronger qualifications. The bidder must have a confidentiality policy and provide an explanation of staff training in confidentiality.

The bidder is responsible for hiring, managing and maintaining a staff of qualified, trained operators capable of responding to the volume and type of calls outlined in the RFP. The management team and number of live operators must be sufficient to provide timely responses to all calls and updates to the database, as well as responses to administrative concerns and inquiries posed by the Department.

The selected bidder must submit a staff training plan outlining how staff will be trained on an on-going basis to respond to callers' inquiries and concerns, build skills sets to appropriately respond to callers, and ensure that staff is kept up-to-date on "Question and Answer" script content. The bidder must make available sufficient numbers of staff to assure contracted performance standards are met (call waiting times, etc.). The bidder must assure the ability to respond in multiple languages as indicated by the specific emergencies for which the call center is activated.

C. Detailed Project Specifications

As described in the Introduction and Background sections, the purpose of this RFP is to secure the services of one or more qualified bidder(s) who will maintain and operate a toll-free call center to respond to calls from the general public related to queries regarding COVID-19 or any other diseases as specified by the Health department. The call center is also required to coordinate ambulance services for COVID-19 patients needing these as well maintain database with information as required and specified by health department. Calls from health care professionals, hospitals and other health care facilities, and local health departments will be routed back to the Department for response, if the inquiry is beyond the scope of services provided by the call center. As the call center will provide services in response to public health emergencies, the number of times and duration of times that the call center will be operationalized cannot be determined. The call volume is influenced by the estimated number of persons potentially exposed or impacted, the geographical regions of the province involved, and the actual or perceived threat of disease by the general public. The bidder must provide the following services and meet the following standards:

1. Accessibility and Staffing

- a) The bidder will operate the call center on a continuous basis, 24 hours a day, 7 days a week, for the whole duration of the contract, with capable staff available to answer calls directly during this entire time period. Answering machines cannot be utilized.
- b) The bidder must have the capability to ramp-up call center operation to fully operational status within 8 days after being notified by the Department and provided the Department's "Question and Answer" script and data collection form for use by call center operators.

Before attaining the fully operational status, the call center must be able to establish a functioning call center within 48 hours of the award of contract. This means that the bidder must have the facility, technology, and staffing in place to start taking calls within 48 hours of notification. The Department will attempt to provide as much notice as possible as the Department prepares to respond to an event.

- c) The bidder must have sufficient staff to adjust the number of staff at the call center to accommodate all call volume fluctuations, including the potential to accommodate call volume for the entire province, and coordinate with other call centers and services, as needed. The number of the required calling agents is likely to change as the call center starts operating and data starts pouring. Ideally the call center should be in a position to immediately provide the services of at least 25 calling agents (which may go up to at least 100 calling agents if the situation so warrants). The calling agent must be well familiar with Urdu, Pushto, Hindko and Saraiki languages.
- d) The call center must be accessible to all persons throughout the province and have the capability to answer calls from other provinces should a need arise.
- e) The bidder must have the capability to receive calls forwarded from other toll-free numbers that may be directed to the call center.
- f) The bidder is required to integrate the proposed solution with the current in operation help line of 0800-01700.
- g) The bidder will be required to hire staff which has strong communication and interpersonal skills. Operators should be culturally competent with the language and region they would be dealing with and be capable of interviewing callers of diverse backgrounds, including older adults, people with disabilities, teenagers, ethnic and religious minorities. Operators should have the ability to handle inquiries and requests from callers in a courteous and professional manner, including calls received in crisis situations and/or from irate callers.

2. Integrated Voice Response Systems

- a) The bidder may use an integrated voice response system (IVR) to provide the initial message to callers. The bidder may propose using IVR in other ways that have been shown to be effective within the scope of work of the RFP.
- b) The bidder shall include the ability for callers to select an educational message or answer to frequently asked questions through an automated menu, if requested by the Department.
- c) The bidder must make all automated messaging available in Pashto and Urdu.
- d) The bidder must always provide the option of a live person response for all callers during the period of operation.

3. Response Times

- a) The bidder must answer all calls within the first three rings, either by a live operator or by the integrated voice response.
- b) The average wait or hold time for a live operator must be less than 30 seconds.
- c) The bidder must indicate their anticipated incoming average blockage rate (the percent of

calls that receive a busy signal).

d) The bidder must indicate their anticipated average abandoned call rate.

4. Caller Assistance/Information Dissemination

The bidder is responsible for providing up-to-date information and referrals appropriate to caller needs, including callers in crisis. The bidder will use “Question and Answer” scripts provided by the Department to facilitate input and retrieval of information by operators and to ensure the timely delivery of accurate information and referrals. More specifically, the bidder’s information dissemination responsibilities include, but are not limited to, providing the following information to callers:

- a) Determine caller needs and circumstances
- b) Provide accurate information based on “Question and Answer” scripts in response to caller questions.
- c) Provide in-service training, on an as needed basis, to keep staff up-to-date on “Question and Answer” script content. Scripts may undergo rapid revisions due to the changing nature of the public health services, and the bidder must ensure that staff are provided and are using the most current script provided by the Department.
- d) Coordinate the efforts of and in between appropriate health service provider/ service provider, in light of the requirements of the caller. For the proposed intervention the appropriate health provider may consist of the following:
 - I. Rapid response tier 1 teams
 - II. Rapid response tier 2 teams
 - III. Rescue 1122
 - IV. Doctors’ panel
 - V. Hospitals and isolation centers
- e) The call center will also be responsible for updating information regarding the no of available health facilities and defined by the health department from the concerned health department officials specified for the task
- f) Calls from health care professionals, hospitals and other health care facilities, and local health departments will be transferred to a phone number designated by the Department for response as per Department directives. The nature of calls requiring transfer to the Department will be determined for each event.
- g) Transfers to voice mail are allowed as negotiated by the Department.
- h) The call center will also be responsible for coordinating the availability of PPEs to RRT1 and RRT 2 teams, Provision of requisite information to Telecom operators who shall use the information for payment purposes to RR teams as well as the taxi services intended to provide mobility to the RR teams.

5. Caller Database:

The bidder will manage and utilize a standardized database to collect and to report accurate information on individual callers and nature of the calls, and submit to the Department at specified timeframes. All data must be kept confidential. Data collected must also be aggregated, as directed

by the Department. Database requirements include, but are not limited to, the following:

- a) Utilize a standardized database to capture data on each caller using a data collection form developed by the Department and provided to the bidder. Data to be collected will depend upon the screening questions approved by the department. In addition the bidder should also be able to input data of other formats as and when asked or defined by the department
- b) The data collection system must also be able to export the raw data into a delimited flat file, spreadsheet software, such as Microsoft Excel.
- c) Submit summary data reports at required intervals to the Department (either daily, weekly, monthly, or other intervals, depending on Department directed need), in a Department provided format. Summary reports must be accompanied by a Microsoft Excel or other delimited flat file containing individual records for the data that are aggregated in the summary reports.
- d) Securely store and transmit data that includes confidential information.
- e) Produce ad hoc reports as requested by the Department.
- f) Within 08 days of the start of operations, the bidder shall also develop related mobile apps and dashboards for RRT 1 and RRT 2 teams. Mobile apps and dashboards will also be developed for health department officials to input data regarding the availability of healthcare facilities, isolation centers' capacity, ambulance service availability etc. Provision should also be made to integrate the data base and call center with already developed mobile apps and tools which may be developed by the health department or any other entity which the health department approves for developing such apps.
- g) Mapping and utilization of Isolation centers, Isolation wards and HDUs (at steady state, Health Dept may consider assigning the call center this role of task assignment in them)

6. Management Reports

- a) The bidder must submit management reports as required by the Department for its use in the review, management and analysis of the call center. To support these reports, the bidder must collect, at a minimum, the following information on each call:
 - Date and time
 - Disposition (abandoned, queued, connected, completed)
 - Time to connect
 - Duration
 - For answered calls: language
 - For IVR systems: tallies of all menu selections
- b) Summary reports must also be submitted and include peak hours for calls, average length of calls, use of translation services for languages other than English and devices for individuals with disabilities, call abandonment rates, and any other challenges and/or issues related to staffing, maintenance and operational issues and their disposition. The information submitted must include any data used to determine billing charges.
- c) The bidder must have quality control measures in place to assure accuracy and timeliness of all reports. Reports shall be provided by the bidder(s) in paper format and in an electronic format as determined by the Department.

7. Quality Assurance and Improvement

The bidder shall have a written internal quality assurance (QA) plan for the monitoring and improving of call center services, which includes training and supervision of staff, ongoing performance assessment of the quality of information provided to callers, and follow-up on identified issues. Any alteration of the frequency or strategy for monitoring call center services shall only be made with prior approval of the Department. This includes, but is not limited to:

- a) Evaluation of call center operations including monitoring of response time, abandonment rate, staff effectiveness, and use of management reports to improve call center performance.
- b) Provision of feedback to the Department regarding questions from callers that the “Question and Answer” script does not answer.
- c) The capability to gather and report on customer complaints, compliments and other service related comments/suggestions and protocol to respond to customer complaints.
- d) A process for rapid and thorough follow-up of any complaints.
- e) Performance assessment of call center services, staff training, and reporting to the Department.
- f) Provision of advice and recommendation to the Department regarding call center operations and management. Such responsibility shall include, but not be limited to, keeping the Department informed in a timely manner concerning such matters as new advances and technological improvements in telecommunications, innovation and any potential issues affecting the call center. The Department is not under any obligation to act on such advice or recommendations.

8. Technical Specification of the Solution:

Multi-channel IP Contact Center:

- a) IP based multi-channel CC solution for all inbound and outbound IVR ports
- b) Based on Open architecture, support integration with Open Database Connectivity (ODBC)- compliant database.
- c) Support software interfaces for CTI applications.
- d) Web 2.0 or better Standards based fully customizable agent and supervisor desktops with support for call control, email, web chat, and live data reporting, CTI integration
- e) Integrate with backend CRM
- f) Email and web chatting solution for agents
- g) Network readiness for Agents
- h) Voice Recording, Quality Management and Work Force Management solution for call center
- i) Provide historical and real-time reports and dashboards with flexible presentation
- j) Fully customized reporting tool
- k) High-availability redundancy, including support for automatic failover of inbound voice

ACD, IVR, and desktop services.

- l) Support Database replication and failover
- m) Support High-availability for core components
- n) Wall board with display

VIII. PROPOSAL REQUIREMENTS

A. GENERAL SUBMISSION REQUIREMENTS

A Technical and financial Proposal must be submitted in response to this RFP. The requirements established by this RFP for proposal content and format will be used to evaluate proposals. The bidder's compliance to the format prescribed herein, as well as the bidder's response to each specific requirement and question stated in the RFP, will be considered during the evaluation process. Proposals should provide a concise but complete description of the bidder's ability to meet the requirements of the RFP.

The Technical and Financial Proposals must be submitted in separate sealed envelopes/packages and placed in a third package. The two sections should be marked as follows: "Technical Proposal Public Health Call Center Services" and "Financial Proposal-Public Health Call Center Services". Each section should be identified with the name of the bidder and RFP # -----.

All evidence and documentation requested under this RFP must be provided at the time the proposal is submitted. Proposals may also be submitted directly to the procurement section of the health department by 2 o'clock on 05-10-2020.

B. TECHNICAL PROPOSAL

Responses to all proposal requirements must be addressed in the Technical Proposal. The Technical Proposal consists of a narrative description of how the bidder will manage all aspects of the Public Health call center described in Section VII-Scope of work (Project Specifications). Bidders may provide additional information or recommendations relevant for consideration in the determination of award of the contract(s).

Technical proposals must be organized into the following sections:

Transmittal Letter

Section 1: Executive Summary

Section 2: Organizational Background and Experience

Section 3: Staff Qualifications

Section 4: Proposed Approach

Transmittal Letter

The bidder's Technical Proposal must contain a transmittal letter signed in ink by an official authorized to bind the bidder to the provisions contained therein. The letter should include:

- a) A statement designating the name of the organization that will contract with the Department.
- b) The name, title, address, phone number and e-mail address of the representative whom Department staff may contact during the review process.
- c) A declaration of the ability, willingness and assurance of readiness to provide the services defined in the RFP, and an agreement to the proposed contract language as defined in the RFP and all its appendices.
- d) An affirmation that the proposal and all provisions of the offer are to remain in effect for 5 months commencing the due date of the proposal.
- e) A statement attesting to the accuracy and truthfulness of all information contained in the proposal.

Section 1: Executive Summary

The Executive Summary should provide an overview of the bidder's Technical Proposal and summarize the bidder's understanding of the performance requirements outlined in the RFP. Bidders should address the general scope of services and the manner in which they would be provided. It must not include any information concerning the cost of the proposal.

Section 2: Organizational Background and Experience

- a) Bidders should describe the background, experience, and structure that qualify the bidder, and if applicable, its subbidder(s), to undertake the functions and activities required in the RFP.
- b) Bidders are required to have a minimum of three years' experience in providing telephone answering services through one or more call centers.
- c) Bidders should include a description of current contracts and responsibilities including a description of experience and/or current call center contracts, number and type of employees and sizes and description of customer base.
- d) Bidders must identify all its joint venture / consortium partners that it intends to use in fulfilling the requirements of this project and the relevant experience of each. The role of partner/s must be clearly defined and relevant experience must be described. The bidder must submit a letter from each planned joint venture / consortium partner, stating their commitment and ability to participate in the project described in the RFP and their understanding of what their responsibilities will be in relation to this project.
- e) Bidders must provide a list of call centers that the bidder has managed within the last five years.

Section 3: Staff Qualifications

- a) Calling agents should be adequately qualified and educated to handle the nature of calls mentioned above.

- b) Demonstrate that the call center will be administered and managed with qualified management staff.
- c) Provide the proposed training strategy to train new staff and maintain continuing education, or refresher training, for existing staff. Describe the confidentiality policy and include an explanation of staff training in confidentiality.
- d) Describe how on-going training for operators will be accomplished with rapidly changing “Question and Answer” scripts.
- e) Submit information that demonstrates the bidder’s ability to dedicate the necessary resources required to provide the requested services.

Section 4: Proposed Approach

Provide a completed work plan outlining the implementation of this project. In all sections below, the bidder must address in detail how they will address all the program requirements included in Section IV, C. Detailed Project Specifications.

Describe bidder’s proposed computer and data system, including hardware and software used for each type of major function.

- a) Accessibility and Staffing
 - I. Describe how the call center will operate on a continual basis, 24 hours a day, 7 days a week for the duration of the contract.
 - II. Describe how the bidder will ramp-up call center operation to fully operational status within 8 days after being notified by the Department and how the bidder will ensure sufficient staff to accommodate all call volume fluctuations.
 - III. Describe how the call center will be accessible to all persons throughout the province, have the capability to answer calls from other states and countries and receive calls forwarded from other toll-free numbers.
 - IV. Describe staff training and how the bidder will ensure that operators are culturally competent, have sufficient oral and written communication skills, and have the ability to handle inquiries and requests from callers in a courteous and professional manner, including calls received in crisis situations and/or from irate callers.
- b) Integrated Voice Response Systems
 - I. Describe the integrated voice response (IVR) system. Describe how it would operate including the routing system for obtaining automated educational messages/answers to frequently asked questions and the capability to default to live operators.
- c) Response Times
 - I. Describe how the bidder will ensure the timely answering of all calls and access to a live operator. Describe bidder’s anticipated experience with blocked and abandoned calls.
- d) Caller Assistance/Information Dissemination
 - I. Describe how the bidder will provide continually updated information contained in the Department provided “Question and Answer” script to operators and link

- callers to service providers, if needed and directed by the Department.
 - II. Describe how calls from health care professionals, hospitals and other health care facilities, and local health departments will be transferred to a Department designated number for response.
 - III. Describe the entire flow of actions performed in response to the needs of the callers. In particular the bidder should explain the work flow between the various tier and tier 2 teams deployed across the province and the ambulance services provided by Rescue 1122
- e) Caller Database: Maintenance and Data Reporting
- I. Describe the bidder's ability to utilize a standardized database to record data on each caller and export the raw data into a delimited flat file, spreadsheet software, such as Microsoft Excel. Attest that the bidder will collect all required information on each call. Ii
 - II. Describe the bidder's ability to produce reports at required intervals.
 - III. Describe the bidder's ability to collate and update data and information from various sources within the health department of KP.
- f) Management Reports
- I. Describe the bidder's capability to submit detailed management reports on each call, as well as summary reports.
 - II. Describe the quality control measures in place to assure accuracy and timeliness of all reports.
- g) Quality Assurance and Improvement
- I. Describe how the Department will be kept informed about questions from callers that the "Question and Answer" script does not answer.
 - II. Attest to how customer complaints, compliments and other service related comments/suggestions and protocol will be handled, as well as complaint follow-up.
 - III. Describe how the bidder will assess performance of call center services, staff training, and reporting to the Department.

C. FINANCIAL PROPOSAL

Financial proposals shall be submitted in the following format:

Transmittal Letter

Section 1: Bid Form (Attachment A)

Section 2: Cost Proposal Worksheet (Attachment B)

Section 3: Evidence of Financial Capacity/Stability

Transmittal Letter

The transmittal letter must be signed in ink by an official authorized to bind the bidder to the

provisions contained therein. The letter should include: a) An affirmation that the offer is to remain in effect for 5 months commencing the due date of the proposal. b) A statement indicating that the bidder will provide the services at the prices contained in the cost proposal. c) A statement indicating that the bidder prepared its Cost Proposal without collusion or other communication with any other prospective bidder.

Section 1: Bid Form

Attachment A contains the Bid Form that must be submitted in response to this RFP.

Section 2: Cost Worksheet

The Department seeks to award contracts for call center services on the basis of cost per calling agent and the cost of developing and deploying the necessary software, databases, mobile apps and dashboards. The Cost Proposal Worksheet (Attachment A) must be completed. All costs must be inclusive of all activities necessary to implement the call center as described in this RFP.

Section 3: Evidence of Financial Capacity/Stability

Bidders must be able to provide evidence of their financial ability to perform the terms and conditions of the contract. Each bidder must include independently audited financial statements (not annual reports) for the last three years of operations. If a bidder is not required to have audits performed, a statement to that effect must be included with the cost proposal.

IX. METHOD OF AWARD

The Department will conduct a comprehensive and impartial evaluation of all proposals submitted through the procurement committee of health department. The evaluation committee will be comprised of members of the Department qualified to evaluate the components of this procurement.

At the discretion of the Department of Health, all bids may be rejected. The technical and financial proposals will be evaluated separately. The results of the technical and financial evaluations will be weighted and combined for purposes of awarding contracts. Evaluation of the bids will include, but not be limited to the following considerations:

- meeting the RFP requirements;
- an assessment of the bidder's experience and qualifications;
- the technical merit of the proposal;
- the clarity of the proposal; and
- the total project cost.

1. Pass/Fail Requirements

All proposals will have an initial pass/fail screening for the following requirements:

- a) timely submission;
- b) separate cost and technical proposals;

- c) the bidder has at least 3 years of experience in providing call center services through one or more call centers;
- d) The Vendor must be a Public/Private Limited Company registered in Pakistan under PSEB and should have been in operation for at least 5 years;
- e) a work plan that outlines the implementation of this project is included.
- f) The vendor or its wholly owned subsidiary providing call center services or the parent company of whom the vendor is a wholly owned subsidiary, providing call center services, must be registered with an authorized agency, as applicable.
- g) Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate);
- h) Authorized from Principal/Manufacturer.
- i) has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking on legal stamp paper is mandatory).
- j) has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment.

2. Technical Proposal Score (80 points)

The evaluation team will evaluate and score each proposal that meets the initial pass/fail requirements by assessing each bidder's ability to provide the services based on the scoring system below. Information from the Financial Proposal will not be available to the technical evaluation team during their evaluation.

The Technical scoring criteria shall be as follows:

1. Technical approach = 15 marks (excellent = 15 marks, good = 10 marks, fair = 5 marks)
2. Staff qualification (academics plus experience) = 10 marks (marks will be on a relative basis amongst the bidders)
3. Number of running and /or completed individual projects = 10 marks (two marks will be awarded for a single project up to a maximum of 10 marks for not more than 5 projects only).
 - a. Projects worth Rs. 50 to Rs. 99 M = 1 mark per project and
 - b. Projects worth Rs. 100 M and above = 2 marks per project up to a maximum of 5 projects.
4. Current calling agent capacity = 10 marks. 100 number of calling agents will have a score of 5. Each additional increment of 50 number of calling agents shall carry 1 mark. The maximum marks will be 10 duly endorsed with relevant proof.
5. No of corporate/Multinational clients = 10 marks. Each national level client will carry 1 mark each. Each international level client will carry 2 marks each.
6. No of public sector clients = 10 marks. Those having 2 such clients will have 5 marks. Each additional client will carry 1 mark.

7. Annual financial turnover volume = 15 marks. Annual turnover of Rs. 50 M will have 5 marks. Each additional Rs. 10 M annual turnover will carry an additional mark of 1 up to a maximum of 10 additional marks.
8. Health care projects = 20 marks. Initial 2 number of such projects will carry 5 marks each. Any additional project in health care shall carry 2 marks each up to a maximum of 10 marks.

3. Financial Proposal Score (20 points)

The bidder's financial score will be determined based on the following formula:

(a/b)c where:

a = total cost of lowest cost proposal,

b = total cost of proposal being scored, and

c = total cost points available (20).

For evaluation of costing proposal, the monthly rate of a call agent will be considered tentatively for 25 agents (which may go up to 100 calling agents as the situation evolves).

4. Total Combined Score

To arrive at the Total Combined Score, the Department will combine the bidder's Technical and Cost Scores. The maximum score any bidder can receive is 100 points.

5. Final Selection and Contract Award

At the conclusion of the evaluation of the technical and cost proposals, the Department will identify the bidder(s) that best meet the Department's needs as reflected in the scoring/evaluation.

6. Notification of Award

After evaluation and selection of the vendor, all bidders will be notified in writing of the selection or non-selection of their proposals. The name of the successful bidder(s) may be disclosed.

X. Joint Venture / Consortium

Joint venture / Consortium are eligible for this tender, as long as the joint venture is compliant with the following conditions:

- a) The bidders may form a joint venture of maximum two partners. An Agreement Deed to that effect, legally executed and signed by all the partners shall be submitted with the bid.
- b) One partner of formulated joint venture will be designated the lead partner and would enter into legal contract with the department and would be liable to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners. A power of attorney to that effect, legally executed, signed by all the partners shall be submitted with the bid.
- c) There must be at least one locally registered company (Partner) of good repute, with relevant experience and proven track record, in the joint venture.
- d) All the partners shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The Bid, and in case of

successfully qualifying both technical and financial evaluation, the Contract Deed, to that effect, shall be signed by the lead partner.

- e) Partners other than the lead would also be bound by the terms and conditions of the contract

XI. Bid Validity

The Bid shall have a minimum validity period of **10 days** from the last date for submission of the Bid. The department may solicit the bidder's consent to an extension of the validity period of the bid. The request and the response thereto shall be made in writing.

XII. Performance Security

- a. The successful Tenderer/The Bidder shall furnish Performance Security as under:
 - i. within 2 days positively of the receipt of the Acceptance Letter from the Purchaser;
 - ii. in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document;
 - iii. for a sum equivalent to 10% of the contract value;
 - iv. denominated in Pak Rupees;
 - v. have a minimum validity period until the date of expiry of contract period, support period or termination of services, or fulfillment of all obligations under the contract, whichever is later. No other shape or form of performance security shall be acceptable with any validity less than the prescribed time period.
- b. The Performance Security shall be payable to the Department, on occurrence of any / all of the following conditions:
 - i. If the Bidder commits a default under the Contract;
 - ii. If the Bidder fails to fulfill the obligations under the Contract;
 - iii. If the Bidder violates any of the terms and conditions of the Contract.
- c. The Bidder shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the bidder within thirty working days after the expiry of its validity on written request from the Bidder.
- d. In case the Bidder fails to furnish Performance security in the shape of bank guarantee within the stipulated period given under Letter of Acceptance and subsequent formal contract, or till end of the currency of the said contract, the amount of bank guarantee, as required, shall be deducted from the amount payable to the Bidder.

Data Sheet

1.1	<p>Name of the Assignment is: Establishment of call center for Public Health Services in DGHS KP</p> <p>The Name of the PE's official (s): Procurement cell DGHS KP</p> <p>Address: Ex fata Secretariat, Warsak road Peshawar</p> <p>Telephone: Facsimile: E-mail:</p>
1.2	The method of selection is: QCBS
1.3	Financial Proposal to be submitted together with Technical Proposal: Yes No
1.4	The PE will provide the following inputs and facilities:
1.5	<p>The Proposal submission address is: Procurement cell DGHS KP</p> <p>Proposals must be submitted no later than the following date and time:</p> <p>Pre-bid Meeting will be convened on 24-09-2020 (Thursday) at 01:00 PM in Procurement cell DGHS. The bidders are required to submit their inputs/Reservations on RFP (if any) etc. to Procurement Cell in writing on or before 11:00 AM dated 24-09-2020 (Thursday).</p> <p>Interested Bidders must submit their sealed bids to the Office of the Director Procurement, DGHS Khyber Pakhtunkhwa, Warsak Road Peshawar (Old FATA Secretariat) on or before 2:00 PM, Monday 5th October 2020, the technical bids will be opened on the same day at 2:30 PM in the presence of those bidders or their representatives, who choose to attend the process</p>
9.1	Proposals validity that shall not be more than 90 days in case of National Competitive Bidding (NCB)
10.1	<p>Clarifications may be requested not later than five days before the submission date.</p> <p>The address for requesting clarifications is:</p>
12	The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Entity shall be written in English However it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.

11.2	<p><i>[Select one of the following two sentences]</i> The estimated number of professional staff-months required for the assignment is:or: available budget is: <i>[In the case of Selection under a Fixed Budget (FBS), select the following sentence]</i> The Financial Proposal shall not exceed the available budget of:</p>
13.1	The format of the Technical Proposal to be submitted is: FTP , or STP <i>[check the applicable format]</i>
13.2(vii)	Training is a specific component of this assignment: Yes No <i>[If yes, provide appropriate information]:</i>
	Covered in the foregoing.
15.1	Amounts Payable by the PE to the Consultant under the contract to be subject to local taxation, stamp duty and service charges, if applicable : _____
16.2	Consultant must submit the original, and the original of the Financial Proposal.

ANNEXUER-A

Technical Proposal Submission Form

[Location, Date]

To (Name and address of Client / department)

Dear Sir,

We, the undersigned, offer to provide the (insert title of assignment) in accordance with your Request for Proposal/Tender Document No. dated (insert date) and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of ___ related to the assignment.

We also confirm that the Government of Pakistan / Khyber Pakhtunkhwa has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature (Original) (In full and initials)

Name and Designation of Signatory

Name of Firm

Address

ANNEXUR-B

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To (Name and address of Client / Purchaser)

Dear Sir,

We, the undersigned, offer to provide the (Insert title of assignment) in accordance with your Request for Proposal No. (insert date) and our Technical Proposal. Our attached Financial Proposal is for the sum of (insert amount in words and figures). This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in of the Proposal.

Public Health RAPID RESPONSE TEAM CALL CENTRE					
Sr #	Description	Unit	Unit Price	Per Month Cost	Total Quoted price (1+2)
Monthly Cost					
1	Call Center Agents				
2	One time Application Development Cost				
	Complete technical platform including calling center system, database and required APPs Development				

1. Total cost of 10 calling agents for a period of 12 months
2. Total cost of technical platform.
3. Total cost = 1+2

We understand you are not bound to accept any Proposal you receive.

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant. Date:

Annex-C

Contract

THIS CONTRACT (hereinafter called the “Contract”) is made on 15th day of April, 2020 between the Health Department, Government of Khyber Pakhtunkhwa (*hereinafter called the “Client”*) and Messrs. _____) (hereinafter called the “Consultant”)

WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in the Contract (Hereinafter called the “Services”)
- (b) the Consultant, having represented to the Client that it has the required professional skills, expertise, and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract

NOW THEREFORE, the parties hereto hereby agree as follows:

The attached Appendix A shall be deemed to form an integral part of this Contract.

I. DEFINITIONS

The following terms have the following meanings unless the context requires otherwise:

“**Fees**” mean Consultant’s Fees for the Services as set out in the Statement of Work/Pricing Schedule for the Services detailed in the attached Appendix A;

“**Confidential Information**” means all information that relates to the business, affairs, products, developments, trade secrets, know-how, personnel, customers and suppliers of either party or which may reasonably be regarded as the confidential information of the disclosing party;

“**FTE**” means full time employee of consultant required for the delivery of the Services.

“**IVR**” means Interactive Voice Response for automated call handling;

“**Consultant’s Materials**” means all, software, Technology, and other intellectual property related to the provisions of the Services provided by Consultant;

“**Request for Proposal**” means the Bidding documents so prepared by the Consultant for the procurement of Call Center for Covid-19 & Public Health Rapid Response Team Call Centre (Public Health Call Center Services), in compliance to which Client submitted their bid (Technical & Financial) and on the basis of which this contract is being awarded to Client.

“**Standard Terms and Conditions**” means these terms and conditions contained in this agreement;

“**Statement of Work**” means the document containing the scope of Services to be performed by Consultant and other related terms as agreed in writing between the parties. The document will be deemed an integral part of this Contract.

“**Working Day**” means any day Consultant provides the Services to the Client as detailed in the Statement of Work.

II. TERMS & CONDITIONS

1. THE SERVICES

1.1 The Client hereby appoints Consultant to provide the manpower and Technology Services set out in the Statement of Work and Consultant hereby accepts such appointment, subject to and in accordance with the terms and conditions of this Agreement.

2. DURATION

This Contract be effective from April 15, 2020 till -----, at the end of June 2021; this Contract may be renewed with mutual consent of both parties for another term, if deemed appropriate by DoH Govt. of Khyber Pakhtunkhwa on the existing terms and conditions or the terms and conditions to be agreed between both parties at that time.

3. PAYMENT TERMS

3.1 The Client agrees to pay the Fees as set out in the Statement of Work/Pricing Schedule in compliance to RFP.

3.2 Ongoing fees and/or any other charges will be invoiced to the Client monthly in arrears. Charges for each service shall be calculated from the signing date of this Contract.

3.3 Payment shall be made by the Client within 30 days from receipt of correct invoice.

3.4 All invoices and payments under this Contract shall be subject to Sales Tax on Services, withholding tax and any other taxes as applicable under the law.

4. WARRANTIES AND LIABILITY

4.1 In providing the Services to the Client, Consultant will use the highest-level skill, care & professionalism.

4.2 In any event Client shall not be liable to the Consultant for any other special, indirect or consequential loss whatsoever. Furthermore, in case of damage of the software &/or Hardware System of the call center, Consultant Shall be liable to secure the data till the time of incidence and provide to party one accordingly.

4.3 Consultant shall ensure that the Client may at all times monitor the services and the flow of information through provision of direct access to the online reporting panel to the Client.

4.4 Each provision of this Clause limiting or excluding liability operates separately and shall survive independently of the other provisions.

4.5 The maximum aggregate liability of the Consultant under this Contract shall not exceed 10% of the amount paid by the Client to Consultant under this Contract.

5. CONFIDENTIALITY

5.1 Both Parties shall treat the information it gathers about the either party are strictly confidential and shall use all reasonable measures to safeguard such information from unauthorized disclosure &/or reproduction &/or use.

5.2 Any person it employs or so engages shall only use the Confidential Information for the purpose of the Services Utilization of the Confidential Information any other purpose is strictly prohibited

5.3 Both Parties take all reasonable precautions to ensure that all Confidential Information disclosed by the either party is not disclosed to any third party without prior written approval.

5.4 The provisions of this Clause 5 shall not apply to any information which:

5.4.1 Is or becomes public knowledge other than by breach of this Clause 5;

5.4.2 Is already known to the other party without restriction before the date it is received; or

5.4.3 Is received from the third party who lawfully acquired it and who is under no obligation restricting its disclosure.

5.5 The Confidentiality obligations referred to hereinabove shall survive termination or expiration of the Contract and/or any amended Statement of Work for maximum time duration as defined in clause 2 of this contract.

6. PROPRIETY RIGHTS

6.1 Consultant shall retain and acquire ownership of copyright in all Consultant's materials owned by it prior to the effective date.

6.2. All ownership to Intellectual Property Rights (IPR) shall remain with Consultant whether or not specifically recognized or perfected under the laws in the Territory. All ownership to IPR of Information (Foreground and Background Information) such as but not limited to drawings, specifications, manuals, documentations, data and Software disclosed to the other Party by disclosing Party shall remain with the disclosing Party. Access to all the aforementioned documents shall be available to the Client for review, alteration and approval required time to time.

6.3 Without limiting any other right of the Client in law or otherwise, the Client will own all data collected, stored and produced through any Software after the date such Software is delivered under this Contract.

6.4 Neither Party will take any action that jeopardizes any IPR of the other Party.

6.5 The Client warrants and represents to Consultant that it has the ability to grant the rights to any material it supplies to Consultant in order for Consultant to carry out the Services.

7. MEDIA ACTIVITY

Detail of any media activity being undertaken by the Client for any advertising campaign launched by Client may be shared with the Consultant.

8. TERMINATION

8.1 Either party may terminate this Contract without cause at 10 days' notice to the other party.

8.2 Either party may terminate this Contract by giving the other party written notice to this effect if that party is in breach of a material obligation specified in the Statement of Work and/or a material term of this Contract and has failed to remedy that breach within 30 days after being given a written notice requesting the breach to be remedied.

8.3 In event of termination, any clause or obligation which is meant to survive termination or expiry shall do so.

9. FORCE MAJEURE

Neither party shall be liable to other party for any loss or damage which may be suffered by the other due to any cause beyond other party's reasonable control including, but not limited to, any failure of telephone or database systems &/or acts of God &/or terrorism &/or flood &/or drought &/or lightning or fire &/or strike &/or lock-out &/or trade dispute &/or labor disturbance &/or the act or omission of government &/or telecommunications operators or administrators or other competent authorities &/or war &/or military operation or difficulty &/or delay or failure in manufacture &/or production or supply by third parties of materials or equipment necessary to carry out the Agreement. However, Consultant Shall be responsible for managing all means to minimize the risk measure of all the tasks.

10. NOTICES

Any notice, which may be given under this Contract, shall be deemed to have been given if sent by post &/or fax &/or official email address to the respective addresses as of the parties as stated in Statement of Work. In case of the postal service, delivery shall be presumed to have occurred 2 working days after posting and in the case of a fax or email, 4 hours after receipt by the sender of a transmission report showing delivery provided such transmission is made between Monday to Friday and between the hours of 9:00 -17:00 (Pakistan)

11. TAXES AND FEES

11.1 In the event that new or increased (when compared to the duties and taxes applicable as the date of this Contract) duties or taxes (i.e. taxes other than income tax) are levied by the relevant Government on the importation, the parties shall agree on the manner by which such new, existing or increased duties or taxes will be paid. The party which is liable to pay under such new tax law or change in the existing law by the Government will pay such tax of its part.

12. GENERAL

12.1 In the event of any material breach by a party of its obligations or responsibilities under this Contract, the breaching party shall hold the other party's and their officers, directors, employees and representatives harmless and indemnified from and against any and all loss, damage, liability, payment and obligation and all expenses (including without limitation reasonable legal fees) incurred, suffered, sustain or required to be paid, directly by or sought to be imposed upon the non-breaching parties.

12.2 This Contract may only be modified if such modification is agreed in writing by a duly authorized officer of Client and the Consultant

12.3 Failure by either party to exercise or enforce any right under this Contract shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement of any right on any later occasion.

12.4 Clauses hereof shall be deemed to be independent and the invalidity of any such clause which may be unenforceable as being contrary to the principles of law shall not affect the validity of any other clause of this Contract.

12.5 This Contract shall not create any rights that shall be enforceable by third parties against either of the Parties.

13. DISPUTE RESOLUTION

13.1 If any dispute or difference arises between the Parties in connection with this Contract or the transactions/services contemplated herein, the Parties undertake to use all reasonable endeavors, in good faith, to settle the dispute or difference by negotiation. If any dispute cannot be resolved within

twenty-one (21) days of it arising, the matter/issue shall be referred to arbitration.

13.2 If the Parties are unable to settle the dispute or difference by negotiation, either Party may refer the dispute or difference to be settled by arbitration to be held in Pakistan in accordance with the provisions of Arbitration Laws.

13.3 This Contract shall be governed and construed in accordance with the laws of Pakistan. The courts of Pakistan shall have jurisdiction in respect of disputes arising hereunder.

IN WITNESS WHEREOF, the parties have caused this Contract to be executed by their respective duly authorized representatives.

For and on behalf of

Client

Sign: _____

Name:

Position:

CNIC No.

Address:

Date:

For and on behalf of

Consultant

Sign: _____

Name:

Position:

CNIC No.

Address:

Date:

Witness 1:

Witness 2:

Name:

Title:

CNIC No.

Name:

Title:

CNIC No.

STATEMENT OF WORK
CONSULTANT TO SET UP “COVID-19 & PUBLIC HEALTH RAPID RESPONSE TEAM
CALL CENTRE”

Key Requirements

In order to cope up to this unprecedented challenge of COVID-19 & Other Public Health issues, Consultant shall put together a professional 24/7 Call center helpline to ensure that

- a. All calls made by the public are received/answered and addressed
- b. All facts of the cases are recorded on
 - a. Agent Web portal and
 - b. Health worker Web portal
- c. In accordance with the current understanding between the Parties, Consultant shall develop complete dashboard visibility with eight different reports and any further changes will be agreed upon between the Parties in writing through signing an Addendum to this Agreement.
- d. Consultant shall provide help support on
 - a. Capturing Information
 - b. Raising Service requests
 - c. Filing Complaint Tickets
 - d. Alerting the RRTs in case of High Risk callers
 - e. Coordinating with 1122 for ambulance services
 - f. Coordinating with hospitals and isolation facilities for information updation
 - g. Coordinating with other relevant government agencies as communicated by the health Client from time to time and as the system evolves.
- e. Call center officer would provide appropriate guidance
- f. Most importantly shall alert and give a heads up to respective RR-Teams in various locations within timely manner for an immediate and effective response.
- g. Consultant shall also be bound to perform call center activity of the Locum part of Client in compliance to the relevant provision as mentioned in RFP.

How this would be done

- a- Consultant shall set-up a complete state of the art “Customer Service Call Center” in 7 working days.
- b- The number of agents shall be in compliance to RFP. Consultant shall be required to fully comply with the provision of RFP as and where mentioned in RFP.
- c- Consultant shall be responsible to ensure that all Call Center officers will be equipped with the required knowledge, tools and means along with 100% access to RR-team information helping the caller in, providing an end-to-end solution.
- d- Call Center officers shall be trained on
 - a. Agent Portal
 - b. Health workers Application
- e- Consultant shall provide database access to all authorized stake holders
- f- Consultant shall provide access to daily, weekly, monthly dashboards
- g- Consultant shall design customized RRT web application, entering data on the spot and assigning and altering the respective RRTs.

Process

Consultant shall maintain and operate a call center to respond to calls from the general public related to queries regarding COVID-19 or any other diseases as specified by the Client. The call center shall also coordinate ambulance services for COVID-19 or any other diseases, patients needing these as well maintain database with information as required and specified by Client. Calls from health care professionals, hospitals and other health care facilities, and local health Client will be routed back to the Client for response, if the inquiry is beyond the scope of services provided by the call center. As the call center will provide services in response to public health emergencies, the number of times and duration of times that the call center will be operationalized cannot be determined. Consultant agrees to provide the following services and meet the following standards:

1. Accessibility and Staffing

- h) Consultant shall operate the call center on a continuous basis, 24 hours a day, 7 days a week, for the whole duration of the contract, with capable qualified staff available to answer calls directly during this entire time period. Answering machines shall not be utilized.
- i) Consultant shall ramp-up call center operation to fully operational status within 8 days after being notified by the Client and provided the Client's "Question and Answer" script and data collection form for use by call center operators. Before attaining the fully operational status, Consultant shall establish a functioning call center within 48 hours of the award of contract. This means that Consultant must have the facility, technology, and staffing in place to start taking calls within 48 hours of notification. The Client will attempt to provide as much notice as possible as the Client prepares to respond to an event.
- j) Consultant must have sufficient staff to adjust the number of staff at the call center to accommodate all call volume fluctuations, including the potential to accommodate call volume for the entire province, and coordinate with other call centers and services, as needed. The number of the required calling agents is likely to change as the call center starts operating and data starts pouring. As a starting point Client will immediately provide 25 calling agents within 48 hrs after signing of agreement to functionalize the call center. The calling agent must be well familiar with Urdu, Pushto, Hindko and Saraiki languages.
- k) The call center must be accessible to all persons throughout the province and have the capability to answer calls from other provinces should a need arise.
- l) Consultant must have the capability to receive calls forwarded from other toll-free numbers that may be directed to the call center.
- m) Consultant is required to integrate the proposed solution with the current in operation help line of 0800-01700.
- n) Consultant will be required to hire staff which has strong communication and interpersonal skills. Operators should be culturally competent with the language and region they would be dealing with and be capable of interviewing callers of diverse backgrounds, including older adults, people with disabilities, teenagers, ethnic and religious minorities. Operators should have the ability to handle inquiries and requests from callers in a courteous and professional manner, including calls received in crisis situations and/or from irate callers.

9. Integrated Voice Response Systems

- e) Consultant may use an integrated voice response system (IVR) to provide the initial message to callers. The bidder may propose using IVR in other ways that have been shown to be effective within the scope of work of the RFP.
- f) Consultant shall include the ability for callers to select an educational message or answer to frequently asked questions through an automated menu, if requested by the Client.
- g) Consultant must make all automated messaging available in Pashto and Urdu.
- h) Consultant must always provide the option of a live person response for all callers during the period of operation.

10. Response Times

- e) Consultant must answer all calls within the first three rings, either by a live operator or by the integrated voice response.
- f) The average wait or hold time for a live operator must be less than 30 seconds.
- g) Consultant must indicate their anticipated incoming average blockage rate (the percent of calls that receive a busy signal).
- h) Consultant must indicate their anticipated average abandoned call rate.

11. Caller Assistance/Information Dissemination

Consultant is responsible for providing up-to-date information and referrals appropriate to caller needs, including callers in crisis. Consultant will use “Question and Answer” scripts provided by the Client to facilitate input and retrieval of information by operators and to ensure the timely delivery of accurate information and referrals. More specifically, Consultant’s information dissemination responsibilities include, but are not limited to, providing the following information to callers:

- i) Determine caller needs and circumstances
- j) Provide accurate information based on “Question and Answer” scripts in response to caller questions.
- k) Provide in-service training, on an as needed basis, to keep staff up-to-date on “Question and Answer” script content. Scripts may undergo rapid revisions due to the changing nature of the public health services, and the bidder must ensure that staff are provided and are using the most current script provided by the Party One.
- l) Coordinate the efforts of and in between appropriate health service provider/ service provider, in light of the requirements of the caller. For the proposed intervention the appropriate health provider may consist of the following:
 - I. Rapid response tier 1 teams
 - II. Rapid response tier 2 teams
 - III. Rescue 1122
 - IV. Doctors’ panel, if required
 - V. Hospitals and isolation centers
- m) The call center shall also be responsible for updating information regarding the no of available health facilities and defined by the health Party One from the concerned health officials specified for the task
- n) Calls from health care professionals, hospitals and other health care facilities, and local health facilities shall be transferred to a phone number designated by the Client for response as per Client’s directives. The nature of calls requiring transfer to the Client will be determined for each event.
- o) Transfers to voice mail are allowed as negotiated by the Client.
- p) The call center shall also be responsible for coordinating the availability of PPEs to RRT1 and RRT 2 teams, Provision of requisite information to Telecom operators who shall use the information for payment purposes to RR teams as well as the taxi services intended to provide mobility to the RR teams.

12. Caller Database:

Consultant shall manage and utilize a standardized database to collect and to report accurate information on individual callers and nature of the calls, and submit to the Client at specified timeframes. All data must be kept confidential. Data collected must also be aggregated, as directed by the Consultant. Database requirements include, but are not limited to, the following:

- h) Utilize a standardized database to capture data on each caller using a data collection form

developed by the Client and provided to the bidder. Data to be collected will depend upon the screening questions approved by the Client. In addition, the bidder should also be able to input data of other formats as and when asked or defined by the Client.

- i) The data collection system must also be able to export the raw data into a delimited flat file, spreadsheet software, such as Microsoft Excel.
- j) Submit summary data reports at required intervals to the Client (daily, weekly, monthly, or other intervals, depending on Client's directed need), in a Client provided format. Summary reports must be accompanied by a Microsoft Excel or other delimited flat file containing individual records for the data that are aggregated in the summary reports.
- k) Securely store and transmit data that includes confidential information.
- l) Produce ad hoc reports as requested by the Client.
- m) Within 08 days of the start of operations, Consultant shall also develop related mobile apps and dashboards for RRT 1 and RRT 2 teams. Mobile apps and dashboards will also be developed for health officials of Party One to input data regarding the availability of healthcare facilities, isolation centers' capacity, ambulance service availability etc. Provision should also be made to integrate the data base and call center with already developed mobile apps and tools which may be developed by the Consultant or any other entity which the Client approves for developing such apps.
- n) Mapping and utilization of Isolation centers, Isolation wards and HDUs (at steady state, Client may consider assigning the call center this role of task assignment in them)

13. Management Reports

- d) Consultant must submit management reports as required by the Client for its use in the review, management and analysis of the call center. To support these reports, Consultant must collect, at a minimum, the following information on each call:
 - Date and time
 - Disposition (abandoned, queued, connected, completed)
 - Time to connect
 - Duration
 - For answered calls: language
 - For IVR systems: tallies of all menu selections
- e) Summary reports must also be submitted and include peak hours for calls, average length of calls, use of translation services for languages other than English and devices for individuals with disabilities, call abandonment rates, and any other challenges and/or issues related to staffing, maintenance and operational issues and their disposition. The information submitted must include any data used to determine billing charges.
- f) Consultant must have quality control measures in place to assure accuracy and timeliness of all reports. Reports shall be provided by Consultant in paper format and in an electronic format as determined by the Client.

14. Quality Assurance and Improvement

Consultant shall have a written internal quality assurance (QA) plan for the monitoring and improving of call center services, which includes training and supervision of staff, ongoing performance assessment of the quality of information provided to callers, and follow-up on identified issues. Any alteration of the frequency or strategy for monitoring call center services shall only be made with prior approval of the Client. This includes, but is not limited to:

- g) Evaluation of call center operations including monitoring of response time, abandonment rate, staff effectiveness, and use of management reports to improve call center performance.
- h) Provision of feedback to the Client regarding questions from callers that the "Question and Answer" script does not answer.

- i) The capability to gather and report on customer complaints, compliments and other service related comments/suggestions and protocol to respond to customer complaints.
- j) A process for rapid and thorough follow-up of any complaints.
- k) Performance assessment of call center services, staff training, and reporting to the Client.
- l) Provision of advice and recommendation to the Client regarding call center operations and management. Such responsibility shall include, but not be limited to, keeping the Client informed in a timely manner concerning such matters as new advances and technological improvements in telecommunications, innovation and any potential issues affecting the call center. The Client is not under any obligation to act on such advice or recommendations.

15. Technical Specification of the Solution:

Multi-channel IP Contact Center:

- o) IP based multi-channel CC solution for all inbound and outbound IVR ports
- p) Based on Open architecture, support integration with Open Database Connectivity (ODBC)-compliant database.
- q) Support software interfaces for CTI applications.
- r) Web 2.0 or better Standards based fully customizable agent and supervisor desktops with support for call control, email, web chat, and live data reporting, CTI integration
- s) Integrate with backend CRM
- t) Email and web chatting solution for agents
- u) Network readiness for Agents
- v) Voice Recording, Quality Management and Work Force Management solution for call center
- w) Provide historical and real-time reports and dashboards with flexible presentation
- x) Fully customized reporting tool
- y) High-availability redundancy, including support for automatic failover of inbound voice ACD, IVR, and desktop services.
- z) Support Database replication and failover
- aa) Support High-availability for core components
- bb) Wall board with display

16. Other

All document/s, criteria, Procedure/s, statement/s, & Format/s on the basis of which this contract is being awarded shall be the part of this contract and shall be obligation on Consultant to comply with.

PRICING SECHEDULE

COVID-19 & PUBLIC HEALTH RAPID RESPONSE TEAM CALL CENTRE

Sr. #	Description	Unit	Unit Price	Per Month Cost – PKR
Monthly Cost				
1	Call Center Agents	1		
2	One time Application Development Cost			
	Application Development			F.O.C

- Telecom cost will be charged as per actual. For reference details are cited below

- Per line rent/ per month: PKR /-
- Outbound call / per minute: rupees

Following services will be provided in aforementioned per agent cost

- * Agent salary and Incentive
- * Complete Inbound and Outbound call center solution will be provided.
- * Team Lead services: manage day to day call center operations and share daily, weekly and Report's with Party One
- * Quality Control services: Quality control officer will be assigned for monitoring agent's work/behavior and process compliance
- * Electricity cost/ 100% Backup generator facility
- * Complete infrastructure: furniture, hardware, software and telecom infrastructure.
- * 100% call Recording / back up service