



**INFORMATION AND COMMUNICATION TECHNOLOGY
AGENCY OF SRI LANKA**

BIDDING DOCUMENT

NATIONAL COMPETITIVE BIDDING (NCB)

FOR

**SETTING UP, MANAGING AND OPERATION OF CALL CENTRE
FOR GOVERNMENT INFORMATION CENTRE (GIC) - 1919**

INVITATION FOR BIDS NO: ICTA/GOSL/SER/NCB/2016/96

OCTOBER, 2016

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Information and Communication Technology Agency of Sri Lanka

Invitation for Bids (IFB)

Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC)

IFB Number: ICTA/GOSL/SER/NCB/2016/96

- 1 Information and Communication Technology Agency of Sri Lanka (ICTA) which functions under the purview of Ministry of Telecommunication and Digital Infrastructure, has initiated implementation of several initiatives across the government by developing and improving digital infrastructure as a key area to increase the efficiency of the government processes and to provide government services effectively and efficiently in line with the national policy of 'Digitization of Economy'.
- 2 ICTA initiated the Government Information Centre (GIC) Project to provide government information in Sinhala, Tamil and English languages through a call centre. This uses the number '1919' across all telecommunication service providers, which has now become a popular source for obtaining government information.
- 3 The Chairman, Project Procurement Committee (PPC), on behalf of Information and Communication Technology Agency of Sri Lanka (ICTA), now invites sealed Bids from eligible and qualified Bidders for providing services for Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC) for a period of two years commencing from the beginning of 2017 for which this IFB is issued.
- 4 Bidding will be conducted using the National Competitive Bidding (NCB) procedure as defined in Procurement Guidelines of Democratic Socialist Republic of Sri Lanka (GoSL) and is open to all eligible Bidders that meet the qualifications requirements specified in the Bidding Documents.
- 5 Interested eligible Bidders may obtain further information from Mr. Gamini Karunaratne, Director-Procurement and Head-Administration, ICTA, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05 and inspect the Bidding documents free of charge during office hours on working days commencing from **October 25, 2016** at the office of ICTA at the above address. Telephone: 2369099, Facsimile: 2369091

email: procurement@icta.lk. Bidding documents are also available on <https://www.icta.lk/procurement/> only for reference purposes and interested eligible Bidders shall purchase the Bidding Documents as described (6) below.

- 6 A complete set of Bidding Documents in English Language may be purchased by interested Bidders on submission of a written application and upon payment of a non-refundable fee of Sri Lankan Rupees Fifteen Thousand (LKR 15,000.00) effective from **October 25, 2016** during office hours on working days from the office of the ICTA at the address given in paragraph (5) above. The method of payment will be by cash.
- 7 A pre-bid meeting which potential Bidders may attend will be held at **1400 Hrs (2.00 PM)** on **November 11, 2016** at the office of ICTA at the address given in paragraph (5) above.
- 8 Bids in hard copies (as per ITB 20 of Bidding Document) must be delivered to Director- Procurement, C/o Managing Director/Chief Executive Officer, Information and Communication Technology Agency of Sri Lanka (ICTA), 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05 at or before **1500 Hrs (3.00 P.M)** on **November 25, 2016**. Late Bids will not be accepted and will be rejected.
- 9 All Bids must be accompanied by a Bid Security in the form of a Bank Guarantee using the format given in the Bidding Document in the amount of Sri Lankan Rupees Five Hundred Thousand (LKR 500,000.00).
- 10 Bids shall be valid for a period of 90 days from the date of deadline for submission of the Bids.
- 11 Bids will be opened immediately after the deadline for submission of bids, in the presence of Bidders or their authorized representatives who choose to attend in person at the office of ICTA at the address given in paragraph (5) above.
- 12 ICTA will not be responsible for any costs or any expenses incurred by the Bidders in connection with the preparation or delivery of Bids.

Chairman
Project Procurement Committee
Information and Communication Technology Agency of Sri Lanka
160/24, 2nd Floor, Kirimandala Mawatha
Colombo 05

October 24, 2016

Section I. Instructions to Bidders

A. General

1. **Scope of Bid**
 - 1.1 The Employer, as defined in the **Bidding Data Sheet (BDS)**, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of this National Competitive Bidding (NCB) Contract is **provided in the BDS**.
 - 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date **provided in the BDS**.
2. **Source of Funds**
 - 2.1 Payments under this contract will be financed by the source **specified in the BDS**.
3. **Corrupt or Fraudulent Practices**
 - 3.1 The attention of the bidders is drawn to the followings:
 - Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;
 - Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.
 - 3.2 The Purchaser requires the bidders, suppliers, contractors, and service providers to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:
 - (a) *“Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;*
 - (b) *“Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a*

contract;

(c) *“Collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, noncompetitive levels; and*

(d) *“Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.*

3.3 If the Purchaser found any unethical practices as stipulated under (Instructions to Bidders)ITB Clause 3.2, the Purchaser will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

4. Eligible Bidders

4.1 All bidders shall possess legal rights to supply the Services under this contract.

4.2 A Bidder shall not have a conflict of interest. All bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this bidding process, if they:

(a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services to be purchased under these Bidding Documents ; or

(b) Submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.

4.3 A Bidder that is under a declaration of ineligibility by the Government of Sri Lanka (GOSL), at the date of submission of bids or at the date of contract award, shall be disqualified.

4.4 Foreign Bidder may submit a bid only if so stated in the BDS.

5. Qualification of the Bidder

- 5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
- 5.2 In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.
- 5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise **stated in the BDS**:
- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the Bid to commit the Bidder;
 - (b) total monetary value of Services performed for each of the last five years;
 - (c) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
 - (d) list of major items of equipment proposed to carry out the Contract;
 - (e) qualifications and experience of key site management and technical personnel proposed for the Contract;
 - (f) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
 - (g) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);

- (h) authority to the Employer to seek references from the Bidder's bankers;
- (i) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and
- (j) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.

5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:

- (a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;
- (b) the Bid shall be signed so as to be legally binding on all partners;
- (c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;
- (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
- (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:

- (a) annual volume of Services of at least the amount **specified in the BDS**;
- (b) experience as prime contractor in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 5 years (to comply with this requirement, Services contracts cited

should be at least 70 percent complete) **as specified in the BDS;**

- (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS;**
- (d) a Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three years as Manager; and
- (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS.**

A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

5.6 The figures for each of the partners of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria of ITB Sub-Clause 4.4(a), (b) and (e); however, for a joint venture to qualify the partner in charge must meet at least 40 percent of those minimum criteria for an individual Bidder and other partners at least 25% of the criteria. Failure to comply with this requirement will result in rejection of the joint venture's Bid. Subcontractors' experience and resources will not be taken into account in determining the Bidder's compliance with the qualifying criteria, unless otherwise **stated in the BDS.**

6. One Bid per Bidder

6.1 Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Bid (other than as a subcontractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Bidder's participation to be disqualified.

7. Cost of Bidding

7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.

8. Site Visit

8.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

B. Bidding Documents

- 9. Content of Bidding Documents**
- 9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:
- | | |
|--------------|---|
| Section I | Instructions to Bidders |
| Section II | Bidding Data Sheet |
| Section III | Bidding Forms |
| Section IV | Eligible Countries |
| Section V | Activity Schedule |
| Section VI | General Conditions of Contract |
| Section VII | Special Conditions of Contract |
| Section VIII | Performance Specifications and Drawings (if Applicable) |
| Section IX | Contract Forms |
- 9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections III, V, and IX should be completed and returned with the Bid in the number of copies specified in the **BDS**.
- 10. Clarification of Bidding Documents**
- 10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing, email or by cable ("cable" includes telex and facsimile) at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 10 days prior to the deadline for submission of bids. Copies of the Employer's response will be forwarded to all purchasers of the bidding documents, including a description of the inquiry, but without identifying its source.
- 11. Amendment of Bidding Documents**
- 11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.
- 11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by cable to the Employer.

11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.

C. Preparation of Bids

12. Language of Bid

12.1 The Bid, as well as all correspondence and documents relating to the Bid (including supporting documents and printed literature) exchanged by the Bidder and the Purchaser, shall be written in English language.

13. Documents Comprising the Bid

13.1 The Bid submitted by the Bidder shall comprise the following:

- (a) Service Provider's Bid (in the format indicated in Section III);
- (b) Bid Security;
- (c) Priced Activity Schedule;
- (d) Qualification Information Form and Documents;
- (e) Alternative offers where invited; System Audit Report (Appendix B)

and any other materials required to be completed and submitted by bidders, as **specified in the BDS**.

13.2 Bidders bidding for this contract together with other contracts stated in the IFB to form a package will so indicate in the bid together with any discounts offered for the award of more than one contract

14. Bid Prices

14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section VIII, based on the priced Activity Schedule, Section V, submitted by the Bidder.

14.2 The Bidder shall fill in rates and prices for all items of the Services described in the Specifications (or Terms of Reference), Section VIII and listed in the Activity Schedule, Section V. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

14.3 All duties, taxes, and other levies payable by the Service

Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However, VAT shall not be included in the price but shall be indicated separately;

14.4 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected

14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract

15. Currencies of Bid and Payment

15.1 Unless otherwise stated in Bidding Data Sheet, the Bidder shall quote in Sri Lankan Rupees and payment shall be payable only in Sri Lanka Rupees.

16. Bid Validity

16.1 Bids shall remain valid until the date **specified in the BDS**. A bid valid for a shorter date shall be rejected by the Purchaser as non responsive.

16.2 In exceptional circumstances, prior to the expiration of the bid validity date, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 17, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.

17. Bid Security

17.1 The Bidder shall furnish as part of its bid, a Bid Security or a Bid-Securing Declaration, as specified in the BDS.

17.2 The Bid Security shall be in the amount specified in the BDS and denominated in Sri Lanka Rupees, and shall:

- (a) at the bidder's option, be in the form of either a bank draft, a letter of credit, or a bank guarantee from a banking institution;
- (b) be issued by a institution acceptable to Purchaser.
- (c) be substantially in accordance with the form of Bid Security included in Section IX, Contract Forms,

- (d) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked;
- (e) be submitted in its original form; copies will not be accepted;
- (f) remain valid for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;

17.3 If a Bid Security or a Bid- Securing Declaration is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.

17.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 35.

17.5 The Bid Security may be forfeited or the Bid Securing Declaration executed:

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or
- (b) if the successful Bidder fails to:
 - (i) Sign the Contract in accordance with ITB Clause 34;
 - (ii) Furnish a Performance Security in accordance with ITB Clause 35.

17.6 The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

18. Alternative Proposals by Bidders

18.1 Alternative bids shall not be considered.

19. Format and Signing of Bid

19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these

Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked “ORIGINAL.” In addition, the Bidder shall submit copies of the Bid, in the number **specified in the BDS**, and clearly marked as “COPIES.” In the event of discrepancy between them, the original shall prevail.

- 19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

D. Submission of Bids

20. Sealing and Marking of Bids

- 20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as “ORIGINAL” and “COPIES”.
- 20.2 The inner and outer envelopes shall
- (a) Bear the name and address of the Bidder;
 - (b) Be addressed to the Purchaser at the address provided in the BDS
 - (c) **Bear the name and identification number of the Contract as defined in the BDS and**
 - (d) provide a warning not to open before the specified time and date for Bid opening as **defined in the BDS**
- 20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.
- 20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

- 21. Deadline for Submission of Bids**
- 21.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date **specified in the BDS**.
- 21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.
- 22. Late Bids**
- 22.1 The Purchaser shall not consider any bid that arrives after the deadline for submission of bids. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
- 23. Modification and Withdrawal of Bids**
- 23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.
- 23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
- 23.3 No Bid may be modified after the deadline for submission of Bids.
- 23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security pursuant to ITB Clause 17.
- 23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

E. Bid Opening and Evaluation

- 24. Bid Opening**
- 24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders' representatives who choose to attend at the time and in the place **specified in the BDS**.
- 24.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.

- 24.3 The bidders' names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or absence of Bid Security, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.
- 24.4 The Employer will prepare minutes of the Bid opening, including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.

25. Process to Be Confidential

- 25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful Bidder is notified of the award. Any effort by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.
- 25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.

26. Clarification of Bids

- 26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.
- 26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.

- 26.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.
- 27. Examination of Bids and Determination of Responsiveness**
- 27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.
- 27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 27.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.
- 28. Correction of Errors**
- 28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
- 28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with ITB Sub-Clause 17.5(b).
- 29. Currency for Bid Evaluation**
- 29.1 Sri Lankan Rupees.

- 30. Evaluation and Comparison of Bids**
- 30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.
- 30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:
- (a) making any correction for errors pursuant to ITB Clause 28;
 - (b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section V, but including Day work, when requested in the Specifications (or Terms of Reference) Section VIII;
 - (c) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.
- 30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.
- 30.4 The estimated effect of any price adjustment conditions under Sub-Clause 7.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.
- 31. Preference for Domestic Bidders**
- 31.1 Domestic bidders shall not be eligible for any margin of preference in Bid evaluation.

F. Award of Contract

- 32. Award Criteria**
- 32.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
- Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions

of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.

32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a “slice and package” basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.

33. Employer’s Right to Accept any Bid and to Reject any or all Bids

33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer’s action.

34. Notification of Award and Signing of Agreement

34.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted.

34.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

34.3 Upon the successful Bidder’s furnishing of the signed Contract Form and performance security pursuant to ITB Clause 35, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 17.4

35. Performance Security

35.1 Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Section IX Contract forms. The Employer shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders pursuant to ITB Sub-Clause 17.4.

35.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

**36. Advance
Payment and
Security**

36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount **stated in the BDS.**

Section II. Bidding Data Sheet

Instructions to Bidders Clause Reference

A. General	
1.1	<p>The Employer is INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA.</p> <p>The name and identification number of the Contract is: Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC) - 1919</p> <p>Contract Number is ICTA/GOSL/SER/NCB/2016/96</p>
1.2	<p>The Intended Completion Date is: setting up of the Call Centre should be completed and ready to start operations within 25 days from the date of signing of the contract.</p> <p>Intended completion date for operation of the call centre is 24 months from January 2017</p>
2.1	The source of funding is: Government of Sri Lanka (GOSL)
5.2	Prequalification has not been undertaken.
5.3	<p>5.3 (b) is modified as follows:</p> <p>Total monetary value of services performed for each of the last three years</p>
	<p>5.3 (c) is modified as follows:</p> <p>Experience in services of a similar nature/complexity and size during the last three years, and details of services under way or contractually committed; and names and address of clients who might be contacted for further information on those contracts</p>
5.5	Criteria specified in Appendix B – Responsive Check List shall be the criteria for evaluation. Bidders are required to fill the format. Failure to comply with this requirement will result in rejection of their bid.
5.5(a)	The minimum required value of the annual volume of Services for the successful bidder in any of the last three years shall be LKR 50 million.
5.5(b)	<p>The experience required to be demonstrated by the Bidder should include as a minimum that the Bidder has executed during the last 3 years the following:</p> <p>The bidder should have operated a call center in Sinhala, English and Tamil languages with minimum of ten call operators.</p>

5.5(c)	The essential equipment to be made available for the Contract by the successful Bidder shall be Interactive Voice Recognition (IVR), Power Generator and Customer Relationship Management (CRM) systems, internationally accepted working condition as per the description of services (Appendix A) and minimum of one E1 line to handle inbound call volume. The bidder should have back up devices of IVR, CRM and E1 as a contingency measure.
5.5(d)	5.5 (d) is further enhanced to include minimum number of members Project Manager with five (05) years experience in service of an equivalent nature and volume of the services, including no less than Three (03) years as a Manager shall be nominated for the contract for each Lot separately. Minimum of Professional team of expert as stated below in the respective domain/discipline having minimum experience as given in Description of Services. (Refer Appendix A)
5.5(e)	Bidder must demonstrate access to or availability of financial resources such as liquid assets, un-encumbered real assets, line of credit and other financial means other than any contractual payments to be received under this contract to meet the cash flow requirement of Sri Lankan Rupees 25 Million or equivalent, and net of the Bidder's other commitments.
B. Bidding Data	
9.2 and 19.1	The number of copies of the Bid to be completed and returned shall be 1. one original 2. one copy 3. soft copy in a CD.
10.1	Pre Bid meeting shall be held at the office of the Information and Communication Technology Agency of Sri Lanka at 160/24, 2 nd Floor, Kirimandala Mawatha, Colombo 05 on the following date and time Date: November 11, 2016 Time: 1400 hrs (2.00 P.M) Clarifications provided in response to the questions may also be published in the web (https://www.icta.lk/procurement/) without stating the source of the question.
11.2	All addenda may also be published in web (https://www.icta.lk/procurement/)
C. Preparation of Bids	
13.1	Any other additional materials to be submitted with the bid as required and specified in the Bidding Document

16.1	The period of Bid validity shall be 90 days after the deadline for Bid submission specified in the BDS. (February 23, 2016)
17.1	The Bidder shall provide: Bid Security in the form of a Bank Guarantee (as per the format given in the Bidding Document) Bid Security shall be issued in favour of; Chairperson, Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.
17.2	Bid Security shall be in the amount of Sri Lankan Rupees 500,000 (five hundred thousand) in the form of Bank Guarantee.
17.2 (f)	Bid securities shall be valid for 28 days beyond the validity period of the bids. Accordingly, Bid Securities shall remain valid till March 23, 2016
19.1	The number of copies of the Bid to be completed and submitted shall be one in addition to the original bid.
D. Submission of Bids	
20.2 (b)	Address is: Director - Procurement C/o, Managing Director/Chief Executive Officer Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.
20.2 (c)	Name and identification number: Name of Contract: “Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC) - 1919 ” Identification number of Contract No: ICTA/GOSL/SER/NCB/2016/96
20.2 (d)	Shall be marked “Bids shall not be opened prior to deadline for submission of bids”.
21.1	The deadline for submission of bids shall be: Time: at or before 1500hrs (3.00 P.M) Date: November 25, 2016.
E. Bid Opening and Evaluation	
24.1	Bids will be opened immediately after the deadline for submission of bids at the address of;

	Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.
30.3	Alternative bids or options shall not be considered.
31.1	Not Applicable
F. Award of Contract	
32	Following paragraph is added to clause 32.1 At the time the Contract is awarded, the Employer reserves the right to increase or decrease the quantity of Related Services originally specified in Appendix A – (Description of Services) such that a change of 25% of the services, without any change in the unit rates.
35	The Performance Security acceptable to the Employer shall be the in the Standard Form of unconditional Bank Guarantee (as per the format given in the Bidding Document) issued by any commercial bank licensed by the Central Bank of Sri Lanka and the amount shall be 10% of the total contract price. Performance security shall be submitted within 07 working days of the date of notification of award from the employer.
36.1	Not applicable

Section III. Bidding Forms

Service Provider's Bid

[date]

To: Chairperson

Information and Communication Technology Agency of Sri Lanka
160/24, Kirimandala Mawatha
Colombo 05

Having examined the bidding documents including addenda No, we.....(name of the bidder) offer to execute the services of “Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC) - 1919” in accordance with the Conditions of Contract, specifications, drawings and all activities stated in the Description of Services accompanying this Bid as stated in the tables (table 1 and table 2) below at Sri Lanka Rupees indicated in the Tables below *excluding Value Added Tax (VAT)*.

All other levies applicable shall be included in to the price (ITB 14.3).

Table 1 : 2017

	Shift	Number of Hours (1)	No of Agents (2)	Rate per head, per hour (3)	No. of Days (4)	Total Amount Without Tax (5) = (1) * (2) * (3) * (4)
Weekdays	7.00 am – 8.00 am	1	5 occupied seats		240	
Weekdays	8.00 am – 6.00 pm	10	30 occupied seats		240	
Weekdays	6.00 pm - 8.00 pm	2	8 occupied seats		240	
Weekdays	8.00 pm - 10.00 pm	2	2 occupied seats		240	
Weekends	8.00 am – 4.00 pm	8	14 occupied seats		106	
Weekends	4.00 pm - 6.00 pm	2	10 occupied seats		106	
Weekends	6.00 pm - 8.00 pm	2	6 occupied seats		106	
Weekends	8.00 pm - 10.00 pm	2	2 occupied seats		106	

Public Holidays	8.00 am - 4.00 pm	8	14 occupied seats		19	
Public Holidays	4.00 pm - 6.00 pm	2	10 occupied seats		19	
Public Holidays	6.00 pm - 8.00 pm	2	6 occupied seats		19	
Public Holidays	8.00 pm - 10.00 pm	2	2 occupied seats		19	
Total						

Table 2: 2018 (As public holidays are not yet defined for the year 2018 shifts for it shall be same as for the weekend shift.)

	Shift	Number of Hours (1)	No of Agents (2)	Rate per head, per hour (3)	No. of Days (4)	Total Amount Without Tax (5) = (1) * (2) * (3) * (4)
Weekdays	7.00 am - 8.00 am	1	5 occupied seats		240	
Weekdays	8.00 am - 6.00 pm	10	30 occupied seats		261	
Weekdays	6.00 pm - 8.00 pm	2	8 occupied seats		261	
Weekdays	8.00 pm - 10.00 pm	2	2 occupied seats		261	
Weekends	8.00 am - 4.00 pm	8	14 occupied seats		104	
Weekends	4.00 pm - 6.00 pm	2	10 occupied seats		104	
Weekends	6.00 pm - 8.00 pm	2	6 occupied seats		104	
Weekends	8.00 pm - 10.00 pm	2	2 occupied seats		104	
Total						

[Actual Total Amount will be the unit price multiplied by **actual hours** worked.]

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity and Bid Security required by the bidding documents and specified in the Bidding Data Sheet.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Qualification Information

1. Individual Bidders or Individual Members of Joint Ventures

- 1.1 Constitution or legal status of Bidder: *[attach copy]*
 Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney of signatory of Bid: *[attach]*
- 1.2 Total annual volume of Services performed in three years, *[insert]*
- 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last three years. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			
.....			

- 1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.4(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			
.....			

1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 5.4(e) and GCC Clause 9.1.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			
.....			

1.6 Audited Financial statements for the last three years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.

1.7 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents.

1.8 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Employer.

1.9 Information regarding any litigation, current or within the last three years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			
.....			

1.10 We certify/confirm that we comply with eligibility requirements as per ITB Clause 4.

1.11 Statement of compliance with the requirements of ITB Sub-

Clause 4.2.

1.12 Proposed Program (service work method and project schedule).
Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

1.13 Bidder should possess technical know-how, essential equipment and infrastructure facilities to the required level to cover the volume of services expected under the contract.

2. Joint Ventures

2.1 The information listed in 1.1 - 1.11 above shall be provided for each partner of the joint venture.

2.2 The information in 1.12 above shall be provided for the joint venture.

2.3 Attach the power of attorney of the signatory (ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.

2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that

(a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;

(b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and

(c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

3. Additional Requirements

3.1 Bidders should provide any additional information required in the BDS and to fulfill the requirements of ITB Sub-Clause 5.1, if applicable.

Letter of Acceptance
[Letterhead paper of the Employer]

[date]

To: *[name and address of the Service provider]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Form of Contract

[Letterhead paper of the Employer]

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Employer]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the “Service Provider”).]

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;
- (c) the Employer has received *[or has applied for]* a loan from the International Bank for Reconstruction and Development (hereinafter called the “Bank”) *[or a credit from the International Development Association (hereinafter called the “Association”)]* towards the cost of the Services and intends to apply a portion of the proceeds of this loan *[or credit]* to eligible payments under this Contract, it being understood (i) that payments by the Bank *[or Association]* will be made only at the request of the Employer and upon approval by the Bank *[or Association]*, (ii) that such payments will be subject, in all respects, to the terms and conditions of the agreement providing for the loan *[or credit]*, and (iii) that no party other than the Employer shall derive any rights from the agreement providing for the loan *[or credit]* or have any claim to the loan *[or credit]* proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider's Bid
- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Specifications;
- (f) the Priced Activity Schedule; and
- (g) The following Appendices
 - Appendix A: Description of Services
 - Appendix B: Responsive Check List
 - Appendix C: Schedule of Payments
 - Appendix D: Key Personnel
 - Appendix E: Breakdown of Contract Price in Foreign Currency-Not used
 - Appendix F: Breakdown of Contract Price in Local Currency
 - Appendix G: Services and Facilities Provided by the Employer
 - Appendix H: Service Level Agreement
 - Appendix I: Shift Logistics
 - Appendix J: Other Related Documents
 - Appendix K: Sample Reporting Templates

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:

- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
- (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

[Authorized Representative]

For and on behalf of *[name of Service Provider]*

[Authorized Representative]

[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

Bid Security (Bank Guarantee)

[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

Beneficiary: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under Invitation for Bids No. _____ ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ (_____) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[Signature]

Section IV. Eligible Countries.

(Not Applicable)

Section V. Activity Schedule

The Service Provider shall establish and provide services as described in the Appendix A – Description of Services. This gives detailed information about the project background, specifications, work flow, activities, and service level requirements etc.

Section VI. General Conditions of Contract

1. General Provisions

1.1 Definitions

- 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- (a) “Contract” means the Contract Agreement signed by the Parties, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
 - (b) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.
 - (c) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
 - (d) “Day” means calendar day.
 - (e) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
 - (f) “GCC” means the General Conditions of Contract.
 - (g) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
 - (h) “Employer” means the entity who employs the Service Provider
 - (h) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Services is subcontracted by the Supplier.
 - (i) “Service Provider” means the natural person, private or government entity, or a combination of the above, whose bid to provide the Services has been accepted by the Employer and is named as such in the Contract Agreement.
 - (j) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
 - (l) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

- (m) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
- (n) “The Project Site,” where applicable, means the place named in the SCC.
- (o) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (p) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SSC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (q) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (r) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;

1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.

1.3 Language This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

1.4.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email, or facsimile to such Party at the address **specified in the SCC**.

1.4.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

Any Communication on receipt should be acknowledged by either party.

1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the Employer may approve.

- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.
- 1.7 Inspection and Audit by the GOSL** The Service Provider shall permit the GOSL to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the GOSL, if so required by the GOSL.
- 1.8 Taxes and Duties** The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC**.
- 2.2 Commencement of Services**
- 2.2.1 Program** Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.
- 2.2.2 Starting Date** The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC**.
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

2.5 Force Majeure

2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.6 Termination

2.6.1 By the Employer The Employer may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (a) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a GOSL investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
 - (b) acts intended to materially impede the exercise of the GOSL’s inspection and audit rights

2.6.2 By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a

period of not less than sixty (60) days.

2.6.3 Suspension of Loan or Credit

In the event that the GOSL suspends the funds to the Employer, from which part of the payments to the Service Provider are being made:

- (a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the GOSL's suspension notice.
- (b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice.

2.6.4 Payment upon Termination

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service

The remuneration of the Service Provider pursuant to Clause 6

**Provider
Not to
Benefit
from
Commissio
ns and
Discounts.**

shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

**3.2.2 Service
Provider
and
Affiliates
Not to be
Otherwise
Interested
in Project**

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

**3.2.3 Prohibition
of
Conflicting
Activities**

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- (b) after the termination of this Contract, such other activities as may be **specified in the SCC**.

3.3 Confidentiality

The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

**3.4 Insurance to be
Taken Out by
the Service
Provider**

The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.

**3.5 Service
Provider's**

The Service Provider shall obtain the Employer's prior approval in

**Actions
Requiring
Employer’s
Prior Approval**

writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix D (“Key Personnel”),
- (c) changing the Program of activities; and
- (d) any other action that may be **specified in the SCC**.

**3.6 Reporting
Obligations**

The Service Provider shall submit to the Employer the reports and documents specified in Appendix A in the form, in the numbers, and within the periods set forth in the said Appendix.

**3.7 Documents
Prepared by the
Service
Provider to Be
the Property of
the Employer**

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

**3.8 Liquidated
Damages**

**3.8.1 Payments of
Liquidated
Damages**

The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider’s liabilities.

**3.8.2 Correction
for Over-
payment**

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any over payment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the over payment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

**3.8.3 Lack of
performance
penalty**

If the Service Provider has not corrected a Defect within the time specified in the Employer’s notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be

paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC.**

3.9 Performance Security

The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in case of a bank guarantee.

4. Service Provider's Personnel

4.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix D. The Key Personnel and Subcontractors listed by title as well as by name in Appendix D are hereby approved by the Employer.

4.2 Removal and/or Replacement of Personnel

- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Employer

5.1 Assistance and Exemptions

The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance as **specified in the**

SCC.

**5.2 Change in the
Applicable
Law**

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.

**5.3 Services and
Facilities**

The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix G.

6. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price** The price payable in Sri Lankan Rupees
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- 6.3.1** For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.3.2** **If the SCC so specify**, the service provider shall be paid performance incentive compensation as set out in the Performance Incentive Compensation appendix.
- 6.4 Terms and Conditions of Payment** Payments will be made to the Service Provider according to the payment schedule **stated in the SCC. Unless otherwise stated in the SCC**, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period **stated in the SCC**. Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.
- 6.5 Period allocated for Payments** Payments shall be made within the period specified in the **SCC**

6.6 Day works

- 6.6.1 If applicable, the Day work rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.
- 6.6.2 All work to be paid for as Day works shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.
- 6.6.3 The Service Provider shall be paid for Day works subject to obtaining signed Day works forms as indicated in Sub-Clause 6.6.2

7. Quality Control

7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

7.2 Correction of Defects, and Lack of Performance Penalty

- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice or specified in the Service Level Agreement (SLA – Appendix H).
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.8.

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

8.2.1 If any dispute arises between the

and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place **shown in the SCC**.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be appointed in terms of section 8.2.1.

Section VII. Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(a)	The contract name is ' <i>Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC) – 1919</i> '
1.1(h)	The Employer is Information and Communication Technology Agency of Sri Lanka
1.1(i)	The Service Provider is; _____
1.1(p)	The Member in Charge is _____
1.3	The language is English
1.4	Notices shall be given to the Authorized Representative stated in SCC 1.6
1.5	The Services shall be performed at such location intimated by the Employer in writing.
1.6	<p>The Authorized Representatives at the commencement of this contract are:</p> <p>For the Employer:</p> <p>For the Service Provider:</p> <p>The parties may amend the above on notifications in writing signed by the Chief Executive of the respective institution.</p>

2.1	The date on which this Contract shall come into effect is contract signing date.
2.2.2	The Starting Date for the commencement of operations is 01 st of January 2017
2.3	<p>Intended Completion date: for setting up of call center is 25ays from effective date of the contract (the effective date is the date of signing the contract). Intended completion date for managing and operation of call center is 24 months from 1st of January 2017.</p> <p>Employer may decide at its discretion to extend of services period beyond the 24 months period at the same rate covered under this contract considering the necessity and performance of the services.</p>
2.6.1 (a)	Further to the clause Information And Communication Technology Agency Of Sri Lanka will evaluate the performance of the Service Provider at the end of first year (11 th Month) and decide to continue based on the satisfactory level of the operation as specified in the operational requirements.
3.2.2 (b)	Neither the Service Provide nor its personnel shall not disclose information in confidential nature with regard to the architecture, design and security of the infrastructure of the employer. The Knowledge base and call records shall be handed over to the employer, and any related information or data should not be exposed to external parties.
3.4	<p>The risks and coverage by insurance shall be:</p> <p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in Sri Lanka by the Service provider or its Personnel or any Sub-Contractors or their Personnel; with a minimum coverage of LKR 1,000,000. This refers only to motor vehicles operated by the above parties for the purpose of the contract.</p> <p>(b) Third Party liability insurance, with a minimum coverage of 10% of the contract value.</p> <p>(c) Professional liability insurance, with a minimum coverage to 110% of the contract value.</p> <p>(d) employer’s liability and workers’ compensation insurance in respect of the Personnel of the service provider and of any Sub-Contractor, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this contract, (ii) the service provider’s property used in the performance of the Services, and (iii) any documents prepared by the service provider in the performance of the</p>

	<p>Services.</p> <p>(f) All risk Insurance coverage (war, riots, civil commotion) including fire, floods, lightning and burglary with a minimum coverage to 110% of the contract value.</p>
3.7	<p>Restrictions on the use of documents prepared by the Service Provider are:</p> <p>Content documents (hand books) related to government organization shall not be used for any other purposes other than the GIC – 1919 (call center)</p>
3.8.1	<p>The liquidated damages rate is 0.2 percent of the total contract price per day.</p> <p>The maximum amount of liquidated damages for the whole contract is Ten percent (10%) of the final Contract Price.</p>
3.8.3	<p>In the event of any defective performance from the Service Provider or failure to furnish the agreed level of service, the Service provider will make reasonable efforts to restore the service to the required operating condition on an urgent basis. A penalty as stipulated in the Service Level Agreement (SLA) will be imposed in the case of defective performance or failure to provide the agreed level of service to resolve the issue.</p>
5.1	<p>The INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA would provide the existing databases of CRM and the Knowledge base for the selected Service Provider. The INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA would coordinate the content collection from the government organizations.</p>
6.2	<p>The amount in local currency is 100% of the total contract price.</p>
6.3.1	<p>Purchaser shall reserve the rights to extend the above contract for the period of 12 months after completing the existing contract and Service Provider shall agree to extend service for 12 months at the same rate.</p>
6.3.2	<p>The performance incentive paid to the Service Provider shall be: Not applicable.</p>
6.4	<p>Payments shall be made in Sri Lankan Rupees (LKR) according to the schedule given in Appendix C – Schedule of Payments.</p>
6.5	<p>Payment shall be made within 45 days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within 60 days in the case of the final payment.</p>
7.1	<p>The principle and modalities of inspection of the Services by the Employer are as follows: Refer Appendix A – Description of Services (Reporting requirement and quality control section)</p>
7.2	<p>The Employer reserves the rights to enhance the performance security for the lack of performance</p>

8.2.1	The Adjudicator will be appointed in agreement with both Employer and the Service Provider. If any disagreement arises in appointing an Adjudicator, both Employer and the Service Provider shall agree to have the University of Moratuwa to appoint an Adjudicator on behalf of both Employer and the Service Provider.
8.2.3	The hourly rate payable to the Adjudicator shall be Sri Lankan Rupees Fifteen thousand (LKR 15,000)
8.2.4	Arbitration shall be heard in Sri Lanka in accordance with the Arbitration Act of Sri Lanka.

Section VIII. Performance Specifications and Drawings

Refer Appendix A – Description of Services

Section IX. Contract Forms

Performance Bank Guarantee (Unconditional)

To: _____

Whereas _____ (hereinafter called “the Service Provider”) has undertaken, in pursuance of Contract No. _____ dated _____ to execute _____ (hereinafter called “the Contract”);

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

And whereas we have agreed to give the Service Provider such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider, up to a total of _____, _____, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____/ as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor _____

Name of Bank _____

Address _____

Date _____

Bank Guarantee for Advance Payment

To: _____

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Sub-Clause 6.4 (“Terms and Conditions of Payment”) of the above-mentioned Contract, _____ (hereinafter called “the Service Provider”) shall deposit with _____ a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of _____

We, the _____, as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to _____ on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding _____

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between _____ and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until _____ receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: _____

Name of Bank/Financial Institution: _____

Address: _____

Date: _____

Appendix A

Description of Services

For Setting up, Managing and Operations of the call center for
Government Information Center (GIC)- 1919

Introduction

In November 2002, the Government of Sri Lanka (GoSL), launched ‘e-Sri Lanka’ as a national development initiative, with the objective of using Information and Communication Technology (ICT) to foster social integration, peace, economic growth and poverty reduction. The principal development outcomes of ‘e-Sri Lanka’ are anticipated to be: (i) more effective, citizen-centered, and transparent government; (ii) empowerment of the rural poor, women and youth through increased and affordable access to information and communication tools; (iii) developed leadership and skills in ICT; and (iv) employment creation through the ICT industry, ICT-enabled services, and enhanced competitiveness of user industries and services.

The Re-engineering Government (Re-Gov) Program of Information And Communication Technology Agency Of Sri Lanka initiated a number of e-Services and enabling projects to increase the efficiency of the citizen service delivery mechanism of the government. The Re-Gov Programme recognized the difficulty of the public to obtain correct information by the government organizations. In order to facilitate this with a reliable and convenient mechanism, the Re-Gov Programme initiated the Government Information Centre (GIC) Project to provide government information in all 3 languages through a call centre. This uses the number '1919' across all telecommunication service providers, which has now become very popular.

Background of the Government Information Centre (GIC)

The Government of Sri Lanka (GoSL) is the main Service Provider to citizens. Each citizen will need to interact with government organizations for various requirements throughout their lives. The starting point of these interactions is the obtaining of information – citizens want to know, how they can obtain a government service. Unfortunately due to the lack of resources, the lack of citizen-centeredness within government and due to lack of cross-functional process clarity, citizens are given incomplete or wrong information by various government bodies. This results in multiple visits by a citizen to a government organization, frustration, and at times an inability to obtain the required services.

As a solution to this problem, the ICT Agency envisaged a call centre which enabled citizens to call and obtain information about all government services. This call center was activated as the government 'Help Desk' similar to those established and operated successfully in other countries. The call centre has been given an easy-to-remember telephone number i.e.1919. The center was staffed by professional and courteous Service Providers who provide information to citizens in all 3 languages (Sinhala, Tamil and English).

The GIC – 1919 was officially launched in August 2006 and continuously operated under the eSri Lanka program. The operations of the call centre have been out sourced to a private call centre operator through an annual competitive Bidding process. GIC has now completed 10 years of operations, and now it is intended to select a qualified service provider to continue the services for next 2 years from January 2017.

Objectives of this assignment

1. To setup and operate GIC call center for a period of 24 months
2. To provide information of government services for citizens
3. To receive complains/ grievances from citizens
4. To provide online information of government services
5. To assist citizen to obtain online services through LankaGate

The main objective in setting up the GIC call center is to handle inbound calls, in all three languages (Sinhala, Tamil and English), from citizens requesting information related to any Government Service. Initially, GIC provided information related to 20 Government bodies that have been covered in the Phase I and expanded to cover 55 organizations. Currently GIC knowledge base contains information relating to over 300 government organizations. More services will be added as the project progresses and as more government bodies share and document their service-related information.

GIC is expected to bring about the following benefits to the citizens:

- Faster Access to information on government services/less time wasted
- Access to more accurate information
- Easier/more convenient access to information
- Simplicity of service due to single telephone number
- User friendly citizen service
- Financial savings through reduced redundant visits to government institutions
- Ability to receive information in the preferred language- Sinhala, Tamil or English

Scope of Work

Setting up, managing and operation of the GIC call center which is capable of handling inbound call traffic with the required seating capacity (Refer Appendix I).

The GIC call centre should provide government services related information to the public, helping them with the diverse queries related services provided by the various government institutions.

The call center should be staffed with required number of agents plus supervisors/team leaders with adequate bilingual/ trilingual capabilities to answer calls in Sinhala, Tamil or English. The agents from time to time should go through a product training procedure that would ensure the accurate information is passed on to the public once the new information is added to the Government Information Center. Upon completion of Product Training procedure the agent should go through a rigorous testing system (performance monitoring system) to assess his/ her knowledge about the Government bodies and their services provided to the public. The GIC Call Center **MUST** be supervised and managed according to standards of an international standard call center. The call centre managerial staff should manage the call centre in such a way to adhere the highest performance by deploying minimum number of required call agents efficiently.

GIC call centre Service Provider shall ensure a high quality of the citizen experience. The activities of GIC should therefore be monitored constantly to reduce the average wait times, abandoned call rates and other acceptable measures of call center quality. The Service Provider should furnish reports and call recordings, at agreed upon intervals, in the agreed upon format, that enable the Information And Communication Technology Agency Of Sri Lanka or other authorized agent to monitor quality levels.

If and when a requirement arises in the future, the call center should be capable of providing a 24 hour service to establish a fully-fledged customer support center similar to other overseas Government Information Centers such as Singapore and Hong Kong. The need for expanded hours or increased number of Call Center Agents is a decision to be taken by the Information and Communication Technology Agency of Sri Lanka, based on experienced and expected demand. Therefore the Service Provider should maintain, and make available to the Information and Communication Technology Agency of Sri Lanka comprehensive and accurate reports tracking the number of calls received (including peak timings), frequency of access of each government service.

The Information and Communication Technology Agency of Sri Lanka will expand the coverage of GIC during the period of contract and the Service provider should be capable of adding such information in the shortest possible time. At such times the Service provider should device mechanisms to train the staff on the new information without disrupting the operations. The Service Provider will ensure that the information maintained in the call

center about these government institutions (and related services) is the up-to-date and accurate. The Information and Communication Technology Agency of Sri Lanka will facilitate this process by setting up the necessary relationships between the Service Provider and government institutions. Since the number of government bodies that are covered is expected to increase in the future, the Service Provider should also keep track of the citizen requests that are received related to services that are currently not covered. The Information and Communication Technology Agency of Sri Lanka and the Service Provider will periodically review these requests. The Information and Communication Technology Agency of Sri Lanka will work with the Service Provider and the relevant government institutions to incorporate their services to the portfolio of services offered by the GIC.

Added the above description, the following specific services are also to be provided by the GIC Service Provider as scope of work for Setting up and operating the call center for GIC-1919:

General Operating Requirements

Operations Plan

The Service Provider should submit a suitable Operational Plan and upon acceptance of the Information and Communication Technology Agency of Sri Lanka, should implement the plan to satisfy the necessary requirements to ensure the smooth functioning of the Call Center. The Operations Plan provided by the Service Provider (and all subsequent changes to it) is subject to the Information and Communication Technology Agency of Sri Lanka approval prior to implementation. It is expected that the plan will contain all details necessary to successfully operate and monitor the GIC Call Center, and will at a minimum include the following:

1. Hours of Operation and Location details
2. Details on shift patterns, planned redundancies
3. Team logistics (hierarchy, reporting structures, key responsibilities of each role) and resume for staff (including supervisors, quality control and other managerial staff)
4. Staffing (hiring) plans and Training (and re-training) plans
5. Detailed Technology inventory
6. Contingency plans (for all aspects of operations)
7. Quality control plans (including frequencies and methods for call monitoring, and quality checking and enforcement)
8. Reporting process, all report formats and frequencies and online reporting tool
9. Knowledge-base: the latest/updated knowledge base in all three languages would be provided to the Service Provider. Therefore, it is required to propose plans for customizing the knowledge base including necessary translations (Unicode) if required and maintenance of the same

10. Customer Relationship Management system (CRM): brief overview of existing CRM, plans (time line, method) for customization to meet quality and reporting requirements
11. Detailed call scripts
12. Call flow diagrams, escalation and resolution procedures
13. Change management procedures
14. Ramp-up plans (if needed for the future)
15. Redundancy plans
16. Disaster recovery plans
17. Training certificates
18. Network architecture plan
19. Agent performance measurement plan

Tri-Lingual call center

The Service Provider will handle and improve the already set up an inbound call center that answers citizen queries through telephone calls, e-mails, live chats and social media in a high standard of spoken and typed Sinhala, Tamil and English.

The Service Provider will operate and improve already set up technology that enables callers to select preferred language before the call is routed to appropriately skilled agent.

The operators should have the ability of typing at least two languages to feed in to the CRM based on the preferred language of each caller.

The telephone capacity

The Service Provider will employ the technology to ensure that incoming calls hunt for the next-available-line. Depending on call volume and the SLA, the Service Provider will increase the number of lines with no additional cost to the quoted price.

Include SIP/VoIP call facility to GIC call center through GIC website. Need to integrate with Gtalk, Yahoo, and Skype etc. and enable users to contact GIC call center by voice calls or text messages.

Call Transfer facility to facilitate specific requirement of connecting the caller with the relevant government organization/officer.

Location of Call Center operation

The Service Provider will carry out the Call Center operation from a location agreed upon by the Information and Communication Technology Agency of Sri Lanka.

- The location should be within the radius of 15 Kilometers from the Colombo Fort.
- The location should have adequate space to handle inbound call center operations with enough room for expansion if and when required
- The Service Provider may change the location or use multiple locations within Sri Lanka. However, approval of the Information and Communication Technology Agency of Sri Lanka must be obtained 30 days prior to such relocation. The Information and Communication Technology Agency of Sri Lanka must be satisfied that the new location, and the transition period will ensure uninterrupted service.
- Working environment of the call center should conform to international call center standards.

IVR Options

1. Welcome message
2. Language options for Sinhala, Tamil and English

3. Services option such as Government Information Services, Tell President support service for eServices and Make a complain
4. Emergency services such as disaster related information
5. Any other services related to seasonal services Eg. Examination results , election related information, university admissions,

Hours of Operation

Government Information Services: The hours of operation will be from 7.00 am to 10.00 pm for a total of 15 hours per day for week days and 8.00 am to 10.00 pm for total of 14 hours for weekends and public holidays, 7 days a week throughout the year. Every 3 months, The Information and Communication Technology Agency of Sri Lanka and the Service Provider together may decide on expansion of hours of service.

e-Services Support Process : The hours of operation will be from 7.00 am to 10.00 pm for a total of 15 hours per day and 8.00 am to 10.00 pm for total of 14 hours for weekends and public holidays, 7 days a week throughout the year.

Shift Logistics

	Shift	No of Agents	Team leader	Process Manager	Quality Controller
Weekdays	7.00 am – 8.00 am	5 occupied seats	1	1	1
Weekdays	8.00 am – 6.00 pm	30 occupied seats	2	1	1
Weekdays	6.00 pm - 8.00 pm	8 occupied seats	1	1	1
Weekdays	8.00 pm - 10.00 pm	2 occupied seats	1	1	1
Weekends	8.00 am – 4.00 pm	14 occupied seats	1	1	1
Weekends	4.00 pm - 6.00 pm	10 occupied seats	1	1	1
Weekends	6.00 pm - 8.00 pm	6 occupied seats	1	1	1
Weekends	8.00 pm - 10.00 pm	2 occupied seats	1	1	1
Public Holidays	8.00 am – 4.00 pm	14 occupied seats	1	1	1
Public Holidays	4.00 pm - 6.00 pm	10 occupied seats	1	1	1
Public Holidays	6.00 pm - 8.00 pm	6 occupied seats	1	1	1
Public Holidays	8.00 pm - 10.00 pm	2 occupied seats	1	1	1

The Service Provider should provide a seating capacity as per the above table.

There should be provisions and facilities to add at least 05 call agents on-request for cover any special occasions.

The Service Provider should have a redundancy plan taking into consideration absenteeism and scheduled breaks.

When running at full volume (agent's call handling capacity), all seats should be fully occupied during the hours described above.

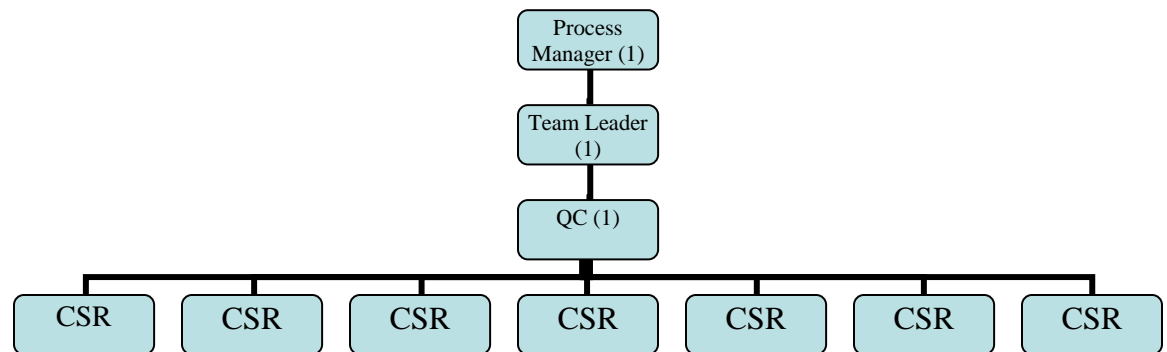
The proper functioning of GIC should be ensured during the hours described above even if that means that the Team Leader(s) and Supervisor(s) step in to answering calls when there is absenteeism or during scheduled breaks.

The Service Providers shift pattern is given below. Any subsequent changes to shift logistics is subject to the Ministry of Telecommunication and Digital Infrastructure approval.

Specify in details about buffer agents in addition to the 3 supervisors. The trainer should be properly identified and state in the roster also

Team Logistics/structure

With the above shift structure, on weekdays the day-to-day operations team consists of 32 members excluding operation manager. The Service Provider can propose to the Information and Communication Technology Agency of Sri Lanka a team structure/hierarchy as long as the ratio of Agents to TL/Quality/Supervisor is no more than 15 to 1.



Basic responsibilities for each are below:

Title	Responsibility
CSR (Agents)	Receive inbound calls, update CRM
QC	Ensuring Quality, customer satisfaction and handling of all call related complains
Team leader	Looking into operations, quality & MIS
Process Manager	Overall smooth operation, compliance with reporting, training and other requirements, coordinating with relevant government organizations and the Information And Communication Technology Agency Of Sri Lanka, providing recommendations to the Information And Communication Agency Of Sri Lanka for improving the service

The Service Provider is free to propose another team structure, as long as the 15:1 ratio between Agents and Team Leader is maintained.

Process/Call Flows and escalations for Government Information

Inbound calls

The work-flow or call floor details how calls will be handled, how and when calls will be escalated, and time periods for each step.

1. **Step 1:** Citizen calls the inbound call center
2. **Step 2:** An agent answers the call within 3 rings, maximum if there is no waiting time
3. **Step 3:** The agent greets the citizen, and asks for his/her query. The citizen requests information
4. **Step 4:** The agent accesses available knowledge (in the Knowledge base) and answers the citizen query
5. **Step 5:** The agent updates the CRM to reflect the call details. Essential details to capture in the CRM include date and time of call, agent name, type (category/topic and/or subtopic) of information/service requested by the citizen, availability of requested information (resolution status of the call), duration of call and the citizens preferred language (for majority of the call, if the citizen used more than one language to communicate during the call). Only if the customer is willing to provide it, his/her name, telephone number and/or location called from, and other identification information should be captured
6. **Step 6:** Is the query resolved (i.e. the citizen is satisfied)? If YES, the call ends. If NO, the process moves to step 7
7. **Step 7:** When the citizen query is not resolved, the agent requests the customer to call back within 72 hours, provides the customer with a unique ID to track the request, and escalates the call immediately to the Team Leader (Agent → Team Leader is Level 1 Escalation)
8. **Step 8:** The Team Leader search for the required information, and if possible provides the information to the Agent (by updating the CRM and Knowledge base). If such an internal resolution can be provided by the Team Leader, it should be done within 24 hours. Often the Team Leader will need to contact a specified contact at the relevant government institution in order to obtain further information. This Team Leader → Government institution is Level 2 escalation, and should be done within of 24 hours of the Team Leader getting the Level 1 escalation (in other words, if the Team Leader is unable to resolve within 24 hours, he/she should immediately perform a Level 2 escalation to the Government institution in question).
9. **Step 9:** The contact person within the government institution will be instructed by the Information and Communication Technology Agency of Sri Lanka to resolve issues escalated to him/her within 48 hours of receiving the call (i.e. the Level 2 escalation) by the Team Leader. If a resolution is found, he/she will contact the Team Leader and provide the information. If an immediate resolution is not found, the Team Leader will still be notified.

Upon being contacted by the government institution, the Team Leader will immediately update the Knowledge base (with the new information) and the CRM (with the status on availability/non availability of a resolution) so that the information is available to all agents from this point onwards for use, and also to be given if and when the citizen calls back.

10. **Step 10:** (If and) When the customer calls back, the required information is provided to the citizen. In the even the Team Leader was unable to find an answer (even after contacting to the relevant government department), the lack of information is communicated to the citizen, with a promise to investigate for future (and maybe directing the citizen to directly contact the relevant government body). The agent taking the customer call updates the CRM.
11. **Step 11:** Issues which are not resolved at Level 1 or Level 2 escalation will be escalated to the Steering Committee and the Information And Communication Technology Agency Of Sri Lanka at the end of each month (L1 and L2 unresolved → Steering Committee +the Information And Communication Technology Agency Of Sri Lanka is Level 3 escalation). The Steering Committee and the Information and Communication Technology Agency of Sri Lanka will periodically (monthly) review Level 3 escalations and make decisions (such as adding new services to the GIC).

The Service Provider will prepare detailed work flows (in flow-chart format, with narrative attached) taking into account the basic structure given above. The work-flows should work hand-in hand with the CRM solution used by the Service Provider in order to track information on inbound calls, and to facilitate quality and reporting requirements.

The Service Provider will update call flow diagrams and related procedures as and when needed, subject to the Information and Communication Technology Agency of Sri Lanka approval.

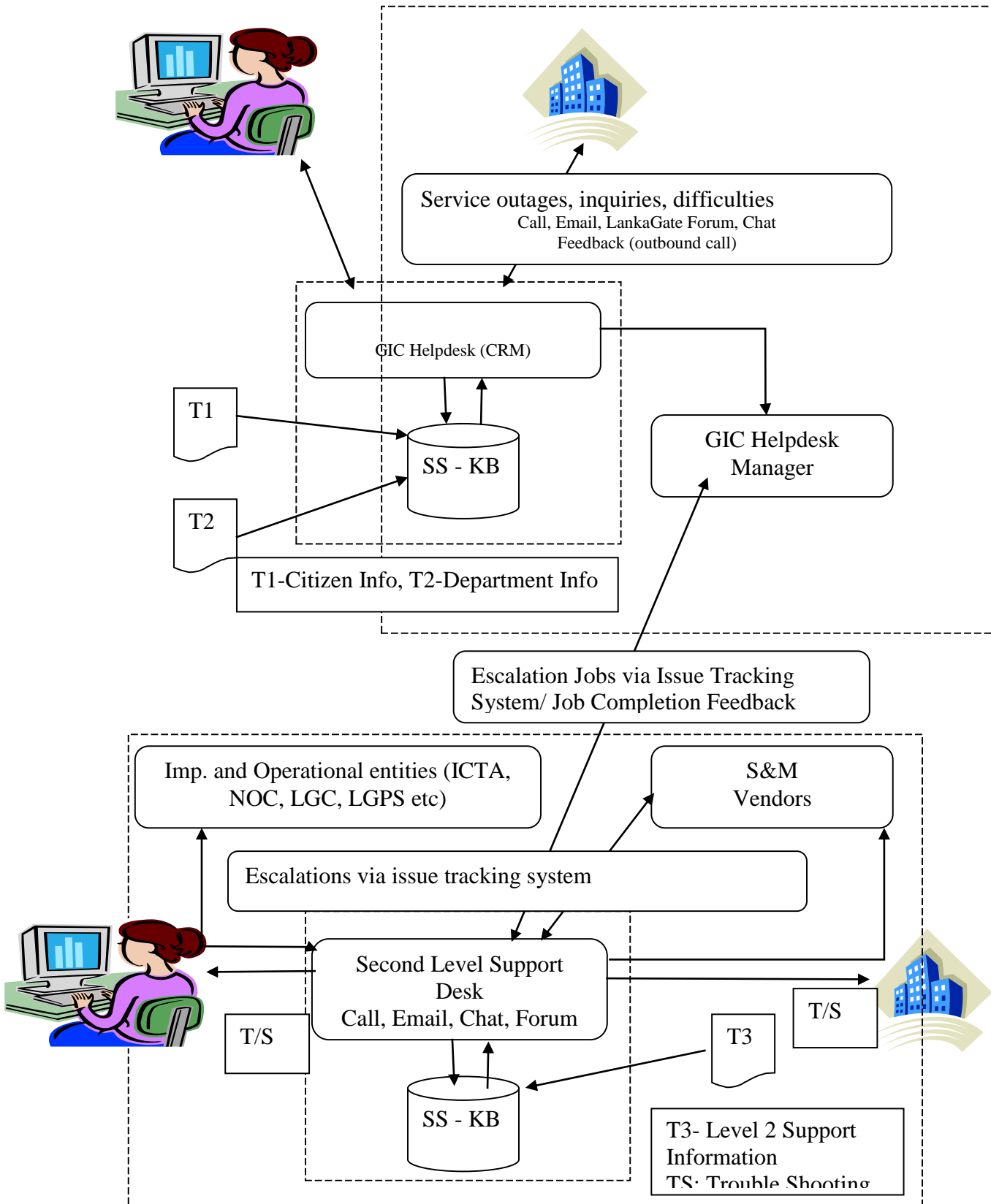
Process/Call Flows and escalations for the support process for e-Service

Inbound calls

- 1 Step 1:** Citizen/e-Service user calls the inbound call center and select the e-Services option of the IVR
- 2 Step 2:** An agent answers the call within 3 rings, maximum if there is no waiting time
- 3 Step 3:** The agent greets the caller, and asks for his/her query. The Citizen/e-Service user requests information
- 4 Step 4:** The agent accesses available knowledge (in the Knowledge base) and answers the Citizen/e-Service user's query
- 5 Step 5:** The agent updates the CRM to reflect the call details. Essential details to capture in the CRM include date and time of call, agent name, type (category/topic and/or subtopic) of information/service requested by the Citizen/e-Service user's, availability of requested information (resolution status of the call), duration of call and the Citizen/e-Service user's preferred language (for majority of the call, if the Citizen/e-Service user used more than one language to communicate during the call). Only if the customer is willing to provide it, his/her name, telephone number and/or location called from, and other identification information should be captured.
- 6 Step 6:** The agent update the query in the Ticketing System of the e-Services support process.
- 7 Step 7:** Is the query resolved (i.e. the Citizen/e-Service user is satisfied)? If YES, the call ends and closes the issue in the Ticketing System.
- 8 Step 8:** If the query is not resolved, then mark the Issue Ticket as Open and copy it to support team at LGII and inform the Ticket Number to the caller. Further, the Citizen/e-Service user should be informed that issue is escalated to the e-Service Support Officer for immediate actions and if the issue is not resolved request citizen to call back.
- 9 Step 5:** Agent should ask citizen to call back within the pre-defined time period based on the severity of the information looking for by the citizen to provide the answer
- 10 Step 6:** Support Officer at LGII will update the Ticket based on the severity and available solution.
- 11 Step 7:** If the correct answer is provided and citizen is satisfied with the answer then agent can close the issue.

12 Step 8: If the LGII office directly provide the answer to the citizen depends on the complexity of the inquiry then the issue should be closed by LGII with the updated information.

e-Services Support Process Model for the GIC



Call Scripts

Information And Communication Agency of Sri Lanka will provide the existing call handling script to the selected Service Provider.

The Service Provider will prepare detailed scripts with the approval of Information and Communication Agency of Sri Lanka, to handle various types of calls that will be received by the call center, and the meet above mentioned call flow pattern. These will contain the appropriate responses to be made by a customer service agents and supervisors. The scripts need to emphasize polite and efficient service. The scripts should be able to handle all situations/conversations arising from the call/process flow specified above.

The scripts will be used extensively during Service Provider training to ensure that all call center Service Providers follow a same high level of customer service

The Service Provider will update and/or provide new scripts as and when needed, subject to the Information and Communication Technology Agency of Sri Lanka approval.

Call scripts, and subsequent changes, will be approved by the Information and Communication Technology Agency of Sri Lanka from time to time as necessary.

Ramp-up of operations

The Service Provider must maintain records tracking call details – e.g. time of call, type of citizen request (the ‘question’ asked), the specific information provided to the citizen (the ‘answer’ given), average resolution time, commitments for responses, escalation details and resolution status etc.

The Service Provider should also provide to the Information and Communication Technology Agency of Sri Lanka, around the 25th of each month, an Inbound Call Forecasting Report on a monthly basis which estimates the number of calls the Call Center expects to receive next month.

The Inbound Traffic Forecast should be used to make suitable arrangements in terms of seating, attrition, redundancy for the coming month

Based on this report, and other factors, the Information and Communication Technology Agency of Sri Lanka may request the Service Provider to increase the number of hours per day, or number of seats per shift.

The Service Provider is expected to accommodate such changes within 5 days of receiving notice from the Information and Communication Technology Agency of Sri Lanka.

Modeling of headcounts required for the volume of calls you anticipate and the various service levels required.

The Information and Communication Technology Agency of Sri Lanka will make additional payments accordingly (for increased seats or increased hours of operation), based on the price agreed.

Average handle time can be impacted by many factors such as system response time, processes, training, and incentives.

First call resolution (FCR): is a measure that reflects customer satisfaction as well as efficiency. FCR is something that must be calculated for the entire center through a defined process. It is not something you can unilaterally. It can be done through call observation, focus groups with staff and data analysis.

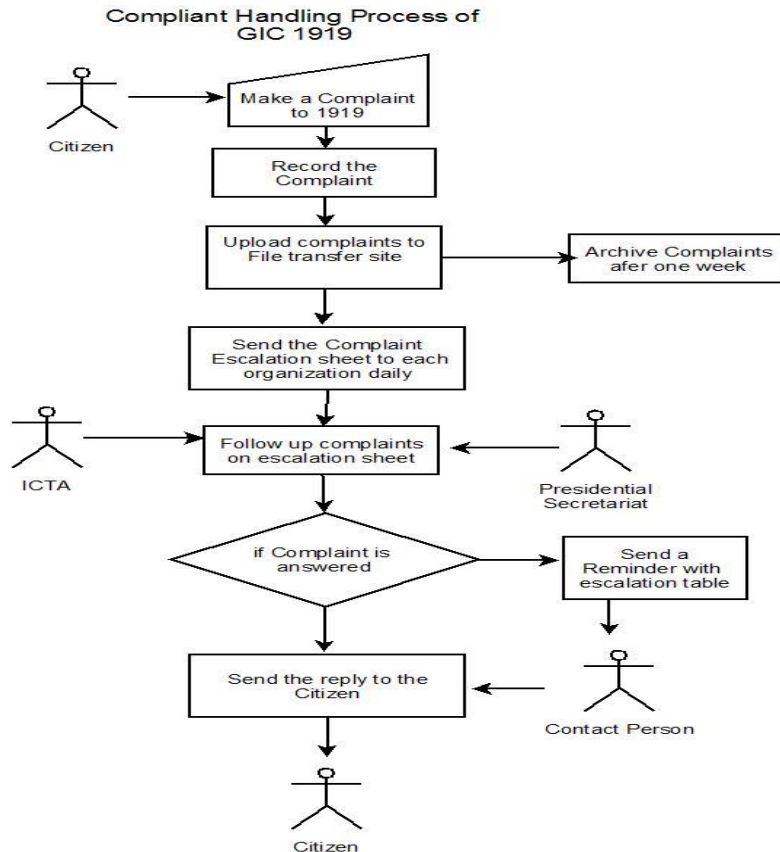
Utilization and occupancy metrics which provides a high level snapshot of how resources are being used.

The Information and Communication Technology Agency of Sri Lanka may from time to time decide to include new services into the portfolio of services about which information is provided through the GIC. Introduction of such new services may also require ramp-up of operations - retraining of agents, new data to be added to the Knowledge Base and additions/customizations to the CRM, if applicable. Service Provider will ensure that the new information is fully integrated into the work flow; call scripts, and make other necessary changes to operations. The Service Provider will undertake these changes with no additional cost to the Information And Communication Technology Agency Of Sri Lanka

The Service Provider should handle change management in an orderly and documented manner.

GIC Grievance Handling and Tell President System

a) GIC Grievance Handling Process



1. Citizens calls the 1919 and select the Complain option (for example IVR Option 1 should be Government Information and Option 2 should be Complain or Grievance) to submit a grievance/complaint.
2. The GIC operator greets the caller and requests details of the grievance/complaint.
3. The caller submits the details of grievance i.e. Name of the citizen, Government organization, service, and grievance/complaint.
4. Operator issues a ticket number and asks the caller to re-call GIC after 48 hours
5. Record the complaint with a reference number.
6. GIC process manager generates the daily complain/grievances escalation sheet.
7. Daily complain/grievances should be uploaded to a file transfer URL and allow contact persons to down load the daily complain/grievances.

8. Escalates the organization specific complain/grievances via an e-mail from GIC to the coordinating officer of the particular organization with a copy to the HoD.
9. Sends a weekly escalation summary to the coordinating officer nominated by the Information And Communication Technology Agency Of Sri Lanka with the status of the complain/grievances

Feedback

10. The coordinating officer checks the situation in relation to the grievance and submits the latest situation/status related to the grievance to the GIC by email. He/she makes an official note/log to the Head of Unit/Division about the GIC incidence and to expedite the resolving of the issue.
11. Once the citizens recalls GIC after 48 hours, the GIC operator asks for the ticket number and retrieve the information related to the particular grievance and informs the caller about the latest status of the grievance and closes the grievance.

b) Tell President System

Inefficiency, lack of coordination among government organizations and bureaucracy tend citizens to tell president himself their grievances, complains, petitions and other issues which they believe that the conventional procedures available are not effective in receiving proper and timely responses or solutions. As a result, President Secretariat receives various types of complains through various channels and handling of these bulk requests have become a difficult task without a proper ICT solution. Furthermore, by forwarding complains to the president himself, citizens expect speedy solutions for their problems and also they believe this process and the facility as a honour to contact the first citizen of the country to address their problems.

'Tell the President' solution is another key initiative which attempts providing solutions to the above. Citizens are allowed to make any complaint, grievance or similar matter directly to the President, and then the Presidential Secretariat process those. A special arrangement has already been setup for this facility and one of the key channels to access this solution is the GIC. Citizens are allowed to simply call 1919 and make their complaint or grievance.

The GIC should facilitate this via an option in IVR. The respective solutions should also support the processes. Moreover, the following are essential to facilitate this services:

- Necessary integration between the CRM and 'Tell the President' system;
- API to access the voice clips, to be consumed as and when necessary by 'Tell the President' system and related applications;

Seasonal Services

The call center should facilitate the following seasonal services as and when required. Some seasonal services are listed below (but not limited to):

- Exam results;
- Voters Registrations inquires;
- UGC cutoff marks;
- UGC online application filling;
- Natural and national level disaster situations;
- Any other seasonal service that requires the services of the call center;

Remote Monitoring

Vendor should provide remote monitoring facility of the call center with web enabled camera system with 360 Degree coverage of the GIC-Call Center.

Call center remote monitoring system should enable the view of entire call center via IP Cameras in different angles, without rotating the cameras. If more than one camera is needed, bidder should facilitate that as well. ICTA should review and agree with the positioning of IP cameras inside the call center.

Vendor should provide the required URL and password to connect the camera system from any remote monitoring location without any networking or bandwidth issue

The monitoring system should be accessible from anywhere and anytime without any restrictions.

Vendor should have call barge-in facility to monitor and listen to the live calls from internally in the call center and from the outside of the call center using a Web base URL

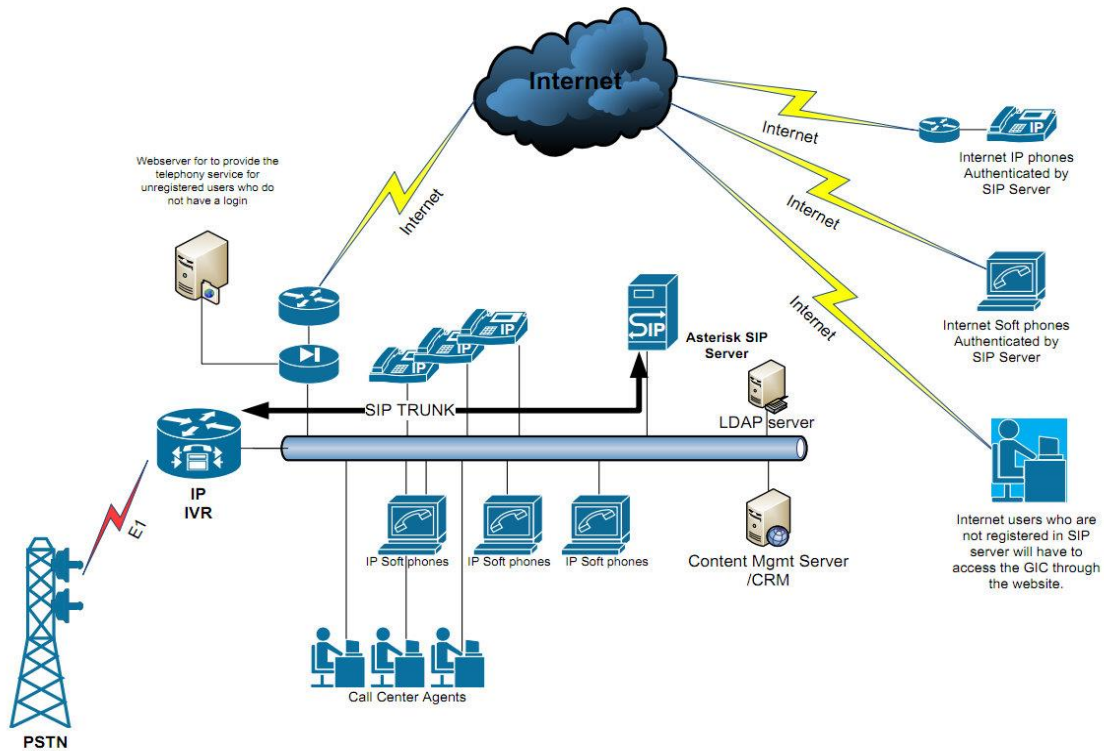
There should be an online web-based operator panel to live barge-in calls with “One Click”. The operator panel should display Agent Name, Call Queue, Call Duration, Total Duration, Number of Total Calls, Status

The online operator panel should be able to access from anywhere and anytime without any restrictions.

Should have an option to pass the details of any call to QC while barge-in.

Call barge-in facility should be available only via web based operator panel. Any other barge-in systems such as PSTN/SIP should not be allowed.

Facility to Connect GIC – 1919 through Remote Computing (Soft phone)

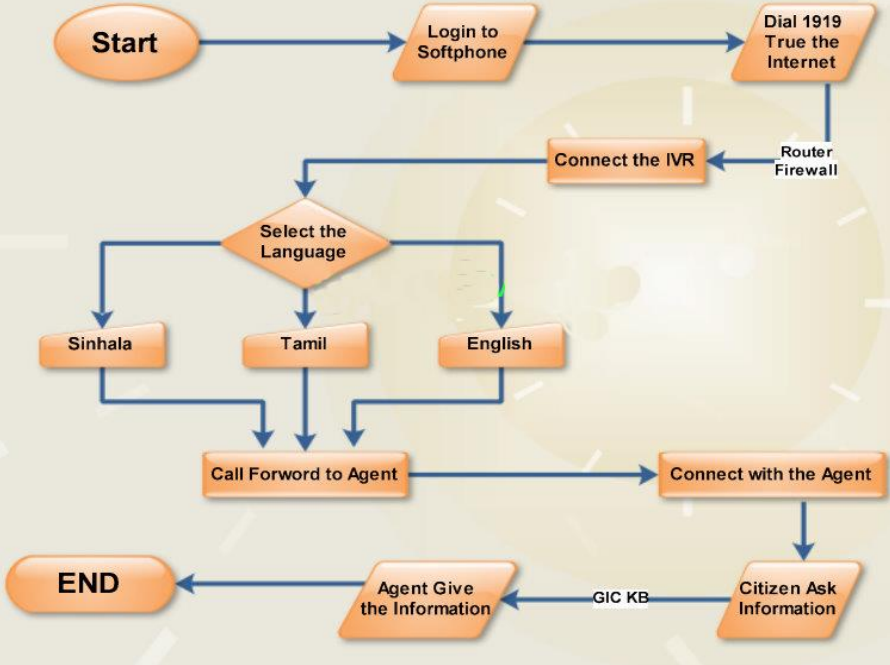


The above solution is used to provide access to GIC through Nenasala Network and GIC website (www.gic.gov.lk)

The service provider should provide user accounts from the SIP server to access GIC – 1919 using a soft phone solution (eg: X-Lite, 3CX) for each Nenasala Center.

Following diagram illustrate the call flow of the soft phone system.

The Government Information Centre 1919 - www.gic.gov.lk



Chat Service, Emails

There should be a mechanism to integrate information comes through chatting and email services to the call center. The aim of this kind of service is to expand the services of the call centre to social media , GIC web and GIC mobile applications.

6 Human Resources - Hiring, Training and Staffing

The Service Provider should staff the call center with high-quality Customer Service Representatives with Bilingual/Trilingual capabilities. The Customer Service Representatives should go through a rigorous recruitment & training process and be compensated in a manner that motivates excellence in performance. The Service Provider should enhance human resource capabilities, address staffing issues, check attrition, increase retention and cater to ramp up resolutions.

6.1 Recruitment Criteria

6.1.1 At a minimum, the following set of skills should be specified when hiring or assigning Customer Service Agents (Call Center Service Providers) to work in the GIC Call Center. The hiring, training and testing procedure developed by the Service Provider should ensure each of the following skills are present within each Agent before he/she begins unsupervised operations within the GIC

- Preferably Bilingual or Tri-lingual Agents with excellent fluency in each language
- Good Vocal Voice Clarity
- Bilingual or Tri-lingual typing skills
- Be a people's person.
- Customer Service Capabilities
- Confidence
- Excellent Listening Skills

6.1.2 At a minimum the following standard should be adhered to when hiring or assigning Team Leaders and Supervisors to work in the GIC Call Center.

- At least bi-lingual, preferably tri-lingual with excellent fluency in each language
- Good Vocal Voice Clarity
- Typing skills (ability of typing skills in Sinhala or Tamil (Unicode) with English to be considered as a preferred qualification).
- Be a peoples person
- Customer Service Capabilities
- Confidence
- Excellent Listening Skills
- Ability to train Agents (training skills)
- Ability to monitor calls and engage in Quality Control

- Ability to maintain and ensure the smooth operation of the call center
- Ability to lead a team of call center Agents
- Ability to handle dissatisfied customers

6.1.3 ICT agency should be invited at least for the final interviews for all recruitment.

6.1.4 Additionally, a Supervisor should have experience in inbound or outbound call center operations, with significant experience in handling teams

6.2 Training:

6.2.1 The Service Provider should train their call center agents appropriately in order for the agent to resolve customer queries efficiently and courteously.

6.2.2 Adequate training procedures and methods are to be designed to ensure that the agents are well equipped to handle customer queries.

- The Service Provider will develop and deliver his/her own training program. All training material is subject to the Information and Communication Technology Agency of Sri Lanka approval.
- The training program should include exercises to improve the Agents speaking, listening and writing skills in each language. It should contain modules aimed at providing good Customer Service.
- Apart from above mentioned general soft-skills, the training program should also include detailed product specific training – i.e. training that is specific to handling queries related to specific government services.
- As part of the product-specific training, it is recommended that the agents visit at least some of the government departments that are covered under the GIC Call Center.

6.2.3 All training will be subject approval by the Information and Communication Technology Agency of Sri Lanka. At its discretion, the Information and Communication Technology Agency of Sri Lanka may participate in and observe any training provided by the Service Provider. The Information and Communication Technology Agency of Sri Lanka's participation in training activities shall not relieve the Service Provider of the responsibility to perform the work as required.

6.2.4 The Service Providers proposed training procedures should specify the time period (length) as well as frequency of training. The following minimum guidelines are provided:

- All new agents will have a 5 day training on products, procedures and soft-skills
- All new agents will be put on a supervised on-the-job training program for at least 3 days prior to handling live, unsupervised queries.
- Existing (experienced) agents will be put on retraining exercises 1 to 2 days each month. This training will cover products, procedures and soft-skills.

- 6.2.5** The Service Provider will re-train the Agents if and when any product modifications, updates, deletions or changes take place. For example, if a new government service is added to the services list, or if a particular citizen service procedure changes, the Service Provider will ensure that all Agents are trained and able to handle citizen queries related to this new service.
- The Service Provider will undertake such training within 48 hours of agreeing with the Information and Communication Technology Agency of Sri Lanka on the product update and receiving information about the new product from the Information and Communication Technology Agency of Sri Lanka or the relevant Government Body, which ever happens later.
 - The Service Provider will document and maintain records of all training undertaken related to various products
- 6.2.6** The Service Provider should retrain those Agents who do not perform to the required standards. Upon suitable retraining, if the Agent is unable to perform to required standards, the Service Provider shall take necessary steps to replace the Agent with another trained Agent.
- 6.2.7** The Service Provider should regularly evaluate the agents internally, according to a testing and evaluation criteria developed by the Service Provider and Approved by the Information and Communication Technology Agency of Sri Lanka.

7 Quality Assurance, Monitoring and Reporting

7.1 General Requirements

7.1.1 The Service Provider should build a suitable Quality Monitoring/Assurance system. Quality Monitoring is an important aspect in the call center as it governs smooth operations from both an operational point of view and the customer's point of view.

7.1.2 When running at full capacity, the Service Provider will adhere to, and make necessary arrangements to monitor compliance to the following standards:

- All calls to be answered within the 3 rings
- Abandoned call ration has to be less than 5%
- Volume of Level 1 escalated calls (Level 1 as defined in call flow above) should not be more than 5% of total [not applicable to queries related services that are covered by government bodies not participating in the GIC services at any given time]
- All citizen queries requiring Level 2 escalations (to government body) must be closed within 72 hours (this 72 hours comprises the maximum 24 hours the Team Leader may take for internal research + the maximum 48 hours the government representative has to provide an answer) from the time of escalation.
- The Service Provider will submit at the end of every month a detail report on escalated calls providing more information on closed & open calls. This report should contain details on subject matters and the relevant departments of escalated calls.
- At the end of every month a report on average call handling time of each agent should be submitted
- At the end of the every month a report on complaints and compliments should be compiled and submitted to the Information and Communication Technology Agency of Sri Lanka with the relevant audio files.

7.1.3 Apart from above mandatory performance indicators, it is expected that the Service Provider will employ other more detailed criteria to measure quality. These are to be presented to the Information and Communication Technology Agency of Sri Lanka for approval before implementation.

- E.g. average call handling time is expected to be around 10 minutes initially, but actual time will only be transparent once the Call Center has been operational for at least a month. The Service Provider will collect information on such matrices (like Average Call time), and take steps to improve (by reducing the Average Call time, without compromising on quality of service)

7.1.4 The Service Provider should monitor performance by adhering to all the operational deliverables mentioned in the SLA.

- 7.1.5** The Service Provider should excel in inbound operations as mentioned in the SLAs and benchmark performance indexes.
- 7.1.6** The Service Provider should conduct internal audits on the call center with the aim of finding any shortcomings or issues and also should correspondingly take appropriate corrective and preventive actions to solve the shortcomings and issues.
- 7.1.7** The Service Provider should also allow and cooperate fully for any external audits on the call center. The Information And Communication Technology Agency Of Sri Lanka (or designated agent) would conduct audits at any time of the program
- 7.1.8** The Service Provider should take appropriate steps and adhere to changes and betterments as a result of the external audit.
- 7.1.9** The Service Provider should apply tools such as Kaizen, Gemba, Ishikawa and others to continuously improve the quality and the level of inbound customer service.

7.2 Quality monitoring

- 7.2.1** The Service Provider should work closely with the Information And Communication Technology Agency Of Sri Lanka to ensure high call quality and high levels of customer service are maintained at the Call Center at all times.
- 7.2.2** The service provider should provide suitable arrangement for the soundless environment (background voice), without disturbing to the customers for their conversations. This provision should be lead to provide high level of customer services.
- 7.2.3** The Service Provider must adhere to the following key performance indicators (KPI) in order to assure the Service Level Agreements (SLAs) and satisfactory level of the services:
- a) First call resolution (FCR) - More that 90% at all times;
 - b) Average speed of answer (ASA) : within 15 seconds of being in the queue;
 - c) Average handle time (AHT) - Ideally should be within 2 mn and 30 seconds;
 - d) Call abandon rate - This should be below 5% of total landed calls;
 - e) Utilization and occupancy - Agent Utilization ideally should be 75% of the time, and Occupancy of seats should be equal to or more than 98% of the time;
 - f) Escalations -Should be done and resolved within 48 hours;
 - g) Average talk time - Same as handling time;
 - h) Average hold time - Part of handling time again;
 - i) percentage of calls answered within 30 sec - 100% ;
 - j) percentage of calls answered within15 sec - equal or more that 98%;
 - k) Average queue time - Not more than 15 seconds;

l) percentage of calls blocked – 0%;

7.2.4 The Service Provider should use the following methods to monitor and ensure call quality:

- ***Walk-around observation*** – Manager/supervisor/team leader spends and allotted amount of time every day “making the rounds” of the call center. Usually done in a casual manner without notes being written or evaluations being given.
- ***Side-by-side monitoring*** – Manager/supervisor/member of the Quality Monitoring Team sits down next to an agent, listens and observes to see how the agent is handling customer contacts. Agents are evaluated during customer contacts and then given immediate feedback regarding their performance.
- ***Plug-in/Side Jack monitoring*** – Manager/supervisor/member of the Quality Monitoring Team listens to both sides of the call in its entirety. Agents know when they are being monitored and the person doing the observation is sitting right next to the agent. Feedback would normally be given immediately
- ***Silent monitoring*** - Manager/supervisor/member of the Quality Monitoring Team listens to agents’ calls in real time at random from a remote location. Agents are not given notice each time they are monitored. An assessment of the call is provided immediately or at a later time
- ***Record and review*** – Managers/supervisors use software programs to record calls, store them electronically and subsequent review.
- ***Voice and screen/multi-media monitoring*** – Similar to *silent monitoring*, allows managers/supervisors/quality teams listen in on a phone call and track the accuracy of data being input (into computerized CRM system) at the terminal by an agent at the same time.

7.2.5 The above types of call monitoring should be undertaken regularly, as a part of routine operations. At least 5 calls of each call agent should be monitored daily basis.

7.2.6 The Information and Communication Technology Agency of Sri Lanka will by itself or by employing a third party will monitor the operations of GIC. The Service Provider should extend full cooperation for such activities.

7.2.7 The Information and Communication Technology Agency of Sri Lanka will also carry out independent surveys by employing a third-party or employing its own resources to monitor the customer satisfaction level. The Service Provider should extend full cooperation for such activities.

7.2.8 Assuming a full call volume, the following frequencies are suggested

- Record & review: 1 call per hour per agent for Level-1 resolution, all if escalated (during 1st month, assuming low call volume, 1 call per day per agent)
- Random Sampling: 1 call per hour per agent
- Silent monitoring: 1 call per day per agent (during 1st month of operation, assuming low call volume, 1 call per day per agent)
- Side-by-side monitoring: 1 call per day per agent

7.2.9 Frequency of monitoring will need to be adjusted based on call volume. The Service Provider will propose a monitoring schedule, based on call volume.

7.2.10 The agents will be graded and evaluated on each monitored call. If the agent does not obtain a pre-defined grade (or mark), he/she should be re-trained. Agent evaluation criteria should include evaluations the

- The Service Provider will develop specific evaluation criteria to evaluate agents during above types of monitoring. The evaluation will include corrective action to be taken (or positive incentives to be given to) by agents not obtaining (or obtaining) adequate marks during an evaluation.
- Records of such evaluations undertaken (per agent) will be maintained by Service Provider, and provided to the Information And Communication Technology Agency Of Sri Lanka upon request

7.2.11 The Service Provider should document, and provide to the INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA, reports about the call monitoring activities undertaken.

7.2.12 All escalations should be documented and recorded, and provided to the at regular intervals or on demand. The same applies to customer complaints (customers who call to express dissatisfaction with the service provided)

7.2.13 The Service Provider will submit to the Information and Communication Technology Agency of Sri Lanka a sampling of calls, from time to time, and/or on demand (as specified by the Information and Communication Technology Agency of Sri Lanka). If more than 10% of calls sampled are found unsatisfactory then corrective action should be taken – like re training the agents who are not up to standards. Corrective action can be specified by the Information And Communication Technology Agency Of Sri Lanka, if needed

7.2.14 Apart from this, the Information And Communication Technology Agency Of Sri Lanka may request that the Service Provider record other calls for varying periods of time (The Information And Communication Technology Agency Of Sri Lanka will make this request in advance, so that Service Provider can make arrangements to do the recording)

7.2.15 All recordings must be indexed so that search indexes can be used – based on date, time, agent, customer name (if available), nature of query, type of product accessed. Service Provider should provide the Information and Communication Technology Agency of Sri Lanka full access to recordings. The format for providing the recordings to the Information And Communication Technology Agency Of Sri Lanka (e.g. via FTP site, or through physical media such as CD copy) can be suggested by the Service Provider, subject to the Information And Communication Technology Agency Of Sri Lanka approval

7.2.16 A sample of recorded calls should be sent to ICTA in a CD or DVD on Weekly basis

8 Knowledge-base, CRM and Reporting

8.1 The Service Provider should integrate all aspects of the call center into one software or interface and enables access to information and provides call/customer tracking functionality. This software will have 3 parts:

- Knowledge Base: This is a searchable database that stores information about all the government services. It should enable Agents to quickly access required information during a call
- In addition to the information included in the knowledge base Call Agents are supposed to provide answers using government information portals also, such as:
 1. Government Information Centre (www.gic.gov.lk) – [Specially Digital Intermediary Services List]
 2. Official Government Web Portal Portal (www.gov.lk)
- CRM solution: should facilitate the call tracking, reporting/MIS functions.
- Online reporting tool for the purpose of monitoring daily operation
- The GIC knowledge base (KB) should be accessible from anywhere and anytime without any restrictions.

8.2 The Service Provider will develop a set of procedures, that together with above mentioned software solutions, facilitate the maintaining of high standards of service, tracking of quality indicators and enable timely compliance with reporting requirements.

8.3 The Knowledge-Base: Will contain all information related to the government services. It is expected that the Service Provider will need to develop this database using in-house software developers and/or through customizing off-the-shelf databases. The information provided by the Information and Communication Technology Agency of Sri Lanka will be used to populate the data-base. The Knowledge Base will have the following functionality:

- Knowledge base should contain all the sections of the information collection template (Appendix A) as the main information source for providing information to citizen inquires.
- Easily searchable (through key word or indexed/service based search)
- Hierarchical and service wise maintenance of information
- Scalable (in order to accommodate addition of new data, as more services come online through the GIC)
- Easily updateable (so that information can be changed when ever government departments change a procedure)
- User-friendly (so that any agent with the proper training can use it, and edit certain pieces of information, if needed)

- Maintained in 3 languages
- Will be accompanied by login facilities that provide for controlled access (e.g. so that only an authorized person can change information about an existing government procedure), and an audit facilities (to keep track of additions/deletions made to data)

8.4 CRM solution: It is expected that the Service Provider will have existing CRM software that is customizable to meet the needs of the TOR/GIC Call Center

8.5 Ownership of the Customized requirement of the CRM software should be with the Information And Communication Agency Of Sri Lanka farther copy of the customized Software and Database provide the Information And Communication Agency Of Sri Lanka

8.6 Reporting: The Service Provider will maintain, and provide to the Information And Communication Technology Agency Of Sri Lanka at specified times and upon request the following reports:

- **Daily call report:** Tracking the calls which have been received. Must contain information on number of calls of each type (types of services requested by citizens), number of calls received, abandoned calls, handling time for calls, waiting time for calls). It should also contain all other information captured by the Agent. Any call with missing information should be sent back to the Agent or TL for completion before being finalized. This report should be generated based on information captured on the CRM. To be submitted by 9am the next day.
 - ❖ Daily analysis of call abandons, hourly agent wise answered calls, agent wise average hold time, and abandons calls from the queue
 - ❖ Organization wise daily complain/grievances report
 - ❖ Quality assurance report of selected agents for daily evaluation
 - ❖ Daily Agent Evaluation Report (Quality Report)
 - ❖ Daily analytical reports on KPIs achievements
 - ❖ There should be a daily report to agent Utilization and Occupancy of seats.
 - ❖ There should be a daily report to prove that Calls being routed true IVR
 - ❖ Organization wise and service level wise report should be able to generate on daily
 - ❖ Report to show calls are answered within 3 rings
 - ❖ Daily attendance report from the HR system.

- **Overall Daily escalation report:** This report, in which ever format, should enable the call center or the Information And Communication Technology Agency Of Sri Lanka to identify the number and percentage of calls resolved at each level, reasons for escalations (such as Inadequacy of available information, inadequate training of the Agent answering the call, or other reasons). To be submitted by 9am the next day.
- **Monthly Call and Escalation Reports:** Data from above two reports should be aggregated monthly and quarterly, so that similar information can be tracked on a monthly basis. To be submitted within first 2 days of the following month and within first 5 days of the next quarter, respectively
 - ❖ Monthly organization/service level wise report
 - ❖ Vendor should provide a report with the information of compliance requirements to SERVICE LEVEL AGREEMENT - Appendix H
 - ❖ There should be a monthly report to prove that Calls being routed true IVR
 - ❖ Organization wise and service level wise report should be able to generate on monthly
 - ❖ Monthly report to show calls are answered within 3 rings
- Annual call statistics: Statistical story board of past year performance of the GIC with the illustrations of call volumes, trends, comparisons and distribution analysis of the service wise calls, language wise calls, hourly, daily, weekly and monthly calls, organization wise calls, district wise and population wise calls etc.
- **Call Forecasting Report:** As stated above, to predict (within reasonable bounds) the expected number of incoming calls for the following month. To be produced on the 25th of each month.
- **Training/re-Training Reports:** The Service Provider will keep track of, and provide to the Information and Communication Technology Agency of Sri Lanka upon request, information on all training undergone by each Agent (training topic, agents trained, number of hours, results of training/exams undertaken). First training report to be made available 1 day after completion of training of the first batch of Agents (prior to the call center going live). Subsequent reports to be completed 2 days after each training/re-training conducted.
This report should be linked with the Agents Evaluation Report (Ref:- Daily call reports)
There should be enough information of train being provided in relation to the issues identified by the Agents Evaluation Report

- **Complain Report:** The Service Provider should maintain a record of all complains received (via phone, in person or in writing) by citizens. To be made available within first 2 days for the following month.
 - ❖ Organization wise daily complain/grievances report
 - ❖ Organization and service wise weekly/ monthly/year complain/grievances status report

Formats for all reports will be designed by the Service Provider and approved by the Information and Communication Technology Agency of Sri Lanka. Some of the sample formats are provided in the Appendix K.

- 8.7** Reports will provide a drill-down function (e.g. a monthly data can be further examined by drilling down to daily levels, aggregate call handling timings can be drilled down to an individual agent's call handling time) to access the GIC reports through a secured URL. The Service Provider will maintain a archive of all reports and make them available via the web to the Information And Communication Agency Of Sri Lanka
- 8.8** The Information and Communication Technology Agency of Sri Lanka may request other reports from the Service Provider. These requirements will be communicated to the Service Provider and discussed together with the Service Provider in order to identify the feasibility of producing each in the required formats.
- 8.9** There should be an online web based customizable report generation tool which could be accessed anywhere and anytime. The necessary fields for the reports (report formats) will be provided by ICTA. If there are any changes for the report formats, bidder should provide the support free of charge.
- 8.10** The Service Provider will perform random customer surveys aimed at understanding the level of satisfaction among citizens who call the GIC. At a minimum, 10% of calls should be surveyed by

9 Technology

- 9.1** The Service Provider should ensure that the call center is equipped with adequate technology to ensure the call center functions in a smooth and effective manner hence giving no room for technical problems which in turn will affect call center operations.
- 9.2** The Service Provider should ensure that all required technology is integrated with all aspects functionally.
- 9.3** On broad terms, technology capabilities of the call center are divided into 3 grades A, B and C – A being the most sophisticated, and C being the least (basic minimum). While an international call center would perform to a Category A or above, the Service Provider for the GIC call center should at a minimum meet the standards of Category A,. The Service Provider should provide to the INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA information about its technology inventory, including make (brand)/model/version numbers and related details of all key technology categories listed below.

	Technology Category	Grade A Call Center	Grade B Call Center	Grade C Call Center
1	PABX Classification	<ul style="list-style-type: none"> • IP PABX • Digital trunks • SIP Trunks <p>Digital based extensions with fully fledged call center PABX Supports Caller ID</p>	<p>Analog extensions with fully fledged call center</p> <p>Digital extensions with SOHO PABX</p> <p>Analog Trunks</p>	Analog PABX
2	Trunk Connectivity	Both Radio and 2 Pair Copper Links	Copper Link	Copper Links
3	Connectivity	E1 Circuit (2 or more Digital E1's) SIP trunks	E1 Circuits (1 E1) E1's with Analog signaling	ISDN BRI/ E1 with Analog signaling
4	Trunks	Digital – E1 ISDN PRI Trunks E1 digital R2	Digital – E1 ISDN PRI Trunks	Analog Trunks
5	Phones	IP Phones IP soft phones IP Phones with Noise reduction Hands-free kits Call barge-in	Digital Phones Digital Phones with hands-free kit Call Center phones	Analog Phones – Call Center PABX Type AND/OR Analog Phones – Office PABX Type

		facility		
6	DR (Disaster Recovery)	Ability to switch to a DRS within one hour. Previous Caller information and all related data to be available during operation through the DRS. Preferably total redundancy of the Call Center	Cold Backup site. DR System available but no previous data or related information available.	No DR in any areas
7	CRM (Customer Relationship Management Software)	Fully Integrated CRM with the PABX/IVR System. Ability to drill down on information and availability of Information dashboards.	Partially Integrated CRM with the PABXs OR Self Developed CRM proprietary CRM	Microsoft Excel based basic CRM OR No CRM
8	RECORDING (for voice/data)	Ability to record Calls and ease of access to replaying them with time and user stamping. Digital recording on MP3 or similar format.	Bundled Voice Logger	Standard Voice Logger or no voice recording system.
9	Automatic Call Distributor	Skill Based Routing AND/OR "Most Idle Agent" routing	Skill Based Routing OR "Most Idle Agent" routing	CTI (Computer Telephone Interface) Support
10	Billing Software	Storing of CDR information and ability to provide on request.	Standard Billing Software on the Agent side	In house developed billing software
11	Headsets	Noise Cancellation Call Center Headsets	Call Center Headsets without Noise Cancellation	Other types of Headsets
12	Integrated Voice Response	IVR with Database Interface. Trilingual support.	Auto Attendant basic IVR in office PABX	Auto Attendant basic IVR in office PABX

13	Supervisor alert	Silent Supervisor alerting by the agent and supervisor barge-in. Transfer calls to next superior.	Basic Supervisor support and transferring	No supervisor alerting mechanism
14	Silent Monitoring	Silent monitoring of the agents and recording conversations.	Silent monitoring available	No silent Monitoring
15	Caller Ranking	Ability to rank the caller by the agent on multiple criteria such as importance/ courtesy etc	Ability to rank the callers	No Caller ranking
16	Pop-up screen	Popup screen on caller information and ranking.	visual alerting available	No Visual Alerting

Technical Specification Table 1.0

10 Contract Period, Review, Extension

10.1 The Service Provider is expected to operate the GIC Call Center for a period of 24 months from January 01st 2017 to December 31st 2018.

10.2 The Information And Communication Technology Agency Of Sri Lanka should evaluate the performance of the operational activities at the 11th month of the first year of the contract and need to inform the Service Provider of the results as per the SCC 2.6.1 (a)

10.3 However, at in the sixth month (from the start of operations), the Information And Communication Technology Agency Of Sri Lanka will perform a comprehensive review of the call center performance

- The Service Provider will provide to the Information and Communication Technology Agency of Sri Lanka reports and any other information necessary for this review, and cooperate fully in the review.

10.4 Upon completion of the review at the end of first year operations, the Information and Communication Technology Agency of Sri Lanka will recommend operational enhancements/changes that need to be undertaken by the Service Provider.

10.5 Contingent upon making the necessary improvements, the Service Provider will continue to operate the GIC Call Center for a further 6 months, or until the completion of 30 months, whichever comes earlier.

10.6 In parallel to the call center, the Information and Communication Technology Agency of Sri Lanka maintains a website and mobile application that also provides information to citizens. The Service Provider will provide to the Information And Communication Technology Agency Of Sri Lanka (or the Information And Communication Technology Agency Of Sri Lanka's designated agent) periodic updated information (on government services) that enables the Information And Communication Technology Agency Of Sri Lanka to keep the website and mobile application up-to date, so that it contains the same (or at least similar) information to what the Call Center is providing.

11 Data, Services Personnel and Facilities to be provided by the Client

11.1 The Information and Communication Technology Agency of Sri Lanka will continue the GIC promotional campaign to popularize the call center services and in particular telephone number of the GIC. Further publicity may be undertaken, purely at the Information and Communication Technology Agency of Sri Lanka's discretion.

11.2 The Information and Communication Technology Agency of Sri Lanka will maintain the list of contact persons (and designated back-up contact persons) from within the government departments whose services are covered under the GIC.

The Committee will handle (or designate others to handle) Level 3 escalations

- These contact persons will handle Level 2 escalations
- They are mandated with providing resolutions (where possible) to all Level 2 escalations related to them

11.3 The Information and Communication Technology Agency of Sri Lanka will also facilitate the setting up of the **Call Center Steering Committee**. This Committee will make decisions on long term operational and strategic issues related to the call center.

- The Steering Committee will contain a rotation representation of senior officials from the government bodies whose services are currently included or are going to included in the GIC product portfolio
- The Steering Committee will include members of the INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA
- Other parties may be invited by the INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA to join the Steering committee

The Committee will also facilitate the addition of new services to the GIC. The Information and Communication Technology Agency of Sri Lanka will take the lead in gathering and providing the information about new government services to be added

Appendix B

GIC Call Centre - Responsive Check List

Responsive check list for the Technical Requirements of the call centre as specified in the Description of Services.

Service provider's technology platform should comply to the requirements specified in this section. Therefore, it is mandatory to comply with the below specifications.

Item number 17 to 23 if the answer is no in the column number 3, then specify the Service Provider's technical proposal in the column number 4

For the items 1 to 16 if the answer is no in the column number 3 and if there is no relevant category according to the technical specification table then specify the Service Provider's technical proposal in the column number 4

	(1) Technology Category	(2) Technical Specification	(3) Yes/No	(4) Remarks (if "No" enter the category as per the Technical Specification Table 1.0 given in the Technology Section (9))
1	PABX	<ul style="list-style-type: none"> • IP PABX • Digital trunks (E1's including ISDN PRI & R2 Digital) • SIP Trunks <p>Digital based extensions with fully fledged call center PABX Supports Caller ID</p>		
2	Last Mile Connectivity	Both Radio and 2 Pair Copper Links		
3	Connectivity	E1 Circuit (2 or more Digital E1's) SIP trunks		
4	Trunks	Digital – E1 ISDN PRI Trunks E1 digital R2		
5	Phones	IP Phones IP soft phones IP Phones with Noise reduction Hands-free kits		

6	DR (Disaster Recovery)	Ability to switch to a DRS within one hour. Previous Caller information and all related data to be available during operation through the DRS. Preferably total redundancy of the Call Center		
7	CRM (Customer Relationship Management Software)	Fully Integrated CRM with the PABX/IVR System. Ability to drill down on information and availability of Information dashboards.		
8	RECORDING (for voice/data)	Ability to record Calls and ease of access to replaying them with time and user stamping. Digital recording on MP3 or similar format.		
9	Automatic Call Distributor (ACD)	Skill Based Routing AND/OR "Most Idle Agent" routing		
10	Billing Software	Storing of CDR information and ability to provide on request.		
11	Headsets	Noise Cancellation Call Center Headsets		
12	Integrated Voice Response	IVR with Database Interface. Trilingual support.		
13	Supervisor alert	Silent Supervisor alerting by the agent and supervisor barge-in. Transfer calls to next superior.		
14	Silent Monitoring	Silent monitoring of the agents and recording conversations.		
15	Caller Ranking	Ability to rank the caller by the agent on multiple criteria such as importance/ courtesy etc		
16	Pop-up screen	Popup screen on caller information and ranking.		
17	Reporting.	Up to date reporting facility must be available using Data Views. Reports shall be customized as needed. As per the reporting requirements.		
18	Remote Monitoring	Facility to rate the agents, record calls, barge/interrupt agents shall be available.		
19	LAN Infrastructure	Integrated Network Infrastructure for Voice & Data.		

20	PC Environment	Minimum specifications shall be dual core 2.4 GHz (i5 or i7) , 4 GB RAM , 500 GB HDD with 15 inch or higher flat panel monitors.		
21	Server Environment	2 x Intel® Xeon® Processor E5-2600 v4 product family with QPI up to 9.6 GT/s - Up to 12 cores, minimum 30MB/2.1 GHz cache/processor DDR4 RDIMM slots - 64GB RAM, 320 X 3 GB SCSI/SAS Hot pluggable Hard Disks. - RAID 0, 1, 5, 10 Support Dual redundant power supplies.		
22	UPS's	UPS power for all Agent PC's with 15 Min Backup time in full load. 3KVA UPS for all the servers with 20 Minutes Back up time in full load. Rack Mountable 3 KVA online UPS for PABX with 2Hrs Backup time in full load.		
23	Generator Power	Adequate Generator power in place for entire building. Change over time less than 120 Sec.		

Please provide a system audit report in relation to technical specifications as specified above in the compliance list to prove that the availability of such technical requirements in the current process.

Responsive check list for the Operational Requirements of the call centre as specified in section 5 of the Description of Services. The remarks column should be used to specify the Service Provider’s comments of compliance

	Operational Requirement Category	Description (Requirements at minimum level)	Yes/No	Remarks
1.	Tri-lingual call centre	Answer calls in three languages (Sinhala, Tamil, English)		
2.	Tri-lingual call centre	There should be an option for the caller to select the preferred language		
3.	The telephone capacity	Provision of the call centre to increase the number of lines and call agents depending on the call volume demand and SLA		
4.	Location and Working environment and call centre facility	Service Provider should adhere to international standards specified but not limited to the Description of Services.		
5.	Hours of operations	The call centre should operate from 7 A.M. to 10 P.M. week days, and 8 A.M to 10 P.M. weekends and public holidays, 7 days a week and 365 days a year.		
6.	Shift Logistics (Section 5.7)	The service provider should provide a seating capacity of 30 seats excluding the buffer seats		
7.	Work Schedule Weekdays	<p>During weekdays, five (05) agents should work for 01 Hour a day from 7 AM to 8 AM,</p> <p>During weekdays, Thirty (30) agents should work for 10 Hours a day from 8 AM to 6 PM,</p> <p>Eight (8) agents should work for 2 hours a day from 6PM to 8PM</p> <p>Two (02) agents should work 02 Hours from 8 PM to 10 PM Agents to Team Leader ratio should be 15 : 1 and one Quality Controller should be allocated</p>		

		for each shift.		
8.	Work Schedule Weekends and Public Holidays	<p>During weekends and public holidays, Fourteen (14) agents should work for 8 Hours a day from 8 AM to 4 PM,</p> <p>Ten (10) agents should work for 2 hours a day from 4PM to 6PM</p> <p>Six (06) agents should work for 2 hours a day from 6PM to 8PM</p> <p>Two (02) agents should work 02 Hours from 8 PM to 10 PM</p> <p>Agents to Team Leader ratio should be 15 : 1 and one Quality Controller should be allocated for each shift.</p>		
9.		The service provider should have a redundancy plan taking into consideration absenteeism		
10.		The proper functioning of GIC should be ensured during the hours specified as above.		
11.		Changes to the shift patterns should be subjected to the Information And Communication Agency Of Sri Lanka approval		
12.	Team Logistics	Team logistics should include Process Managers, Team Leaders for week days, Team Leaders for weekends, Quality Controllers and Customer Service Representatives (CSR)		
13.		The service provider is free to propose another team structure as long as the 15:1 ratio is maintained between Team Leader and the CSR		
14.	Call flows and escalation process	The bidder's operations must comply to the processes proposed in the Process/call		

		flows and escalations in the Appendix A - Description of Work or bidder may propose a different set of processes which meets specified service levels		
15.	Call scripts	The call scripts of all incoming calls should be prepared and maintained for future references which would arise from the Information And Communication Agency Of Sri Lanka		
16.	Ramp-up of operations	The following details must be maintained by the service provider details of the information requested by the citizen, details of the information provided to the citizen, escalation details, response time average response time etc.		
17.		The Information And Communication Technology Agency Of Sri Lanka may require including new services to GIC knowledge base. It also require for retraining and ramp up of operations.		
18.		The service provider also required to provide a monthly report about call forecasting for the next month based on the calls received for the previous month.		
19.		The Information And Communication Technology Agency Of Sri Lanka may require to increase or decrease the number of seats for the future months		
20.	Process of evaluating Key Performance Indicators (KPI)	The service provider must propose the procedures to measure call centre performance and service level agreements		
21.		The following indicators should be taken into consideration 1. First call resolution		

		<p>(FCR)</p> <ol style="list-style-type: none"> 2. Average speed of answer (ASA) 3. Average handle time (AHT) 4. Call abandon rate 5. Utilization and occupancy 6. Escalations 7. Response time 8. Average talk time 9. Average hold time 10. Percentage of calls answered within 30 sec 11. Average queue time 12. Percentage of calls blocked 		
22.		The service provider must provide a quality assurance procedure to ensure the operational quality and service quality		
23.		<p>The service provider must adhere to the following standards and make necessary arrangements to monitor the compliance for those standards</p> <ol style="list-style-type: none"> 1. All calls to be answered within 3 rings 2. Abandon call ration has to be less than 5 percent 3. First call resolution ration should be more than 98 percent 4. Average talk time should be maximum 20 seconds 5. Average hold time should be less than 3 seconds 6. Average queue time 7. service provider should adhere to the escalation levels specified in the call flow specification 		
24.	Chat, e-mail facilities	Service provider should provide		

	information through social media, e-mails, chat facility of the web and mobile application		
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Responsive check list for the Human Resource Requirements as specified in the section 5 of the Description of Services

	Operational Requirement Category	Description	Yes/No	Remarks
1.	Allocation of Manpower for the GIC operations	The bidder must provide details such as qualification and experience of staff allocation for Team Logistics		
2.	Number of Trainers, and their capabilities and any certifications	The bidder must provide details of trainers who train the CSRs		
3.	The Service provider must ensure specified recruitment criteria			
4.	Provisions for having adequate back up of manpower	The bidder must provide contingency plan for assuring manpower for uninterrupted continuity of the call centre		
5.	Provisions for training on departments knowledge base, and approach	The details relating to training of CSRs on the knowledge base and retraining on knowledge base updates		

Appendix C

Schedule of Payments

Payment for the services performed as described in this contract shall be made in currencies as specified in SCC on following basis;

Monthly payments in accordance, subject to certification by the Employer, that the Services have been rendered satisfactorily, pursuant to the performance indicators.

i. By Completion of each month of operation there should be a statement of number of call agents deployed each month.

ii. Payment shall be made on actual numbers of agent hours base on the rate at Sri Lankan Rupees (LKR).

iii. Any deviation of the reports as per the Service Level Agreements, penalty will be charged according to the SLAs.

Appendix D Key Personnel

Serial No	Team/ Team member Name	Position	Area of Expertise	Tasks and Responsibilities Assigned
1	Project Manager
2
3
4
.....

Format of Curriculum Vitae of Key personnel

Name of the Employee	
Proposed Position	
Nationality	
Age	
Education	
Other training	
Offices Held, Academic Distinctions, Awards & Scholarships	
Language & Degree of Proficiency	
Membership in Professional Societies	
Countries of Work Experience	
Employment Record	
Period	Company & Designation
	<i>(Could be expanded to suit requirement)</i>
Detailed Employment Record	
Time frame	Description of Projects
	<i>(Should be expanded to suit requirement)</i>

Appendix E
Breakdown of Contract Price in Foreign Currency

Appendix F
Breakdown of Contract Price in Local Currency (Sri Lankan Rupees)

Appendix G

Services and Facilities provided by the employer

Refer Appendix A – Description of Services

Appendix H

GIC Call Centre – Service Level Agreement

	<u>Service Category</u>	<u>Monitoring Methodology</u>	<u>Penalty for non-compliance</u>
1	<p>Adequate training of agents Refer to the section 5 of Description of Services</p>	<p>Adherence to curriculum (developed by service provider, approved by the Information And Communication Technology Agency Of Sri Lanka)</p> <p>Training logs/reports maintained by service provider</p> <p>Records of Agent evaluations, performed during operations</p> <ul style="list-style-type: none"> • Identify training categories • Identify training Duration • Daily Agent Evaluation Report (Quality Report) • Information of compliance requirements 	<p>5% penalty on monthly revenue, until corrected to acceptable levels</p>
2	<p>Compliance to inbound script Refer to the section 4.9 of Description of Services</p>	<p>Service Provider QC procedure to ensure compliance, through random monitoring/record-review, reports</p> <p>Every week provide sample call recordings (Presentation define by Information And Communication Agency Of Sri Lanka)</p> <ul style="list-style-type: none"> • Specific Average No of calls per agent (FCR) • Information of 	<p>Warning if inbound script is deviated from original script. 3 Warnings constitute a 2.5% reduction in revenue per month until corrected and regularized to acceptable level</p>

		compliance requirements	
3	Call wait-time and Abandoned Call Ratio: (Answering all calls within 1 st 3 rings, Daily Abandon Ratio not to exceed 5% of all call volume)	<p>Monitored by Service Provider Quality Control Dept</p> <p>Reported through daily, weekly, monthly and quarterly reports by service provider to the Information And Communication Agency Of Sri Lanka</p> <ul style="list-style-type: none"> • Report to show calls are answered within 3 ring • Information of compliance requirements 	<p>5% penalty on Daily revenue, until corrected to acceptable levels</p> <p>Note</p> <p>Penalty may be changed in special cases with the consent of ICTA</p>
4	Inbound call traffic routing through IVR and ACD based on language	<p>service provider technology capabilities (as reported by service provider , and) evaluated and signed-off by the Information And Communication Agency Of Sri Lanka</p> <p>There should be a report to show No of Calls received true IVR</p> <ul style="list-style-type: none"> • Information of compliance requirements 	5% penalty on monthly revenues
5	Inbound calls daily record and review	<p>Sampling of calls as per schedule approved by the Information And Communication Agency Of Sri Lanka</p> <ul style="list-style-type: none"> • Information of compliance requirements 	If more than 10% of calls escalation are reported for services for which information is available at the GIC, 5% penalty on monthly revenues
6	Professionalism and decorum of inbound call	Sampling of calls (recording and review) as per	If more than 10% of monthly calls are found to be

	handling, smooth information dissemination	<p>scheduled approved by the Information And Communication Technology Agency Of Sri Lanka</p> <ul style="list-style-type: none"> Information of compliance requirements 	<p>unsatisfactory, corrective action such as re-training to be undertaken.</p> <p>Soft-skills curriculum to updated to satisfy levels of services expected</p> <p>If service levels not improved/ corrected within 30 days of re-training/corrective action, a 5% penalty on next month's revenues imposed.</p> <p>If the service of the call agents are unsatisfactory and not improved even after issuing three warning letters, the Information And Communication Agency Of Sri Lanka shall request to terminate the service of such call agent (s)</p>
7	<p>Updates, changes, modifications to product information (govt. services)</p> <ul style="list-style-type: none"> product training to be provided to the agents after 48 hours after handing over the new manuals to GIC Knowledge Base to be updated prior to start of training to be undertaken Refer to section 8 of the Description of Services 	<p>Ability to fully resolve calls related to new product, as observed through weekly, monthly reports (inability to resolve would be reported in the Escalation Report)</p> <p>Note</p> <ul style="list-style-type: none"> Monitor escalate document Providing correct information by reviewing recorded calls Information of compliance requirements 	<p>Penalties are same as Escalation Levels (clause 11) below:</p> <p>[i.e. 5% penalty on monthly revenues if Level 1 escalations extend above 5%. Clause to become applicable after completion of 1 month (30 days) of operation after the product update goes live]</p>
8	<p>Information Capture (via CRM) and Reporting</p> <p>a. capture of data in CRM</p>	<p>Full compliance with all data capture and reporting requirements as per TOR.</p> <p>Ability to cater to ad-hock</p>	<p>2% penalty on monthly revenues for incomplete or delayed submission of reports</p>

	<p>b. provision of web based and drill-down reports, as per section 7 in Description of Service</p>	<p>data/reporting requests made by the Information And Communication Technology Agency Of Sri Lanka throughout the contract period enable to receive within 24 Hr</p> <ul style="list-style-type: none"> Information of compliance requirements 	<p>Submission of Traffic Forecasting Report to be waived for 1st month.</p>
9	<p>Change of Location:</p> <p>a. 30 days prior notice</p> <p>b. 100% continuity of operation between old and new location</p>	<p>Request letter to be submitted, 30 days prior to move</p> <p>Letter to contain detailed transition plans</p> <ul style="list-style-type: none"> Information of compliance requirements 	<p>50% penalty on monthly revenue if disruption of service is experienced</p>
10	<p>Operational Hours: 7am – 10 pm</p> <p>Refer to the section 4 of the Description of Services</p>	<p>As pre daily reporting and CRM logs</p> <ul style="list-style-type: none"> Log report on agents daily login and logout details and occupancy duration monthly basis Occupancy duration must be calculated within the operational hours specified by the Information And Communication Agency Of Sri Lanka Login hours summary report <p>This report should contain number of agents logged in after 7.00 AM, 8.15 AM and 9.00 AM and logged out before 7.55 PM, 7.45 PM and 7 PM</p> <p>All 5 agents should be logged in at 7.00 AM But 4 agents on week days and 2 agents on weekends</p>	<p>100% penalty on daily revenue for each day for which hours of operation are not adhered to</p> <p>Following penalty details are applicable for late attendance and early logouts</p> <ol style="list-style-type: none"> login after 7.00/8.00 AM and logout before 7.55 PM half an hour is deducted login after 7.15/8.15 AM and logout before 7.45 PM one hour is deducted login after 8.00/9.00 AM and logout before 7 PM half a day is deducted agents are logged in from different logins 5% penalty

		<p>are allowed to login after 8.00 and before 8.05</p> <p>It is assumed that these conditions are applied as long as the Information And Communication Agency Of Sri Lanka inform to change the number of call agents for the week days and weekends otherwise it must be revised as number of call agents are changed.</p> <p>In correspondence to SLA 10 there should be a daily attendance report from the HR system.</p> <ul style="list-style-type: none"> ▪ Trainers should be stated in the roster up front ▪ New Attendance to the staff should be sent to Information And Communication Agency Of Sri Lanka ▪ Information of compliance requirements 	
11	Escalation Levels Level 1 to be kept at 5% or less (for all products for which information is available at the GIC)	<p>Through reports, provided as per the section 7 in the Description of Service</p> <ul style="list-style-type: none"> • Information of compliance requirements 	<p>5% penalty on monthly revenues if Level 1 escalations extend above 5% Overall clause to become applicable after completion of 1 month (30 days) of operation</p>
12	Duty Roster	The service provider should send the weekly roster in advance weekly basis for week days and weekends	If the login report is deviating from the roster 3% penalty would be charged from the monthly revenue

		<p>The weekly roster should contain a Team Leader and a Quality Controller in addition to the Call Agents. (Refer 4.6.8) If there is any change to the original roster keep client informed weekly basis</p> <p>The roster should contain alternatives to cover up the absenteeism and contingencies Refer to section 7 of the Description of Services</p> <ul style="list-style-type: none"> • Information of compliance requirements 	
13	Disruption of the Service	<p>Generator failure, System Down, CRM Issues and any other disruption</p> <ul style="list-style-type: none"> • Information of compliance requirements 	Missing hours plus 5% penalty per event of average daily revenue disruption of the service.
14	Availability of archived information via web	Upload all the Daily/Weekly/Monthly statistic to a designated URL	5% penalty of monthly revenue.
15	In-compliance of providing adequate equipment.	<ul style="list-style-type: none"> • Once we observed that the required equipment are not being used continuously for three days. • Sample calls prove that customers' conversations are disturbed by noise, echo or background noise for 	5% penalty of monthly revenue.

		10 calls.	
16	Technical requirements compliance with the mandatory requirements		5% penalty of monthly revenue till correct the equipment as per the required specifications

Priorities and Response Times

The help desk will use the following guidelines in prioritizing requests and need to resolve the problem within the target time frame.

Priority	Criteria	Response Time	Completion Time
Urgent	Affects more than five individuals; or is mission critical and there is no workaround available. Examples: E-Mail services are not functional; network is not available;	Will call or page technicians for immediate response.	Within 4 hours
High	Affects one to five individuals, no workaround available. Example:	Within 4 hours	Within 1 working day
Medium	Affects fewer than five people, workarounds available. Example:	Within 1 working day	Within 3 working days
Low	A service request that does not require immediate attention or involves long range planning. Examples:	Within 3 working days	Within 5 working days

Appendix I Shift Logistics

	Shift	No of Agents	Team Leader	Process Manager	Quality Controller
Weekdays	7.00 am – 8.00 am	5 occupied seats	1	1	1
Weekdays	8.00 am – 6.00 pm	30 occupied seats	2	1	1
Weekdays	6.00 pm - 8.00 pm	8 occupied seats	1	1	1
Weekdays	8.00 pm - 10.00 pm	2 occupied seats	1	1	1
Weekends	8.00 am – 4.00 pm	14 occupied seats	1	1	1
Weekends	4.00 pm - 6.00 pm	10 occupied seats	1	1	1
Weekends	6.00 pm - 8.00 pm	6 occupied seats	1	1	1
Weekends	8.00 pm - 10.00 pm	2 occupied seats	1	1	1
Public Holidays	8.00 am – 4.00 pm	14 occupied seats	1	1	1
Public Holidays	4.00 pm - 6.00 pm	10 occupied seats	1	1	1
Public Holidays	6.00 pm - 8.00 pm	6 occupied seats	1	1	1
Public Holidays	8.00 pm - 10.00 pm	2 occupied seats	1	1	1

Appendix J Other Related Documents

I. Format of the Information Manual for Government Services

I. General Information (Organization, contact Details, Address)

II. Principal Services rendered by the Institution

Service No # : [Ex:- ~~Obtaining a New Driving License~~]

Eligibility :-

Method of submitting application :-

Places where application form could be obtained :-

Payment for application :-

Time to submit application :-

Fees paying to obtain this service :-

Period taken to provide the Service :-
(Ordinary Service and Priority Service)

Necessary Supporting documents :-

Staff Officers in charge of the Service :-

Post	Name	Division	Telephone	Fax	E-mail

Exceptions, instances not included above and special information

Application Form (Attach form)

Completed specimen application form (attach completed form)

II. Format of the Information Manual for e-Services

I. General Information (organization, contact persons, address)

II. Service Information

1. Service 1

- a) Description
- b) Service owner
- c) Workflow Diagram
- d) Step by step operations

Step No	Activity	Input requirement	Output	External service dependencies	Messages and Alternative options

- a) Mandatory requirements for each step
- b) Supporting documents required for each step
- c) Hours of Operation
- d) Availability requirement
- e) Response time
- f) Known limitations
- g) Other dependency services required for each step
- h) Frequently Asked Questions

III. Support Procedures

Users who contact the Support Desk for technology support need to provide the following information:

- name, phone number, location
- provide a clear description of the problem
- if you do not need to be present provide an alternate contact persons name and phone number

Procedures:

Key Requirements

1. Document the request or problem
 - Requests or problems will be captured by telephone, email or chat
2. Search the KB for the information relating to the problem
3. If relevant information is not available then log the call into the database
 - The Call Agent will open a job.
4. Assigning calls
 - All calls logged in the database will be assigned to the appropriate technology support team.
 - The technology support technicians will contact the customer or the alternate contact to follow up on the call.
5. Close the calls
 - All actions taken to resolve the call will be recorded in the database. After the call is successfully resolved the call will be closed.

Step by step Process

Step 1: Citizen/e-Service user calls the inbound call center and select the e-Services option of the IVR

Step 2: An agent answers the call within 3 rings, maximum if there is no waiting time

Step 3: The agent greets the caller, and asks for his/her query. The Citizen/e-Service user requests information

Step 4: The agent accesses available knowledge (in the Knowledge base) and answers the Citizen/e-Service user's query

Step 5: The agent updates the CRM to reflect the call details. Essential details to capture in the CRM include date and time of call, agent name, type (category/topic and/or subtopic) of information/service requested by the Citizen/e-Service user's, availability of requested information (resolution status of the call), duration of call and the Citizen/e-Service user's preferred language (for majority of the call, if the Citizen/eService user used more than one language to communicate during the call). Only if the customer is willing to provide it, his/her name, telephone number and/or location called from, and other identification information should be captured

Step 6: The agent update the query in the Ticketing System of the eServices support process.

Step 7: Is the query resolved (i.e. the Citizen/e-Service user is satisfied)? If YES, the call ends and closes the issue in the Ticketing System.

Step 8: If the query is not resolved, then mark the Issue Ticket as Open and copy it to support team at LGII and inform the Ticket Number to the caller. Further, the Citizen/e-Service user should be informed that issue is escalated to the e-Service Support Officer for immediate actions and if the issue is not resolved request to call back.

Step 9: Update the issue in the Ticketing system also and If provided information is satisfied the citizen's inquiry then close the issue. If Not keep the Ticket as open to be attended by the second level (LGII) support process.

Step 10: Agent should ask citizen to call back within the pre-defined time period based on the severity of the information looking for by the citizen to provide the answer

Step 11: Support Officer at LGII will update the Ticket based on the severity and available solution.

Step 12: If the correct answer is provided and citizen is satisfied with the answer then agent can close the issue.

Step 13: If the LGII office directly provide the answer to the citizen depends on the complexity of the inquiry then the issue should be closed by LGII with the updated information.

Appendix K

Sample Reporting Templates

Adobe Reader - [Avg Hold Report (17-09-2012).pdf]

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Total/Average Queue Details - 2012-09-17

Service	Answered Calls	Wait Time	Avg Wait Time	Answered Time	Avg Ans Time	Total Time	Avg Total Time
Sinhala-Information	4482	01:25:01:59	00:00:00:20	04:26:23:33	00:01:00:35	06:52:00:32	00:01:00:56
Sinhala-Complaint	97	00:11:00:49	00:00:00:07	00:12:03:58	00:01:00:59	00:24:03:47	00:02:00:06
Tamil-Information	117	00:24:00:51	00:00:00:12	00:52:02:35	00:01:00:28	00:17:03:26	00:14:00:31
Tamil-Complaint	22	00:04:00:10	00:00:00:11	00:46:00:55	00:02:00:07	00:51:00:05	00:02:00:19
English-Information	90	00:12:00:41	00:00:00:08	00:08:03:16	00:02:00:05	00:20:03:57	00:02:00:13
English-Complaint	5	00:01:00:10	00:00:00:14	00:11:00:58	00:02:00:23	00:13:00:08	00:02:00:37

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Adobe Reader - [Agent Activity Report (17-09-2012).pdf]

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Agent Summary Report

Duration: 9/17/2012 : 9/17/2012

Agent ID	Agent	Total Login Time	Total ACD Time	Total Time in Break	Occupancy	No of Calls	Calls > 2.90 Minutes	Calls < 2.90 Minutes	Average Handling Time(s)
16	M N M Riyas	12:01:00	5:58:24	1:04:00	54.55	343	10	333	62
53	M T M Hifam	11:57:00	6:53:53	1:08:00	63.77	272	31	241	91
51	U J Parami Nisansala	12:16:00	6:56:24	1:00:00	61.6	271	31	240	92
67	S Liyanage	12:14:00	7:34:39	0:36:00	65.14	241	45	196	113
73	ES_Najeeb Rahman	11:43:00	4:13:01		35.99	235	12	223	64
48	Ama Gunawardana	10:22:00	5:37:31	0:55:00	59.53	234	22	212	86
46	D K B P Rathnayaka	11:59:00	7:46:34	0:57:00	70.48	223	62	161	125
44	B R N C Preena	12:07:00	5:05:55	1:03:00	46.07	223	24	199	82
55	M R M Abrar	10:06:00	5:49:16	1:00:00	63.97	221	25	196	94
54	H A J Harshana Perera	7:34:00	4:49:14	0:25:00	67.42	216	12	204	80
50	P M Witharana Gamage	9:44:00	5:43:33	0:27:00	61.68	215	31	184	95
47	Imalka Liyanage	10:10:00	5:39:55	1:00:00	61.8	206	28	178	99
52	B S Jeewanthi	7:49:00	5:10:00	0:40:00	72.26	204	17	187	91
4	L.S. Hettiarachchi	9:47:00	5:36:01	1:06:00	64.49	203	33	170	99
14	Chamika Jayasooriya	10:08:00	5:55:46	0:59:00	64.8	203	28	175	105
64	M A M Naqash	9:55:00	5:23:53	1:05:00	61.11	201	31	170	96
43	Isuru Umayangana	10:00:00	5:20:59	0:50:00	58.36	201	23	178	95
42	B.Charles Aneslem	9:54:00	4:18:00	0:44:00	46.91	197	20	177	78
57	K Gokulanathan	10:24:00	5:55:29	0:51:00	62.04	197	44	153	108
65	Sahan Lakmal	10:07:00	5:20:23	1:00:00	58.57	192	25	167	100
61	A Gajaline	9:33:00	6:17:31	0:27:00	69.14	191	48	143	118
19	D M P S Dissanayake	10:09:00	5:16:23	0:54:00	57.01	187	23	164	101

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Adobe Reader - [Agent Login Log out Report (17-09-2012).pdf]

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Agent Login Logout Report

Duration: 9/17/2012 : 9/17/2012

agent	agentname	Login	Logout	TotalDuration
900000	900000	8:08:00	18:10:00	10:02:00
72393	A Gajaline	7:59:00	18:02:00	9:33:00
72382	Ama Gunawardana	7:40:00	18:02:00	10:22:00
72379	B R N C Preena	7:55:00	20:02:00	12:07:00
72374	B S Jeewanthi	7:58:00	16:02:00	7:49:00
72378	B.Charles Aneslem	7:54:00	18:02:00	9:54:00
72362	Chamika Jayasooriya	7:54:00	18:02:00	10:08:00
72377	D K B P Rathnayaka	8:04:00	20:03:00	11:59:00
72367	D M P S Dissanayake	7:53:00	18:02:00	10:09:00
172386	ES_Najeeb Rahman	8:14:00	20:03:00	11:43:00
72373	H A J Harshana Perera	7:47:00	15:21:00	7:34:00
72381	Imalka Liyanage	7:48:00	18:03:00	10:10:00
72384	Isuru Umayangana	8:02:00	18:02:00	10:00:00
72370	K Gokulanathan	7:38:00	18:02:00	10:24:00
9848	L.S. Hettiararchchi	8:16:00	18:03:00	9:47:00
72383	M A M Naqash	8:08:00	18:03:00	9:55:00

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Answered/Abandoned Call Report (2012-09-17)

Service	Total Calls	Answered	Ans %	Abandoned	Aban %
Sinhala-Information	4604	4482	97.35	122	2.65
Sinhala-Complaint	99	97	97.98	2	2.02
Tamil-Information	128	117	91.41	11	8.59
Tamil-Complaint	22	22	100.00	0	0.00
English-Information	90	90	100.00	0	0.00
English-Complaint	5	5	100.00	0	0.00
Total	4950	4813	97.23	135	2.73

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Adobe Reader - [Answered - Abandoned Hourly Report (17-09-2012).pdf]

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Call Answered/Abandoned Hourly Report

Duration: 9/17/2012 : 9/17/2012

Hour	Answered Sinhala Information	Abandon Sinhala Information	Answered Sinhala Complaints	Abandon Sinhala Complaints	Answered Tamil Information	Abandon Tamil Information	Answered Tamil Complaints	Abandon Tamil Complaints	Answered English Information	Abandon English Information	Answered English Complaints	Abandon English Complaints	Total
8	337	6	10		7		1		8		1		370
9	589	19	11		16	4	5		9				653
10	614	29	12		16		2		7		2		682
11	528	8	6		23	2			22		1		590
12	456	18	9		10	1			14				508
13	437	8	11		5	1	3		9				474
14	475	3	10	1	6		5		8				508
15	429	9	9		7		4		8		1		467
16	249	6	10		18	2							285
17	134	1	6		5		1		5				152
18	111	7	2		3								123
19	118	7	1	1	1		1						129
20	5	1				1							7

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Overall Agent wise Quality Report for 17/09/2012

Quality Report	Agent	Bandula	Kuru	Prerna	Sarath	Sumanthirika	Susha	Susha	Ravee	Prabath	Amika	Yamini	Ama	Sowmya	Susha	Madhu	Prerna	Sowmya	Prerna	Amika	Ashra	Ekulal	Amalini	Suman
MXP																								
CALL OPENING/GREETING	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
LISTENING SKILLS	10	10	6	10	10	7.5	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
UNDERSTANDING QUERIES	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
EMPATHY	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
RAFFORT BUILDING	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
ENTHUSIASM	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
STONE & PACE	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
CLARITY	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
ETIQUETTE	5	5	5	5	5	5	5	5	5	5	5	5	5	3.5	5	5	5	5	5	5	5	5	5	5
PROFESSIONALISM	5	5	2.5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
INTERRUPTING & BARGING	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
LONG PAUSES / DEAD AIR	5	5	5	5	5	5	5	5	5	3.5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
CONFIDENCE	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
CALL FLOW	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
INTERACTION	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
ARTICULATION /PRONUNCIATION	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5
VOCABULARY/LANG & GRAMMAR	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
USING FILLERS	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
CLOSING	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	2.5	5	5
PRODUCT KNOWLEDGE																								
EFFICIENCY(PROVIDING INFO / QUERIES	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
SERVICE KNOWLEDGE	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
QUERY HANDLING	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	2.5	5	5
DATA CAPTURE	10	10	10	10	10	10	10	10	10	10	10	10	10	6	8.5	10	10	10	10	8.5	8.5	5	10	10
COH (CALL ON HOLD) -TIME	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
COH (CALL ON HOLD) - REASON	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

Adobe Reader - [Success Calls- Information- Organization Available (16-09-2012).pdf]

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Find: Previous Next

Duration: 9/16/2012 : 9/16/2012

Organization	Sinhala	Tamil	English	Total	Total%
SriLanka Railway Department	294	6	7	307	27.66
Department of Police.	118	4	1	123	11.08
Ceylon Electricity Board-CEB	44	4	1	49	4.41
Department Of Motor Traffic.-RMV	41	3	1	45	4.05
Department of Immigration & Emigration	37	4	2	43	3.87
Ministry of Transport.	36			36	3.24
Sri Lanka Bureau of Foreign Employment(SLBFE)	29	1		30	2.7
Divisional Secreteriat (Common Mannual)	28			28	2.52
Department Of Registration Of Persons.	26	1		27	2.43
University Grants Commission	24	1		25	2.25
Ministry of Education	17			17	1.53
Department of Examinations.	15		1	16	1.44
Bank of Ceylon-BOC	14			14	1.26
eServices - Sri Lanka Railways	12	2		14	1.26
Development Lotteries Board - DLB	11	2		13	1.17
Consumer Affairs Authority.	13			13	1.17
Department of Agriculture	10		1	11	0.99
Department of Posts/Postal Department	11			11	0.99
Department of Labour	9	1		10	0.9

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