



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

**BIDDING DOCUMENT**

**NATIONAL COMPETITIVE BIDDING (NCB)**

**FOR**

**PROCUREMENT OF A SERVICE PROVIDER FOR SETTING UP,  
MANAGING AND OPERATIONS OF THE MULTI-CHANNEL  
CONTACT CENTER FOR GOVERNMENT INFORMATION CENTER  
(GIC)- 1919**

**IFB No: ICTA/GOSL/SER/NCB/2020/02**

**November, 2020**

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## **Information and Communication Technology Agency of Sri Lanka**

### **Invitation for Bids (IFB)**

#### **Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for Government Information Center (GIC) - 1919**

**IFB Number: ICTA/GOSL/SER/NCB/2020/02**

- 1 Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No. 27 of 2003, (ICT Act) as amended by Act No. 33 of 2008, ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT. In terms of Section 6 of the ICT Act, ICTA is required to assist the Cabinet of Ministers in the formulation of the National Policy on ICT and provide all information necessary for its formulation. ICTA, is a wholly owned institution by the Government of Sri Lanka.
- 2 With the aim of offering quality government information and services to the general public, ICTA established the Government Information Centre (GIC) in 2006 to provide government information in Sinhala, Tamil and English languages through a call Centre, as part of the eSri Lanka development initiative. The GIC uses short-code number '1919', accessible across all the local telecommunication service providers, for general public to reach the call Centre for obtaining government information.
- 3 The Chairman, Department Procurement Committee (DPC), 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 Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for an enhanced Government Information Center (GIC)- 1919 for a period of Three years.
- 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.

The Bidders must meet the following minimum qualification criteria:

- I. Minimum average annual turnover of LKR 50 Million calculated as total certified payments received for contracts in progress or completed, within the last three (3) years;
  - II. The bidder should have installed and operating at least Three (3) outsourced Contact Centers which are more than Twenty (25) Seats with the trilingual Support within last Five (5) years.
- 5 Interested eligible bidders may obtain further information from **Head of Procurement** ICTA, 160/24, 2<sup>nd</sup> Floor, Kirimandala Mawatha, Colombo 05. Telephone: 011 2369099, email: [procurement@icta.lk](mailto:procurement@icta.lk) from **November 02, 2020**. Bidding documents are also available on ICTA Website (<https://www.icta.lk/procurement/>) **only for inspection purposes**.
- 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 Twenty Seven Thousand Five Hundred (LKR 27,500.00)** effective from **November 02, 2020** 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 conducted **On-Line** at **1100 a.m. on November 11, 2020**. *(For more details refer Clause 10.1 of Section II. Bidding Data Sheet)*.
- 8 Bids must be delivered to the address below on or before **3.00 p.m. November 24, 2020**. Late bids will be rejected. Bids will be opened immediately after the deadline of bid submission in the presence of the bidders' representatives, who choose to attend at the address given in paragraph (5) above, at **3.00 p.m. November 24, 2020**. All bids must be accompanied by a Bid-Security of not less than **Sri Lankan Rupees One Million Five Hundred Thousand (LKR 1,500,000.00)**. Late Bids and Bids sent electronically will not be accepted and will be rejected.

Chairman  
Department Procurement Committee  
Information and Communication Technology Agency of Sri Lanka  
160/24, 2nd Floor,  
Kirimandala Mawatha  
Colombo 05  
November 01, 2020

# Section I. Instructions to Bidders

## A. General

- |   |  |
|---|--|
| <b>1. Scope of Bid</b>                    | <p>1.1 The Employer, as defined in the <b>Bidding Data Sheet (BDS)</b>, 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 <b>provided in the BDS</b>.</p> <p>1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date <b>provided in the BDS</b>.</p>   |
| <b>2. Source of Funds</b>                 | <p>2.1 Payments under this contract will be financed by the source <b>specified in the BDS</b>.</p>  |
| <b>3. Corrupt or Fraudulent Practices</b> | <p>3.1 The attention of the bidders is drawn to the followings:</p> <ul style="list-style-type: none"><li>▪ Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;</li><li>▪ 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.</li></ul> <p>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:</p> <p style="margin-left: 40px;">(a) <i>“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;</i></p> <p style="margin-left: 40px;">(b) <i>“Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;</i></p> |

- (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; authority to sign the Bid on behalf of 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 audited financial standing/reports of the Bidder, such as profit and loss statements and auditor's reports for the past three 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 ( <i>Not Applicable</i> )
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**

19.1 The Bidder shall prepare one original of the documents

## Signing of Bid

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**.

**37. Adjudicator**

37.1 The Employer proposes the person **named in the BDS** to be appointed as Adjudicator under the Contract, at an hourly fee **specified in the BDS**, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.

## Section II. Bidding Data Sheet

### Instructions to Bidders Clause Reference

A. General	
<b>1.1</b>	<p>The Employer is <b>INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA (ICTA)</b></p> <p>The name and identification number of the Contract is: <b>Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for Government Information Center (GIC)- 1919</b></p> <p>Contract Number is <b>ICTA/GOSL/SER/NCB/2020/02</b></p>
<b>1.2</b>	<p>The Intended Completion Date is:</p> <p>Implementation Period: <b>Within Two months from the contract signing Date</b></p> <p>Operational Period: <b>Thirty-Six months from the Date of Operational Acceptance</b></p>
<b>2.1</b>	The source of funding is: Government of Sri Lanka (GOSL)
<b>5.2</b>	Prequalification has not been undertaken.
<b>5.3</b>	<p>5.3 (b) is modified as follows:</p> <p>The Audited Financial Reports of last three years</p>
	<p>5.3 (c) is modified as follows:</p> <p>Bidder shall submit document evidence prove the experience stipulate in the below 5.5 (b)</p>
<b>5.5 (a)</b>	Minimum average annual turnover of LKR 50 Million calculated as total certified payments received for contracts in progress or completed, within the last Three (3) years;
<b>5.5(b)</b>	The bidder should have installed and operating at least Three (3) outsourced Contact Centers which are more than Twenty (25) Seats with the trilingual Support within last Five (5) years.
<b>5.5(c)</b>	A fully fledged contact centre infrastructure with essential IT equipment, Firewalls, servers, contact centre software solutions, monitoring platforms, secure network infrastructure, data & voice connectivity to be made available for the Contract by the successful Bidder. These comprise of Personal Computers, Display Consoles, Audio equipment, Dual-Tone Multifrequency Multilevel Interactive Voice Response (IVR) system, Customer Relationship Management (CRM)

	<p>System, Knowledge management system, Instant Messaging Aggregator, Instant Messaging platforms, Real-time online dashboards, APIs, and Session Initiation Protocol (SIP) IP Trunks etc to handle inbound volume of calls, live chats, emails, social media enquiries, video calls with internationally accepted working condition as per the description of services (Appendix A).</p> <p>The bidder should ensure high availability of the contact centre facility with Disaster Recovery and remote operational arrangements of the systems as a contingency measure and for uninterrupted services.</p>
<b>5.5(d)</b>	<p>5.5 (d) is further enhanced to include minimum number of members</p> <p>Project Manager with five (05) year experience in service of an equivalent nature and volume of the service.</p> <p>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)</p>
<b>5.5(e)</b>	<p>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 15 Million or equivalent, and net of the Bidder's other commitments.</p>
<b>B. Bidding Data</b>	
<b>9.2 and 19.1</b>	<p>The number of copies of the Bid to be completed and returned shall be</p> <ol style="list-style-type: none"> <li>1. One Original</li> <li>2. One Copy</li> <li>3. Softcopy in a storage media: CD or DVD.</li> </ol>
<b>10.1</b>	<p>For <u>Clarification of bid purposes</u> only, the Purchaser's address is:  Attention: Head of Procurement  Address:  Information and Communication Technology Agency of Sri Lanka,  160/24, Kirimandala Mawatha,  Colombo 5.  Telephone: 2369099 -100  e-mail: procurement@icta.lk</p> <p>A pre-bid meeting which potential Bidders may attend will be conducted <b>On-Line</b> on the following Video Conference link, date and time</p> <p>Video Conference Link: <b><a href="https://meet.gov.lk/GIC-pre-bid-meeting">https://meet.gov.lk/GIC-pre-bid-meeting</a></b></p> <p>Date: <b>November 11, 2020</b></p> <p>Time: <b>11.00 a.m.</b></p> <p>Clarifications shall be requested no later than 07 days before the deadline for</p>

	submission of bids.
<b>C. Preparation of Bids</b>	
<b>13.1</b>	Any other additional materials to be submitted with the bid: Bidder shall submit all specified documents indicated in the Bidding Document
<b>16.1</b>	The period of Bid validity shall be 91 days after the deadline for Bid submission specified in the BDS. (February 23, 2021)
<b>17.1</b>	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; <b>Chairperson, Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.</b>
<b>17.2</b>	Bid Security shall be in the amount of Sri Lankan Rupees One Million Five Hundred Thousand (LKR 1,500,000) in the form of Bank Security.
<b>17.2 (f)</b>	Bid securities shall be valid for 28 days beyond the validity period of the bids. Accordingly, Bid Securities shall remain valid till <b>March 23, 2021</b>
<b>19.1</b>	The number of copies of the Bid to be completed and submitted shall be one in addition to the original bid.
<b>D. Submission of Bids</b>	
<b>20.2 (b)</b>	Address is: <b>Attention: Chairman Address: Information and Communication Technology Agency Lanka, 2nd floor, 160/24, Kirimandala Mawatha, Colombo 05.</b>
<b>20.2 (c)</b>	Name and identification number:  <b>Name of Contract: “Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for Government Information Center (GIC)- 1919 ”</b>  <b>Identification number of Contract No: ICTA/GOSL/SER/NCB/2020/02</b>
<b>20.2 (d)</b>	Shall be marked “Bids shall not be opened prior to deadline for submission of bids”.
<b>21.1</b>	The deadline for submission of bids shall be: <b>Time: at or before 3.00 P.M</b> <b>Date: November 24, 2020.</b>

<b>E. Bid Opening and Evaluation</b>	
<b>24.1</b>	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.
<b>30.3</b>	Alternative bids or options shall not be considered.
<b>31.1</b>	Not Applicable
<b>F. Award of Contract</b>	
<b>32</b>	<b>Following paragraph is added to clause 32.1</b>  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.
<b>35</b>	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 and valid till end of the Operational Period. Performance security shall be submitted within 07 working days of the date of notification of award from the employer.
<b>36.1</b>	Not applicable
<b>37</b>	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.  The hourly rate payable to the Adjudicator shall be Sri Lankan Rupees Fifteen thousand (LKR 15,000)  Arbitration shall be heard in Sri Lanka in accordance with the Arbitration Act of Sri Lanka.



### **Section III. Bidding Forms**

## Service Provider's Bid

[date]

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

Having examined the bidding documents including addendum, we offer to execute the **“Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for Government Information Center (GIC)- 1919”**[IFB No: ICTA/GOSL/SER/NCB/2020/02] in accordance with the General Conditions of Contract, specifications, drawings and activity schedule accompanying this Bid for the Contract Price of LKR [*amount in numbers*], [*amount in words*]. Excluding Value Added Tax (VAT) all other levies applicable shall be included in to the price (ITB 14.3).

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,
- 2019-2020:.....
- 2018-2019:.....
- 2017-2018:.....
- Average: .....
- 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last five years. Also list details of work under way or committed, including expected completion date.

Project/Service name	Name of employer and contact person	Number of Seats/ Agents	Type of Services: Inbound calls, Outbound calls	Technology used: Telephone calls, Live Chat, Chatbot, IVR, CRM etc	Handled annual call volume	Year of Implemented and duration
(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, servers, Firewall, software, network infrastructure, Security & connectivity	Description – Brand name, model, version, capacity, brief specification	Number /Capacity available	Ownership: Owned, licensed, subscribed, in house developed, leased/rented, (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.

- 1.10 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

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

**Beneficiary:**

**Chairman,  
Information and Communication Technology Agency of Sri Lanka  
160/24, Kirimandala Mawatha,  
Colombo 5,**

**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. 758.

\_\_\_\_\_  
*[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.

**Bidder shall quote the Bid price only in Sri Lankan Rupees**

### Schedule 1: Inbound Calls

1	2	3	4	5	6	7	8	9	10
Service Description	No. of Incoming Calls answered per day by agents	Maximum No. of calls Per Day	Total Number of Minutes per Day	No. of Incoming Calls answered by agents Per Month	Maximum No. of Calls per Month	Estimated Number of Days per Year	Per Minute Rate Rs.	Total Price per Year Rs.	Total Price for 3 Years Rs.
								(4*7*8)	(9* 3 years)
<b>Inbound Calls</b>	0-3000	3000	7500	00,000 - 90,000	90,000	30			
	3001-5000	5000	12500	90,001-150,000	150,000	70			
	5001-6000	6000	15000	150,001 - 180,000	180,000	80			
	6001-8000	8000	20000	180,001- 240,000	240,000	90			
	8001-11000	11000	27500	240,001 - 330,000	330,000	75			
	11001-15000	15000	37500	330,001 - 440,000	450,000	20			
<b>Total Price for 3 Years Excluding VAT</b>									
<b>Value Added Tax (VAT)</b>									
<b>Total Price for 3 Years including VAT</b>									

Notes:

- a) Monthly payment = Total No. of monthly calls x Per Minute Rate x Average Handle Time
- b) Total number of monthly calls answered beyond 450,000 per month will be calculated at the same rate provided in the last slab (330,001 – 440,000).

## Schedule 2: Inbound Enquiries on Live Chat, Email and Social Media

1	2	3	4	5
Service Description	Maximum No. of Desks	Per Desk Price per Month/ Rs	Per Desk Price per Year/ Rs 2*3	Per Desk Price 3 Years/ Rs 4*3 years
Inbound Enquiries on Live Chat, Email and Social Media	5			
Total Price for 3 Years Excluding VAT				
Value Added Tax (VAT)				
Total Price for 3 Years including VAT				

Notes:

- Minimum 1 number desk shall be provided.
- Increasing number of desks should be decided by ICTA along the service provider based on the trend and demand

## Grand Summary

<b>Service Description</b>	<b>Total Price per Year Rs.</b>	<b>Total Price for 3 Years Rs.</b>
1. Schedule 1: Inbound Calls		
2. Schedule 3: Inbound Enquiries on Live Chat, Email and Social Media		
<b>Total Bid Price for 3 Years</b>		
<b>Value Added Tax (VAT)</b>		
<b>Total Bid Price for 3 Years including VAT</b>		

Name and Title of Signatory: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

## **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

<b>Provider Not to Benefit from Commissions and Discounts.</b>	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.
<b>3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project</b>	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.
<b>3.2.3 Prohibition of Conflicting Activities</b>	<p>Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:</p> <ul style="list-style-type: none"> <li>(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;</li> <li>(b) after the termination of this Contract, such other activities as may be <b>specified in the SCC</b>.</li> </ul>
<b>3.3 Confidentiality</b>	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.
<b>3.4 Insurance to be Taken Out by the Service Provider</b>	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 <b>specified in the SCC</b> ; 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.
<b>3.5 Service Provider's</b>	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
<b>1.1(a)</b>	The contract name is “ <b>Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for Government Information Center (GIC)- 1919</b> ”
<b>1.1(h)</b>	The Employer is <b>Information and Communication Technology Agency of Sri Lanka</b>
<b>1.1(i)</b>	The Service Provider is; _____
<b>1.1(p)</b>	The Member in Charge is _____
<b>1.3</b>	The language is English
<b>1.4</b>	Notices shall be given to the Authorized Representative stated in SCC 1.6
<b>1.6</b>	<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>

<b>2.1</b>	The Effective Date of the Contract: Contract is signed by both parties.
<b>2.2.2</b>	The Starting Date for the commencement of operations is: <b>Seven (7) days from the Effective Date</b>
<b>2.3</b>	<p>Intended Completion date: <b>Thirty-Eight months from the commencement Date</b></p> <p>Implementation Period: <b>Two months from the Starting Date</b></p> <p>Operational Period: <b>Thirty-Six months from the Date of Operational Acceptance</b></p>
<b>2.6.1 (a)</b>	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 <sup>th</sup> Month) and decide to continue based on the satisfactory level of the operation as specified in the operational requirements.
<b>3.2.2 (b)</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 and live chat records shall be handed over to the employer, and any related information or data should not be exposed to external parties.
<b>3.4</b>	<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</p>

	<p>documents prepared by the service provider in the performance of the 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>
<b>3.7</b>	<p>Restrictions on the use of documents prepared by the Service Provider are:</p> <p>Content documents and materials related to government organization shall not be used for any other purposes other than the GIC – 1919 (contact center)</p>
<b>3.8.1</b>	<p>The liquidated damages rate is 0.1 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>
<b>3.8.3</b>	<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>
<b>5.1</b>	<p>The ICTA would provide the existing databases of CRM and the Knowledge base to the selected Service Provider. The ICTA would facilitate establishment of contact persons for content collection from the government organizations by the Content Management team.</p>
<b>6.2</b>	<p>The amount in local currency is 100% of the total contract price. Payments will be made only in LKR.</p>
<b>6.3.1</b>	<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>
<b>6.3.2</b>	<p>The performance incentive paid to the Service Provider shall be: Not applicable.</p>
<b>6.4</b>	<p>Payments shall be made in Sri Lankan Rupees (LKR) according to the schedule given in Appendix C – Schedule of Payments.</p>
<b>6.5</b>	<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>
<b>7.1</b>	<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>

<b>7.2</b>	The Employer reserves the rights to enhance the performance security for the lack of performance
<b>8.2.1</b>	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.
<b>8.2.3</b>	The hourly rate payable to the Adjudicator shall be Sri Lankan Rupees Fifteen thousand (LKR 15,000)
<b>8.2.4</b>	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 \_\_\_\_\_

# **Appendix A: Description of Services**

## **1. Introduction**

Information and Communication Technology Agency (ICTA) of Sri Lanka is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No. 27 of 2003, (ICT Act) as amended by Act No. 33 of 2008, ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT. ICTA is required to assist the Cabinet of Ministers in the formulation of the National Policy on ICT and provide all information necessary for its formulation. ICTA, is a wholly owned institution by the Government of Sri Lanka, which was formulated and operationalized to implement the e-Sri Lanka Development Project funded by the World bank from 2004 to 2011. Through the e-Sri Lanka Development Project, ICT was to be used to develop the economy of Sri Lanka, reduce poverty and improve the quality of life of the people of Sri Lanka.

ICTA is an apex body providing National Level Guidance and Co-ordination for National Priorities including providing efficient and citizen centric services with the simplification of market processes and state mechanism; expanding Digital Governance using Information Technology as a knowledge exchange tool; establishment of international e-commerce and e-payment systems and designing new laws and organizational frameworks Data Protection, Cyber Security and Intellectual Property Rights.

ICTA recognized the difficulty of the public to obtain correct and relevant information by the government organizations. In order to facilitate this with a reliable and convenient mechanism, the ICTA initiated the Government Information Centre (GIC) Project to provide government information in all 3 languages and sign-language for deaf people through a call centre facility. This uses the short-code number '1919' accessible across all telecommunication service providers in Sri Lanka.

## **2. 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 listed government services. This call center was activated as the government 'Help Desk'. The call centre has been given an easy-to-remember short-code telephone number i.e.1919. The center was staffed by professional and

courteous agents who provide information to citizens in all 3 languages (Sinhala, Tamil and English).

The GIC was officially launched in August 2006 and the operations of the call centre has been out-sourced to a private call centre operator or facility provider through competitive Bidding process, periodically i.e. 2 to 3 years.

GIC receives average 1.8 million calls annually and daily average call volume around 5,000.

Annually received calls:

<b>Year</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>
2018	203,426	144,787	152,032	131,478	160,281	147,974
2019	211,865	146,777	159,392	144,324	140,617	140,064

<b>Year</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
2018	158,878	166,211	148,687	156,609	131,911	135,974
2019	140,064	154,917	168,861	158,340	137,509	165,756

Note: detail data could be accessed at [http://gic.gov.lk/gic/images/stories/pdf/call\\_summary.pdf](http://gic.gov.lk/gic/images/stories/pdf/call_summary.pdf)

The GIC is accessible through telephone and mobile phone from any service providers by dialing the short-code '1919' nationally, and people who live abroad will be able to access through 0094-112-191919. Also, a dedicated website [www.gic.gov.lk](http://www.gic.gov.lk) accessible through internet obtain information on services of government departments.

Considering the popularity of this information service, GIC-1919 was recognized as one of the key ICT initiatives of the National Action Plan of the Open Government Partnership (OGP) in its Phase I. (OGP is an international collaboration to promote openness of the government - in which Sri Lanka is actively engaged in through multiple sectors).

As a commitment of the OGP National Action Plan II 2018 – 2020 (under the Commitment #6), new features are supposed to be introduced for GIC-1919 platforms to support differently-abled citizens to access information on government services.

In line with its vision of Digitally Inclusive Sri Lanka, ICTA examines all its strategies, procedures, projects and resource allocation decisions through the lenses of inclusion and diversity.

Current contract for GIC will complete in end of January 2021, and now ICTA intended to select a qualified service provider to continue the contact centre services for next 3 years commencing from February 2021.

### **3. Objectives of this assignment**

1. To setup and operate enhanced and responsive GIC contact center
2. To provide information of government services for general public

3. To receive complains/ grievances from general public
4. To assist general public to obtain online services
5. To manage and update content on knowledgebase and public reach on digital mediums
6. To strategize awareness creation to increase usage all the digital channels

The main objective in setting up the GIC contact center is to handle inbound queries from general public through ‘Human Assisted channels’ and ‘Digital Assisted channels’, in all three languages (Sinhala, Tamil and English) and sign-language, including deaf people, seeking information related to listed Government Services. Currently GIC knowledge base contains information relating to over 300 government organizations. More services will be added as the operations 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 on multiple digital channels
- 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 and sign-language

The new model is expected to create more opportunities by promoting the GIC services through existing products and services of the service provider’s existing products and services to increase the callers. The service provider to develop awareness and promotional strategies to improve the performance and better-quality service delivery of the GIC.

The enhanced GIC will offer seamless services conveniently accessible by the citizens through assisted and unassisted channels facilitated through telephone, mobile phone, social-media and web applications.

There are around 1.6 million people considered to be differently abled among the 21 million population in Sri Lanka. In which around 390,000 people are deaf (Source: Department of Census and Statistics). The fundamental problem these deaf people encounter daily basis in the society is finding difficult to communicate to others and this leads to lack of support from individuals whom they trying to engage. The above situation with deaf people creates problem in obtaining government services whereas the staff at the government organizations finding difficult to understand the service requirement of these people. Therefore, GIC will facilitate sign language interpretation services to these deaf people while obtaining service at the government institutions through video call, in addition to other services on GIC platform.

Therefore, ICTA seeks proposals from contact center service providers to implement a dynamic GIC model

offer better quality contact centre services for Government of Sri Lanka, by offering and adopting business innovation, quality, responsiveness, high standards for a sustainable operation and cost reduction towards delivery of efficient and effective delivery of Government services its customers.

The enhanced GIC will offer services in following approaches, but not limited to:

**Human Assisted channels:**

Human Assisted channels are supported by contact centre agents for queries originated by users on Public Telephone Services, Webchat, Instant Messengers, Social-Media Messengers, Emails and Video Calls (specifically for sign-language).

- Respond to enquiries on **telephone calls** from general public who seek government services
- Respond to enquiries on **live chats** received from Instant messengers, Webchat, Social Messengers from general public who seek government services
- Respond to enquiries **video calls** from deaf people who seek government services and facilitate translation services enabled through instant messaging platforms
- Respond to enquiries posted by general public on GIC **social-media** pages who seek government services.
- Respond to enquiries **emails** received from general public who seek government services.

**Digital Assisted channels:**

Digital Assisted channels are supported for online search or queries by general public on the GIC website, social-media and Interactive Voice Response (IVR).

- Ensure up-to-date and relevant information related to government services are published on the GIC website.
- Ensure relevant information and updates are published on the social-media platforms.
- Ensure common, frequent and generic inquiries are supported through multi-level IVR by playback of recorded audio responses in all three languages.

## Multichannel Government Information Centre

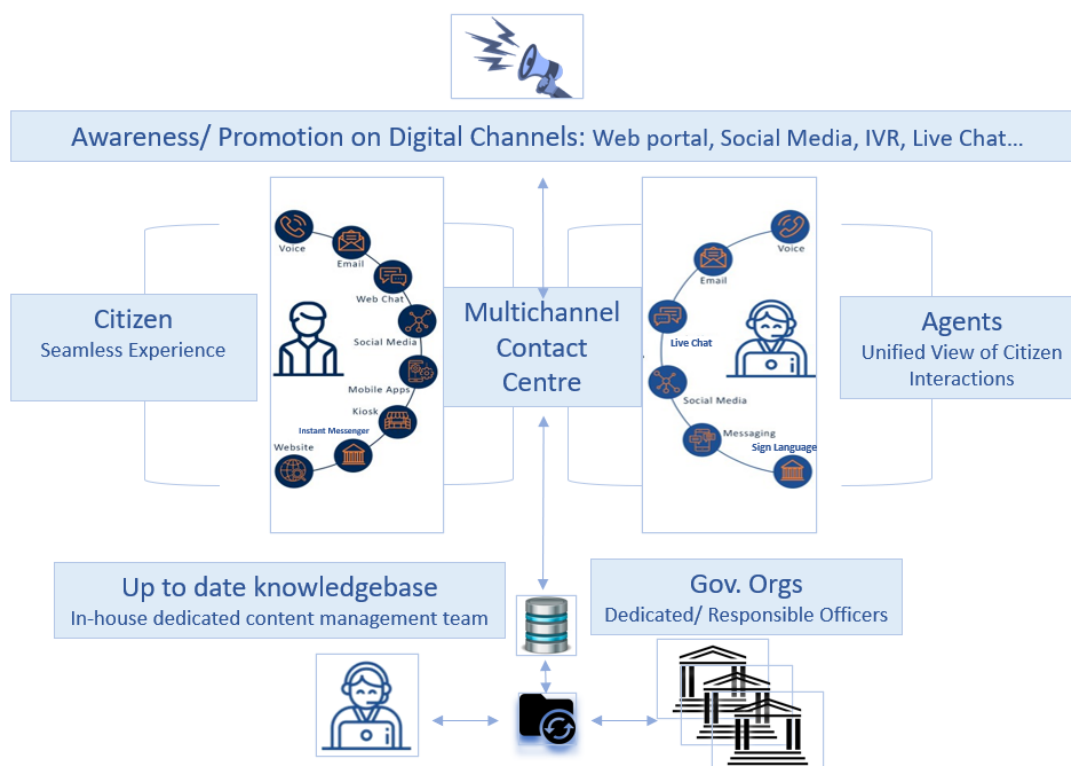


Diagram 1 Multichannel Government Information Centre

The enhanced GIC will maintain up-to-date content by adopting in-house dedicated content management approaches to ensure quality, relevance and accuracy of the information provided to the general public. Also, will ensure to update the Digital Assisted channels are synchronized with the knowledgebase.

### **4. Project Goals**

To offer improved, relevant, and quality Government Information services by maintaining better user experience with highest satisfaction through multiple channels assisted by Human and Digital.

### **5. Scope of Work**

Setting up, managing and operation of the enhanced GIC contact center which is capable of handling Human Assisted Enquiries and Digital Assisted Enquires with the required capacity of human resources, technology and infrastructure.

The GIC contact 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 contact center should be resourced with required number of skilled agents, capable content management team, supervisors/team leaders with adequate bilingual/ trilingual and sign-language capabilities to respond to queries in Sinhala, Tamil or English and sign-language. The GIC contact Center must be supervised and managed according to international standards. The contact centre managerial staff should manage the contact centre in such a way to adhere the highest performance by deploying minimum number of required human resources efficiently.

GIC contact center Service Provider shall ensure a high quality of the user experience. The activities of GIC should therefore be monitored constantly to reduce the average wait times, abandoned call and live chat rates and other acceptable measures of contact center quality. The Service Provider should provide access to real-time data and reports through dashboards and call/live chat recordings, in the agreed upon format, that enable the ICTA or other authorized government officers to monitor quality levels.

If and when a requirement arises in the future, the contact center should be capable of providing a 24-hour service. The need for increased number of Contact Center Agents and resources is a decision to be taken by the contact centre service provider, based on the trends and demand to ensure specified KPIs and SLAs are maintained for better user experience and responsiveness.

The ICTA 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 contact center about these government institutions (and related services) is the up-to-date and accurate. The ICTA 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 ICTA and the Service Provider will periodically review these requests. The ICTA 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 contact center for GIC-1919.



### **5.1 Content Management**

The enhanced GIC will maintain up-to-date content by adopting in-house content management approaches to ensure quality, relevance and accuracy of the information provided to the citizens. To ensure this, the service provider to implement following;

1. Establish a content management team to ensure quality, relevant and up-to-date content is available on-GIC knowledge base, IVR, GIC web portal and GIC social-media pages.
2. Maintain, manage and update the IVR, GIC web portal and the social-media pages which are synchronized with the knowledgebase.
3. Respond to escalated queries by calls, live chats, emails and social media pages.
4. Validity of the content
5. Single point of contact Government Institutions and Contact Centre
6. Convert information provided by the government institutions to any format presentable to; Call Centre Agent and Customers (Call Scripts, Web portal content, Social Media Content and Email)
7. Content verification and confirmation

### **5.2 GIC Web Portal Management**

The Service Provider will manage and maintain GIC portal with up-to-date content. The GIC portal ([www.gic.gov.lk](http://www.gic.gov.lk)) contains the information of more than 300 government organizations which are broadly categorized into government ministries, departments, statutory bodies, government banks, government hospitals, provincial councils, district & divisional secretariats and local government authorities. It further provides information related to services provided through the aforementioned government organizations with an organization level categorization.

The content management team at GIC will ensure the content published on GIC portal are up-to-date, relevant and synchronized with content on GIC Knowledge base.

### **5.3 Social Media Management and Engagement**

The Service Provider will manage, improve and maintain GIC Social Media pages with up-to-date content, review and respond enquiries and feedbacks. The GIC presence on social media currently on Facebook (<https://www.facebook.com/GovInfo1919/>), Twitter (<https://twitter.com/gic1919>), LinkedIn (<https://www.linkedin.com/in/gic1919/>) and <https://www.youtube.com/user/gic1919>).

The content management team at GIC will ensure the content published on GIC Social Media pages are up-to-date, relevant and synchronized with content on GIC Know management.

## **5.4 Training**

The agents and content management team from time to time should go through a product training procedure that would ensure the accurate information is passed on to the general public once the new information or service is added to the GIC. 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.

## **5.5 Realtime monitoring and reporting**

The Service Provider establish and provide access to real-time reporting tool that displays contact center metrics and KPIs to allow managers and teams to monitor and optimize performance. The visual display is intended to simplify analysis — reducing the time to consume information from hours to seconds. With a dashboard displayed on a display panel, teams should be able to understand their performance at a glance.

The dashboard should be able to provide real-time data and information. KPI dashboard should be able to identify trends by examining data over a longer time period in relevant to Service Level, First Call Resolution, Average Seconds to answer and more.

The real-time dashboard should be accessible online to ICTA and respective government organizations. The government organizations should be provided access to selected data set and reports in respect to enquires of their organization.

The dashboard should facilitate accessing real-time GIC data via API to be published on GIC web portal for statistical information for its users.

## **5.6 Scalability and flexibility**

The Service Provider should increase or decrease number of agents and resources based on the trend and demand created by inbound calls and live chats and to ensure KPIs and SLAs are maintained availability and accessibility of the GIC services to offers better quality and greater experience to the callers.

The Service Provider should be able to scale up number of agents and resources during seasonal services and at disaster situations to ensure abandoned call and chat rates maintained below specified range.

Also, the service provider should ensure business continuity of the GIC Contact Centre during a lock-down situation or disaster situation in the country, by enabling systems to be accessed remotely by its agents and content management team. Appropriate technological infrastructure and system should be deployed and facilities should made available to the agents and the content management team for a smooth operation of the GIC remotely.

## **6. Infrastructure and Technology**

### **6.1 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.

The Service Provider should configure the short-code telephone number '1919' and telephone number 0094-112-191919 to access to the Contact Centre.

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

### **6.2 Interactive Voice Response (IVR) - Multilevel**

The Service Provider should establish a Dual-Tone Multifrequency (DTMF) based IVR for incoming voice calls received through PSTN. Following are the some of the requirements for IVR:

- i. IVR should be integrated to the CRM
- ii. IVR should support tri-language: Sinhala, Tamil and English
- iii. IVR should support voice responses through audio playback
- iv. IVR should support call forwarding/divert to designated telephone numbers based on selection options
- v. IVR should support to build survey questions and obtain answers from callers
- vi. IVR should support, multiple, audio playbacks during callers are waiting in the queue, at set timeframe/frequencies
- vii. IVR should support customized audio playbacks based on the options selected
- viii. IVR should support to obtain inputs through telephone keypad
- ix. IVR should support self-service options for more frequent services and information requests.
- x. IVR should support automatic detection of overwhelming calls and playback appropriate audios.
- xi. IVR should support prioritizing calls and queue
- xii. IVR should support auto detection of repeat calls and put in priority queue
- xiii. IVR should support should support call escalations

The content and scripts for voiceovers to be developed by the content management team as services are introduced and for self-service options.

The Service Provider to record quality voiceovers in the three languages and publish upon review and approval of ICTA.

### 6.3 IVR selection Options

Below is basic multilevel IVR options and should be able customized depending on services made available at GIC:

1. Welcome message
2. Language options for Sinhala, Tamil and English
3. Services option such request for information, request for eServices and complaints etc
4. Playback recorded audio for automated self-service options
5. Playback recorded audio during waiting in queue
6. Emergency services such as disaster related information
7. Any other services related to seasonal services Eg. Examination results, election related information, university admissions etc

### 6.4 Live Chat Aggregator

The Service Provider will establish and configure a Contact Centre grade Live Chat Aggregator by integrating Instant Messaging platforms and Web Chat Widgets for GIC contact centre agents to respond to the enquiries by the Citizens.

- i. The Chat Aggregator should be integrated to the CRM
- ii. The Chat Aggregator should support tri-language: Sinhala, Tamil and English
- iii. The Chat Aggregator support automated responses through and selection of service options
- iv. The Chat Aggregator should support to build survey questions and obtain answers from live chat users
- v. The Chat Aggregator should support, automated messages/announcements during users are waiting in the queue, at set timeframe/frequencies
- vi. The Chat Aggregator should support customized chat responses based on the options selected
- vii. The Chat Aggregator should support self-service options for more frequent services and information requests.
- viii. The Chat Aggregator should support automatic detection of overwhelming live chats and trigger appropriate messages/announcements.
- ix. The Chat Aggregator should support should support live chat escalations

The Service Provider will subscribe Instant Messaging services from WhatsApp, Viber and Facebook Messenger. Upon subscription, configure the Instant Messaging services to short code number '1919' and integrate to the Live Chat Aggregator and systems at the Contact Centre for a seamless response to the live chat enquiries by the agents.

The Live Chat aggregator should be able to extend to be embedded in to a future mobile app.

The Live Chat aggregator shall support text messages, document sharing, URL sharing and image sharing.

The Live Chat Aggregator should save and archive all the chats along with logs.

Further, Web-Chat widgets which will be enabled at Government Websites will require to be integrated to the Live Chat Aggregator along with the Instant Messaging Services, to receive and respond to enquiries thorough government websites.

## **7. General Operating Requirements**

### **7.1 Operations Plan**

The Service Provider should submit a suitable Operational Plan and upon acceptance of the ICTA, should implement the plan to satisfy the necessary requirements to ensure the smooth functioning of the Contact Center. The Operational Plan provided by the Service Provider (and all subsequent changes to it) is subject to the ICTA approval prior to implementation. It is expected that the plan will contain all details necessary to successfully operate and monitor the GIC Contact 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. Continuation of operations remotely 'Work-From-Home' (WFH) basis plans in case of lockdown (for all aspects of operations)
8. Quality control plans (including frequencies and methods for call monitoring, and quality checking and enforcement)
9. Reporting process, all report formats and frequencies and online reporting tool
10. 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 (in Unicode) if required and maintenance of the same
11. Customer Relationship Management system (CRM): brief overview of existing CRM, plans (time line, method) for customization to meet quality and reporting requirements
12. Detailed call scripts
13. Call flow diagrams, escalation and resolution procedures
14. Change management procedures
15. Ramp-up plans (if needed for the future)
16. Redundancy plans
17. Disaster recovery plans
18. Training and certification
19. Network architecture plan
20. Agent performance measurement plan

## 7.2 Tri-Lingual and sign-language contact center

The Service Provider will handle and improve the inbound contact center that answers citizen queries through telephone calls, live chats, e-mails social media and Video Calls in a high standard of spoken and typed Sinhala, Tamil, English and sign-language.

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.

## 7.3 Hours of Operation

The hours of operation will be from 7.00 a.m. to 10.00 p.m. for a total of 15 hours per day for week days and 8.00 a.m. to 10.00 p.m. for total of 14 hours for weekends and public holidays, 7 days a week throughout the year, with possible expandability to 24 hours.

Periodically, the ICTA and the Service Provider together may decide on expansion of hours of service.

## 7.4 Shift Logistics

The Service Provider should provide a seating capacity as per the below inbound enquires on call, chat, email and social medial tables:

<b>Service Description</b>	<b>Total Number of Minutes per Day</b>	<b>No. of Incoming Calls answered per day by agents Per Month</b>	<b>Maximum No. of Calls per Month</b>
<b>Inbound Calls</b>	7500	00,000 - 90,000	90,000
	12500	90,001-150,000	150,000
	15000	150,001 - 180,000	180,000
	20000	180,001- 240,000	240,000
	27500	240,001 - 330,000	330,000
	37500	330,001 - 440,000	450,000

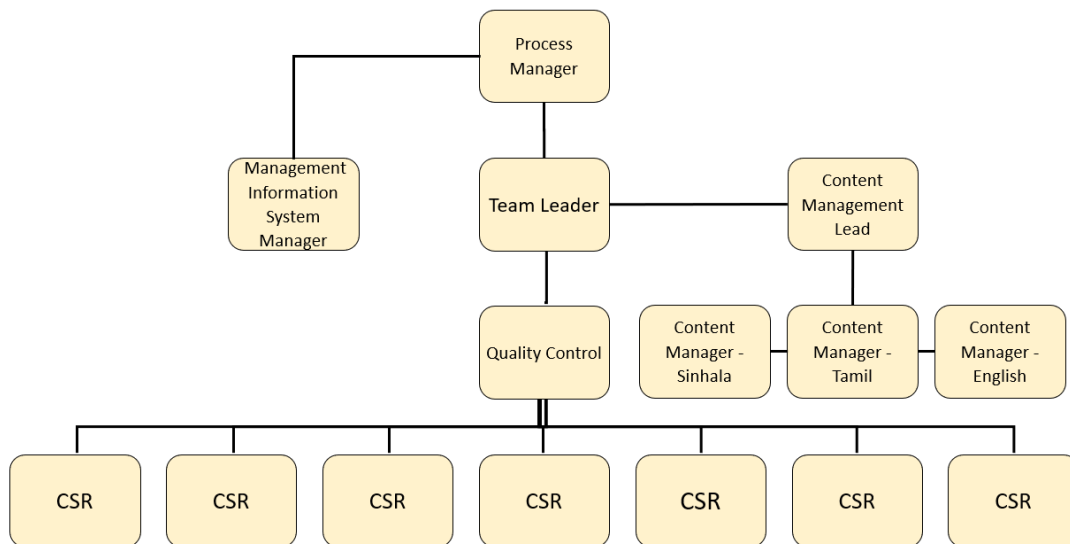
Service Description	Maximum No. of Desks
Inbound Enquiries on Live Chat, Email and Social Media	5

The Service Provider should analyze trends incoming calls, live chats, emails and Social Media enquiries to ensure KPIs are adhered. Accordingly, plan resources to provide high quality and high standard service delivery at GIC.

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

## 7.5 Team Logistics/structure

With the above call volume structure, the Service Provider can propose to the ICTA 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:

<b>Title</b>	<b>Responsibility</b>
CSR (Agents)	Inbound: Respond to queries received on Human Assisted Channels, update CRM and inform content management team on non-availability information on knowledge base. Outbound: Respond to pending queries with answers on preferred channel
CSR (Agents) with Sign Language skill	Inbound: Primarily respond to Video Calls received from Deaf People and respond to queries received on Human Assisted Channels, update CRM and inform content management team on non-availability information on knowledge base. Outbound: Respond to pending queries with answers on preferred channel
Content Management team	Ensure quality and relevance of the Content on knowledge-Base and all the digital channels by proactive coordination with content owner agencies/originators for updates. Facilitate Backoffice support in coordinating with relevant government institutions to source the relevant and up-to-date information. Ensure responsiveness to inquiries, comments, feedbacks on digital assisted channels.
Quality Control (QC)	Ensuring Quality, customer satisfaction and handling of all related enquires received
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 ICTA, providing recommendations to the Information and Communication Agency of Sri Lanka for improving the service
Management Information System Manager	Responsible to monitor and analysis contact centre usage trends and report to Process Manager for necessary improvements and resourcing of agents to accommodate increasing enquiries received through calls, live chats, e-mails and Social Media. Will monitor KPIs for enforcement of SLA.

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



## 7.6 Workflows and escalations

### 7.6.1 Inbound calls,

The workflow details how an agent assisted calls will be handled, how and when calls will be escalated, and time periods for each step. Similar workflow applicable to inbound live chats, emails and social media enquires too with necessary customization.

- Step 1:** Caller calls the inbound contact center
- Step 2:** Automated welcome message played
- Step 3:** Caller selects preferred language option
- Step 4:** Caller selects service option
- Step 5:** Automated disclaimer message played
- Step 6:** An agent answers the call, within specified KPI
- Step 7:** The agent greets the caller, and asks for his/her query. The caller requests service
- Step 8:** The agent accesses available knowledge (in the Knowledge base) and answers the citizen query
- Step 9:** The agent updates the CRM to reflect the call details. Essential details to capture date and time of call, agent name, type (category/topic and/or subtopic) of information/service requested, availability of requested information (resolution status of the call), duration of call and the citizens preferred language (for majority of the call, if the caller used more than one language to communicate during the call). Only if the customer is willing to provide it, his/her name, telephone number, mobile number, email address and/or location called from, and other identification information should be captured
- Step 10:** Is the query resolved (i.e. the caller is satisfied)? If YES, the call ends. If NO, the process moves to step 7
- Step 11:** When the caller query is not resolved, the agent requests the caller to call back within 72 hours, provides the caller with a call reference Number to track the request, and agent escalates the call immediately for Level 1 Escalation to;
  - i) the Content Management Team for content/information related issue
  - ii) the Help Desk support at LGII for eServices related issue via provided ticketing systemThe call reference number along with enquiry details may be emailed to the caller in preferred language, if email address is provided.  
Update the CRM with required details.
- Step 12:** The Content Management Team 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 Content Management Team, it should be done within 12 hours. Often the Content Management Team will need to contact a specified contact person at the relevant government institution in order to obtain further information. If the Content Management Team is unable to resolve within 24 hours, the team

should immediately perform a Level 2 escalation to the Government institution in question.

**Step 13:** The contact person within the government institution will be instructed by the ICTA to resolve issues escalated to him/her within 48 hours of receiving the enquiry (i.e. the Level 2 escalation) by the Content Management Team. If a resolution is found, he/she will contact the Content Management Team and provide the information. If an immediate resolution is not found, the Content Management Team will still be notified. Upon being contacted by the government institution, the Content Management Team 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 returns back.

**Step 14:** (If and) When the customer calls back, the required information is provided to the citizen. In the event 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.

**Step 15:** Issues which are not resolved at Level 1 or Level 2 escalation will be escalated to the Review Committee at the end of each month (L1 and L2 unresolved. Review Committee is Level 3 escalation). The Review Committee will periodically (monthly) review Level 3 escalations and make decisions (such as adding new services to the GIC).

The Service Provider will prepare detailed workflows for all the channels with narrative taking into account the basic structure given above. The workflows should work hand-in hand with the CRM solution used by the Service Provider in order to track information on inbound calls, live chats, emails and Social Media enquiries and to facilitate quality and reporting requirements.

The Service Provider and ICTA together will update workflows and related procedures, periodically, to provide better user experience and to improve efficiency in responsiveness of GIC contact centre.

## **7.6.2 Call/Live chat enquiry Scripts**

ICTA will provide the existing call/enquiry handling script to the selected Service Provider.

The Service Provider will prepare detailed scripts with the approval of ICTA, to handle various types of calls/enquiries that will be received by the contact 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/enquiry/process flow specified above.

The scripts will be used extensively during Service Provider training to ensure that all contact 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 ICTA approval.

Call/Enquiry scripts, and subsequent changes, will be approved by ICTA from time to time as necessary.

### **7.6.3 Ramp-up of operations**

Demand/Trend Basis- Service provider needs to monitor and analyze the trend of customer queries and demand on all the channels: call, live chat, email.

Facilitate ad-hoc requirements- ICTA will provide such ad-hoc requirements to arrange the contact centre resources in advance. A process flow with amicable SLAs to be agreed upon the selection of the service provider.

The ICTA may decide to include new services into the portfolio of GIC services. 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.

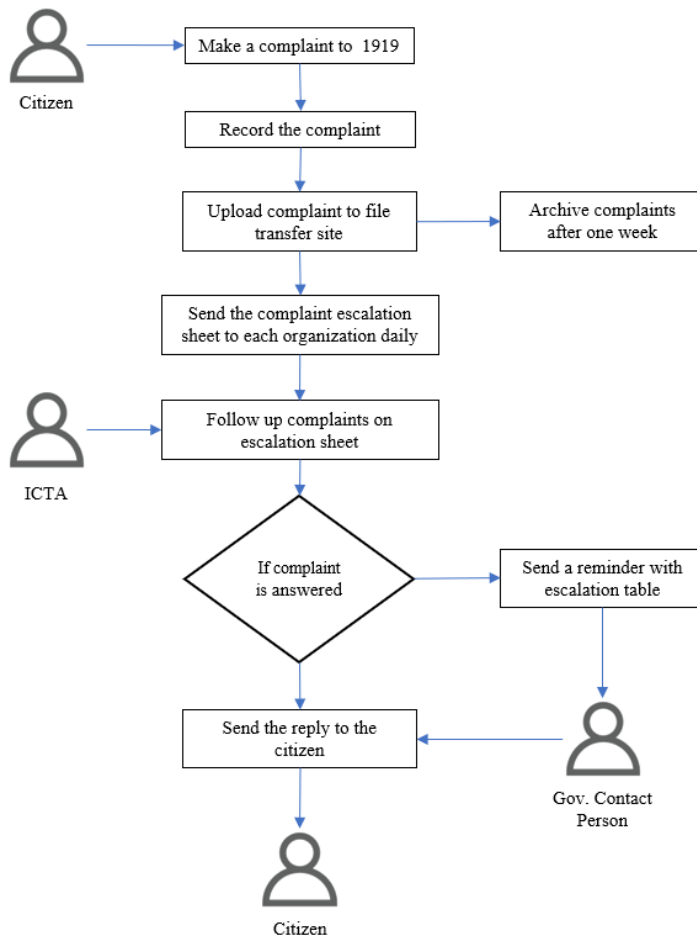
Service Provider will ensure that the new information is fully integrated into the work flow; call scripts, and make other necessary changes to operations. The Service Provider will undertake these changes with no additional cost to ICTA.

The Service Provider is expected to accommodate such changes within 5 days of receiving notice from the ICTA.

ICTA will conduct promotional and awareness activities for such activities the service providers should plan and increase resources within 1 month to handle forecasted call volume.

## 7.6.4 Grievance Handling

### GIC Grievance Handling Process (apply to Call, Live Chat, E-mail and Social Media)



1. Citizens call 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 ICTA 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 recall 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.

## **7.6.5 Seasonal Services**

The Seasonal services are offered by GIC for a limited period of for general public. Such seasonal services will be informed to the service provider 5 days in advance for ramp up of resources and facilities. Accordingly, call scripts, workflows and updating content on all digital channels should be carried out by the service provider. Further, IVR and Live chat service selection options should be updated to for agent assistance or self-service.

As required, the content management team should ensure content is consistent across all the channels and platforms for better access of the information.

Following are 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 contact center;

## **7.6.6 Remote Monitoring**

The Service provider should provide access to a secure online Remote monitoring system for ICTA to access and monitor activities on human assisted channels, while it is in progress.

The Remote monitoring system should provide details such as name of Agent, Call Queue, Call Duration, Total Duration, Number of Total Calls, Status etc.

### **9.6.7 Live Chat Service**

The Service Provider should establish an Instant Messaging (IM) aggregator and Instant - Messaging Platforms; WhatsApp, Viber, Facebook Messenger, Mobile App and Webchat widgets to respond to enquiries on live chats originated by GIC users. Configure and integrate Instant Messaging platforms and Webchat services to the Instant Messaging (IM) aggregator for a seamless service.

Live Chat Service will be handled by the contact centre agents and escalations will be handled by Content Management Team at GIC.

Instant Messaging (IM) aggregator should record and maintain all chats on the CRM and integrated with real-time dashboards to monitor the service quality. ICTA should have access to chats and dashboards of Live Chat Service.

Live Chat should have selection of service options and automated responses features for self-service.

Live Chat should facilitate obtaining feedbacks and conducting surveys. These data should be integrated to the Real-time dashboard to monitoring of performances.

Live Chat feature should be able to extend to be embedded in to a future mobile app and Webchat widget of the government institutions to be responded to any enquiries initiated by the users of respective applications and services.

The Instant Messengers should be configured to short-code number 1919.

Live Chat Service will facilitate sharing of weblinks (URLs), documents, images in relation to the enquiries.

### **9.6.8 Email Service**

The Service Provider should establish integrated email platform to respond for enquiries received by Emails to GIC.

The content management team will be receiving the email enquiries and respond as appropriately with responses, in preferred language (Sinhala, Tamil or English) of the sender.

Content Management Team may develop and use templates and content to cater to common nature of enquiries. Also use proper email acknowledgements for enquiries.

ICTA will provide email accounts for citizen enquires dedicated for GIC.

Email Service will facilitate sharing of weblinks (URLs), documents, images in relation to the enquiries.

### **9.7.9 Sign Language Service**

The Service Provider should establish integrated Video Call platform to provide Sign Language Interpretation Services to communicate with people with hearing disabilities.

GIC Sign Language skilled agent will facilitate interpretation services between a government officer and deaf person at the time of service delivery via Video Call.

The Video Call facility will be through Instant Messaging Platforms: WhatsApp and Viber.

The Sign Language agent should be capable to provide interpretation between a government officer and deaf person in Sinhala, Tamil and English languages.

### **9.8.0 Content Management Process**

To ensure up-to-date content is available at GIC, the content management team will ensure following process, but not limited too;

- Manage, maintain and update content on GIC Knowledgebase, GIC Web Portal, GIC Social Media Pages and GIC IVR.
- As government institutions send updated content and content management team to optimize received content in publishable manner on GIC channels: Human Assisted and Digital Assisted, in all three languages. Any such updates require Social Media attention should be presented in rich content.
- Scan through Print, Electronic, government websites and Social Media for any announcements on changes by services and information by government institutions and proactively contact relevant institutions to validate and verify for any such changes and obtain confirmed content for immediate update on GIC channels.
- Archive old content for references.
- Maintain a detail log of content changes to the GIC channels.
- Escalate none-responsiveness of any such government institution to ICTA.
- ICTA along with the service provider will define the content process flow.

## **10.Human Resources - Hiring, Training and Staffing**

### **10.1 Customer Service Representatives**

The Service Provider should staff the contact center with high-quality Customer Service Representatives with Bilingual/Trilingual capabilities. Also, GIC will facilitate Sign Language service via Video Calls for deaf people; therefore, the some of the representatives should be with Sign Language skill. The Customer Service Representatives should go through a rigorous recruitment & training process and be compensated in a manner that motivates excellence in performance.

## **10.2 The Content Management Team**

The Service Provider should staff adequately to manage and keep track of complete content life cycle and ensure the content on knowledge base, IVR, live chat automated options, the web portal and Social Media pages are up-to-date.

The content management team will be the key interface between GIC and Government Institutions. The content management team will scan through Media: Print, Electronic, Online, feedbacks, Emails, surveys etc.

The content management team proactively act to source, verify and confirm from the listed government institutions for any changes required to the content at GIC.

The content management team also provide back-office support to the Customer Service Representatives in escalated issues and ensure updated information is sourced and confirmed.

The content management team will optimize and enhance the content in presentable manner on all the channels.

The Service Provider should enhance human resource capabilities, address staffing issues, check attrition, increase retention and cater to ramp up resolutions.

The content management team will be responsible to ensure up-to-date content on GIC knowledge base, GIC Web portal, social media. Also respond enquiries by/to email and on GIC social media pages.

The team will comprise below minimum members;

- i- Content Management Lead
- ii- Content Manager – Sinhala Language
- iii- Content Manager – Tamil Language
- iv- Content Manager – English Language

The team should be skilled and trained to manage and handle the website content, knowledge base, create and edit quality content: text and graphical, manage social media.

## **10.3 Recruitment Criteria**

- i. Contact Centre Agents – Handling Inbound/Outbound enquires on Human Assisted Channels.
- ii. At a minimum, the following set of skills should be specified when hiring or assigning Customer Service Agents (Contact Center Service Providers) to work in the GIC Contact 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: spoken and written
  - Minimum two agents with sign-language trained
  - Good Vocal Voice Clarity
  - Typing skills (ability of typing skills in Sinhala or Tamil (Unicode) with English to be considered as a preferred qualification).
  - Excellent writing skills in Sinhala or Tamil (Unicode) and/or English to handle Live Chats.
  - Be a people's person.
  - Customer Service Capabilities
  - Confidence
  - Excellent Listening Skills
- iii. Team Leaders and Supervisors:
- iv. At a minimum the following standard should be adhered to when hiring or assigning Team Leaders and Supervisors to work in the GIC Contact Center.
- At least bi-lingual, preferably tri-lingual with excellent fluency in each language: spoken and written
  - Good Vocal Voice Clarity
  - Typing skills (ability of typing skills in Sinhala or Tamil (Unicode) with English to be considered as a preferred qualification).
  - Excellent writing skills in Sinhala or Tamil (Unicode) and/or English to handle Live Chats.
  - Be a people's 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 contact center
  - Ability to lead a team of call center Agents
  - Ability to handle dissatisfied customers
- v. Content Management Team:
- At a minimum, the following set of skills should be specified when hiring or assigning resources for Content Management to work in the GIC Contact Center.
- Excellent content writing, content creation, excellent fluency in each language: Sinhala (Unicode), Tamil (Unicode) and English
  - Translation capability one language to another: Sinhala, Tamil and English
  - Capability to manage and handle Web Portal, E-mail platform and Social Media
  - Be a people's person.
  - Customer Service Capabilities
  - Confidence

- vi. Additionally, a Supervisor should have experience in inbound or outbound contact center operations, with significant experience in handling teams

## **10.4 Training:**

- i. The Service Provider should train their contact center agents appropriately in order for the agent to resolve customer queries efficiently and courteously.
- ii. Adequate training procedures and methods are to be designed to ensure that the agents are well equipped to handle customer queries.
  - o The Service Provider will develop and deliver his/her own training program. All training materials are subject to the ICTA review and acceptance.
  - o Any such training materials and content developed for purpose of training GIC human resources should provided to ICTA.
  - o The training program should include exercises to improve the Agents and content management team speaking, listening and writing skills in each language. It should contain modules aimed at providing good Customer Service.
  - o 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.
  - o As part of the product-specific training, it is recommended that the visit at least some of the government departments that are covered under the GIC Contact Center.
- iii. All training will be subject approval by the ICTA. At its discretion, ICTA may participate in and observe any training provided by the Service Provider. ICTA's participation in training activities shall not relieve the Service Provider of the responsibility to perform the work as required.
- iv. The Service Providers proposed training procedures should specify the time period (length) as well as frequency of training. The following minimum guidelines are provided:
  - o All new agents will have a 5-day training on products, procedures and soft-skills
  - o 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.
  - o Existing (experienced) agents will be put on retraining exercises 1 to 2 days each month. This training will cover products, procedures and soft-skills.
- v. The Service Provider will re-train the Agents and content management team 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 and content management team 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 ICTA on the product update and receiving information about the new product from ICTA or the relevant Government Body, whichever happens later.
  - The Service Provider will document and maintain records of all training undertaken related to various products
- vi. 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.
- vii. The Service Provider should regularly evaluate the agents internally, according to a testing and evaluation criteria developed by the Service Provider and Approved by ICTA.

## **11. Quality Assurance, Monitoring and Reporting**

### **11.1 General Requirements**

- 11.1.1** The Service Provider should build a suitable Quality Monitoring/Assurance system. Quality Monitoring is an important aspect in the contact center as it governs smooth operations from operational and customer point of view.
- 11.1.2** When running at full capacity, the Service Provider will adhere to, and make necessary arrangements to monitor compliance, on all channels, to the following standards:
- Average speed of answer
  - Average handle time
  - Call abandon rate
  - Chat abandon rate
  - E-mail response time
  - E-mail first contact resolution time
  - Social Media Response time
  - Social Media first contact resolution
  - First Call Resolution
  - Utilization and occupancy
  - Escalations
  - Volume of Level 1 escalated enquires (Level 1 as defined in workflow 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 hour 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 enquires providing more information on closed & open enquires. This report should contain details on subject matters and the relevant departments of escalated enquires.
  - At the end of every month a report on average handling time of each agent should be submitted
  - At the end of every month a report on complaints and compliments should be compiled and submitted to the ICTA with the relevant audio/text files.
- 11.1.3** 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 ICTA for approval before implementation.
- E.g. average call/live chat handling time is expected to be around 10 minutes initially, but actual time will only be transparent once the Contact Center has been operational for at least a month. The Service Provider will collect information on such matrices (like Average Call/Live chat time), and take steps to improve (by reducing the Average Call/Live chat time, without compromising on quality of service)
- 11.1.4** The Service Provider should monitor performance by adhering to all the operational deliverables mentioned in the SLA.
- 11.1.5** The Service Provider should excel in inbound operations as mentioned in the SLAs and benchmark performance indexes.
- 11.1.6** The Service Provider should conduct internal audits on the contact 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.
- 11.1.7** The Service Provider should also allow and cooperate fully for any external audits on the contact center. ICTA (or designated agent) would conduct audits at any time of the program
- 11.1.8** The Service Provider should take appropriate steps and adhere to changes and betterments as a result of the external audit.
- 11.1.9** The Service Provider should facilitate obtaining customer feedback and surveys through interactive approaches for customer enquires by SMS, Email, Web Portal, Instant Messengers etc.
- 11.1.10** The Service Provider should ensure continuous improvements.

## **11.2 Quality monitoring**

**11.2.1** The Service Provider should work closely with the ICTA to ensure high call/live chat quality and high levels of customer service are maintained at the Contact Center at all times.

**11.2.2** The service provider should provide suitable arrangement for the soundless environment (background voice), without disturbing to the customers for their conversations. This provision should lead to provide high level of customer services.

**11.2.3** 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 95% at all times;
- b) Average speed of answer (ASA) - within 15 seconds of being in the queue;
- c) Average handle time (AHT) - part of handling time;
- d) Call/ chat abandon rate - This should be below 5% of total landed calls;
- e) E-mail – Response time - Within 12 hours
- f) E-mail first contact resolution rate – 95%
- g) Social Media Response time - Within 6 hours
- h) Social Media first contact resolution rate – 95%
- i) Live Chat response time - Within 74 seconds
- j) Live Chat average handle time - 10 minutes
- k) Live chat first contact resolution rate – 95%
- l) 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;
- m) Escalations -Should be done and resolved within 48 hours;
- n) Average talk/chat time - Same as handling time;
- o) Average hold time - Part of handling time again;
- p) percentage of calls/chats answered within 20 sec - 80%;
- q) percentage of calls/chats answered within 15 sec - equal or more that 98%;
- r) Average queue time - Not more than 15 seconds;
- s) percentage of calls/chats blocked – 0%;

**11.2.4** The Service Provider should use the following methods to monitor and ensure call/chat quality:

- Walk-around observation – Manager/supervisor/team leader spends and allotted amount of time every day “making the rounds” of the contact 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/reads 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/reads to both sides of the call/chat 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/chats in real time at random from a remote location. Agents are not given notice each time they are monitored. An assessment of the call/chats is provided immediately or at a later time

- Record and review – Managers/supervisors use software programs to record calls, save chats, store them electronically and subsequent review.

- Voice, chat and screen/multi-media monitoring – Similar to silent monitoring, allows managers/supervisors/quality teams listen in on a phone call, read on a live chat and track the accuracy of data being input (into computerized CRM system) at the terminal by an agent at the same time.

**11.2.5** The above types of call/chat monitoring should be undertaken regularly, as a part of routine operations. At least 5 calls and 5 live chats of each agent should be monitored daily basis.

**11.2.6** ICTA by itself and by employing a third party will monitor the operations of GIC. The Service Provider should extend full cooperation for such activities.

**11.2.7** ICTA 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.

**11.2.8** The Service Provider should document, and provide to ICTA, reports about the call and chat monitoring activities undertaken.

**11.2.9** All recordings and savings 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 ICTA full access to recordings. The format for providing the recordings to ICTA can be suggested by the Service Provider, subject to ICTA approval

**11.2.10** A sample of recorded calls should be uploaded to ICTA's designated cloud space weekly basis

## **12 Knowledge-base, CRM and Reporting**

**12.1** The Service Provider should integrate all aspects of the contact center into one software or interface and enables access to information and provide call/customer tracking functionality. This software will have following:

- 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 or Live Chat. Also, should provide restricted access to content to view only basis by ICTA and the Government organizations.
- CRM solution: should facilitate the tracking enquiries, reporting/MIS functions.
- The GIC knowledge base (KB) should be accessible from anywhere and anytime without any restrictions, including respective content owners with user profiles and privileges.
- Integration to real-time dashboard to monitor operational data/information and KPIs. The real-time dashboard should be accessible online. Also, shall provide access to government organizations to monitor information in respective enquiries to their organization. Should provide APIs to integrate to the GIC Web Portal to publish real-time statistics on selected data set.

In addition to the information included in the knowledge base agents are supposed to provide answers using government information portals also, such as: Official Government Web Portal ([www.gov.lk](http://www.gov.lk))

**12.2** 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.

**12.3** 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 ICTA will be used to populate the database. The Knowledge Base will have the following functionality:

- Knowledge base should contain all the sections of the information collection template 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 facility (to keep track of additions/deletions made to data)

**12.4 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 Contact Center

**12.5 Ownership of the Customized requirement of the CRM software** should be with the Information and Communication Agency of Sri Lanka further copy of the customized Software and Database provide the Information and Communication Agency of Sri Lanka

**12.6 Reporting:** The Service Provider will establish a comprehensive real-time dashboard to access data/ information, KPIs and maintenance of SLA by ICTA and stakeholder organizations. Also, the real-time dashboard will be accessible via APIs to feed specified data/information to GIC web portal for statistics and reporting:

The Real Time Dash board should provide facility to track the enquiries which have been received to Human Assisted Channels. Must contain information on number of enquires on each channel and by type (types of services requested by citizens), number of enquires received, abandoned, handling time for calls/live chats, waiting time for calls/live chats. It should also contain all other information captured by the Agent. Any call and live chat with missing information should be sent back to the Agent or Content Management Team for completion before being finalized. This information should be accessible through real time dash board generated based on information captured on the CRM.

- Daily analysis of call abandons, hourly agent wise answered calls, agent wise average hold time, and abandons calls from the queue
- Organization wise hourly, daily, monthly, annual complain/grievances report
- Quality assurance report of selected agents for hourly, daily, monthly, annual evaluation
- Hourly, daily, monthly, annual Agent Evaluation Report (Quality Report)
- Hourly, daily, monthly, annual analytical reports on KPIs achievements
- There should be an hourly, daily, monthly, annual report to agent Utilization and Occupancy of seats.
- There should be an hourly, daily, monthly, annual report to prove that Calls being routed through IVR
- Organization wise and service level wise report should be able to generate on hourly, daily, monthly, annual
- Report to show calls are answered within 15 seconds
- Daily attendance report from the HR system.

**Complain Report:** The Service Provider should maintain a record of all complains received 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 and dashboards will be designed by the Service Provider and approved by ICTA. Some of the sample formats are provided in the Appendix K.

**12.7** The Service Provider will perform random customer surveys aimed at understanding the level of satisfaction among citizens who contact the GIC. At a minimum, 10% of enquires should be surveyed.

### **13 Contract Period, Review, Extension**

**13.1** The Service Provider is expected to operate the GIC Contact Center for a period of 36 months from the operational acceptance date specified in the contract.

**13.2** ICTA should evaluate the performance of the operational activities every 6 months each year during contract period.

**13.3** However, at the sixth month (from the start of operations), ICTA will perform a comprehensive review of the contact center performance

The Service Provider will provide to the ICTA data and reports and any other information necessary for this review, and corporate fully in the review.

**13.4** Upon completion of the review at the end of first year operations, ICTA will recommend operational enhancements/changes that need to be undertaken by the Service Provider.

### **14 . Data, Services Personnel and Facilities to be provided by the Client**

**14.1** ICTA will assign a project manager for necessary coordination and contract management.

**14.2** ICTA will carry out the GIC promotional campaign to popularize the contact center services. Further, publicity may be undertaken, purely at its discretion.

**14.3** ICTA will maintain and provide the list of contact persons (and designated back-up contact persons) from within the government departments whose services are covered under the GIC.

## Appendix B

### GIC Contact Centre – Compliance Sheet

**Compliance sheet for the Technical Requirements of the contact 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.

If the answer is 'No' in the column number 3, then specify the Service Provider's technical proposal in the column number 4

#	(1) Technology Category	(2) Technical Specification	(3) Complied / Not Complied	(4) Remarks (if "Not Complied" specify offer)
1.	Multichannel Contact Centre	Contact Centre Supports: Voice, Email, Web Portal, Live Chat, Social Media, Short Message Service		
2.	Voice	Configure '1919' short-code telephone number to enable and receive local calls through PSTN.  Configure '0094-112-191919' telephone number to enable and receive international calls through PSTN		
3.	Email	Service Provider shall provide required IT equipment and connectivity for GIC Content Management and Agents to access the E-Mail service.  Email accounts for Citizens to access will provided by ICTA for service provider's team to access and respond.		
4.	Live Chat	Establish an Instant Messenger Aggregator to integrate WhatsApp, Viber, Facebook Messenger and Webchat Widget for unified and seamless communication.		

		Live Chat shall use HTTPS and Transport Layer Security (TLS) for secure communication.		
		Instant Messenger aggregator should be integrated with CRM.		
		Service Provider to obtain subscriptions for services from WhatsApp, Viber and Facebook Instant Messengers.		
		The Live Chat feature should be able to extend to be embedded in to a future Mobile App and Webchat widgets.		
		Chatbot Service for WhatsApp, Viber and Facebook Instant Messengers enabled to provide: Automated Welcome messages, Selection of Service Options, directing chat to agents, conduct surveys (pre-chat and post-chat), make automated announcements/messages etc.		
		Should integrate to real-time Dashboard to feed data for monitoring, reporting and analysing of KPI performance and SLA.		
5.	Social Media	Service Provider shall manage, improve appearance, theme and maintain GIC's Social Media platforms for better reachability and engagement of Citizens. GIC's Social Media presence is on Facebook, Twitter, LinkedIn and YouTube platforms for Citizens reach.		
6.	Short Message Service (SMS)	SMS gateway will be provided by ICTA for necessary integration to provide SMS services.		
7.	PABX	Digital based extensions with fully		

		fledged contact center PABX Support Caller ID IVR Integration CRM Integration Play Recording		
8.	Last Mile Connectivity	Fiber Optic and/or Radio		
9.	Trunks	Session Initiation Protocol (SIP) IP Trunks		
10.	Phones	IP Phones IP soft phones IP Phones with Noise reduction Hands-free kits		
11.	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 Contact Center		
12.	CRM (Customer Relationship Management Software)	Fully Integrated CRM with the PABX/IVR System. Ability to drill down on information and availability of Information dashboards.		
13.	Automatic Call Distributor (ACD)	IVR Options Skill Based Routing AND/OR “Most Idle Agent” routing		
14.	Integrated Voice Response (IVR)	IVR with Database Interface. Play announcements and request an input from the caller Select Options input via telephone/mobile phone keypad using DTMF tones Playback pre-recorded audio for Automated responses.		
15.	Recording (for voice/data)	Ability to record Calls, Live chats, and ease of access to replaying them with time and user stamping. Digital recording on MP3 or similar format.		
16.	Billing Software	Storing of Call Detail Record (CDR) information and ability to provide on request.		
17.	Headsets	Noise Cancellation Contact Center Headsets		

18.	Supervisor alert	Silent Supervisor alerting by the agent and supervisor barge-in. Transfer calls to next superior.		
19.	Silent Monitoring	Silent monitoring of the agents and recording conversations.		
20.	Caller Ranking	Ability to rank the caller by the agent on multiple criteria such as importance/ courtesy etc		
21.	Pop-up screen	Popup screen on caller information and ranking.		
22.	Realtime Dashboard and Reporting	Up to date Realtime reporting facility must be available using Data Views, monitoring KPIs, performance, operational aspects and data analytics. Reports shall be customized as needed. As per the reporting requirements. Real-time dashboard shall be accessible to government organizations to monitor information in respect their organizations. The selected real-time data shall be published on GIC website. APIs should be provided.		
23.	Remote Monitoring	Facility to rate the agents, record calls, save chats, barge/interrupt agents shall be available. Should be accessible remotely		.
24.	Infrastructure	Integrated Network Infrastructure for Voice & Data. Should equipped with Personal Computers, Firewalls, Monitoring platforms, Servers, UPSs, CCTV, Backup power Generators etc.		

**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.**

**Compliance sheet for the Operational Requirements of the contact 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	Minimum Requirement - Description	Complied / Not Complied	Remarks (if "Not Complied" specify offer)
1.	Location Address	Location of GIC Contact Centre shall be within Sri Lanka.  Specify Location address		
2.	Answer calls in Tri-language	Answer calls in caller preferred language: Sinhala-Tamil-English		
3.	Answer Live Chats in Tri-language	Answer live-chats in caller preferred language: Sinhala-Tamil-English		
4.	Answer Sign-language Video Calls: Government Information services / interpretation services: Government Officers and Deaf/dumb persons during obtaining government services	Answer video calls received from deaf/dumb caller in sign-language and provide interpretation service in preferred language: Sinhala-Tamil-English  Contact centre should facilitate video calls originated from mobile devices through WhatsApp and Viber.  Interpretation support shall be in three languages (Sinhala, Tamil, English) to facilitate the caller and government officer.		
5.	Sign-language Contact centre – contact number	The short-code number 1919 shall be configured to receive video calls through WhatsApp and Viber.		
6.	Multi-level Interactive Voice Response (IVR)	Incoming calls dialled through short-code '1919', 0094-112-191919 using PSTN should connect to Multi-level IVR for selection of multi-level service		

		options.		
		Configure short-code telephone number '1919', Telephone number 0094-112-191919 to receive to Service Provider's Contact Centre Infrastructure through PSTN.		
		Self-service options for more frequent services and information requests		
		Call divert facility to designated number or numbers		
		Conference call facility, facilitated by contact centre agent		
		Playback Audio Welcome messages/announcements prior selection of service options		
		Playback Audio messages/announcements during caller in queue		
		Configure caller escalations to next level		
		Support prioritizing calls and queue		
		Support auto detection of repeat calls and put in priority queue		
		Based selection IVR service options, designate calls to designated agents.		
		Configure, Customize, Add, Remove and Disable IVR service options		
		Conduct survey / feedback facility		
		Integrate contact centre CRM		
		Automatic detection of overwhelming calls and playback appropriate audio playbacks		
		Integrate to Real-Time dashboard for real-time data feed to monitor KPIs		
7.	Telephone capacity	Adequately provision Telephone lines to cater incoming calls through short-code '1919', 0094-		

		112-191919 using PSTN to answer calls.		
8.	Instant Messenger Aggregator	<p>An Instant Messenger Aggregator should integrate with WhatsApp, Viber, Facebook Messenger, Web-Chat widget and Mobile App to receive live chat messages by GIC agents.</p> <p>Should maintain, save Chat records and logs.</p>		
9.	Ramp-up of Operations	Ensure the specified KPIs and SLA are managed and maintained, GIC contact centre should increase or decrease number of agents and resources based on usage trends, with 24 hours for a smooth operation, including seasonal services.		
10.	Location and Working environment and contact centre facility	Service Provider should adhere to international standards specified but not limited to the Description of Services.		
11.	Hours of operations	<p>The GIC contact centre should operate 7 days a week and 365 days a year. As per following: Week days - from 7 a.m. to 10 p.m.</p> <p>Weekends - 8 a.m. to 10 p.m.</p> <p>Public Holidays - 8 a.m. to 10 p.m.</p> <p>Expandability to 24 hours on special situations.</p>		
		The proper functioning of GIC should be ensured during the hours specified as above.		
12.	Agent – Supervisor Ratio	15:1		
13.	Call/Live Chat 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		



		Services or bidder may propose a different set of processes which meets specified service levels		
14.	Call/Live Chat scripts	The call scripts of all incoming calls should be prepared and maintained for future references which would arise from ICTA		
15.	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.		
16.		ICTA may require including new services to GIC knowledge base. It also requires for retraining and ramp up of operations.		
17.	Content Management	<p>The Content Management Team manage GIC content on GIC Web portal, GIC Knowledgebase, IVR, Social Media etc.</p> <p>Ensure up-to-date content all times and take proactive actions to ensure to obtain, confirm, validate such changes.</p> <p>Coordinate with designated Government Officials for updating content.</p>		
18.	Process of evaluating Key Performance Indicators (KPI)	<p>The service provider must propose the procedures to measure contact centre performance and service level agreements</p> <p>The following indicators should be taken into consideration</p> <ol style="list-style-type: none"> <li>1. First call resolution (FCR)</li> <li>2. Average speed of answer (ASA)</li> <li>3. Average handle time (AHT)</li> <li>4. Call abandon rate</li> </ol>		

		5. Utilization and occupancy 6. Escalations 7. Response time 8. Average talk time 9. Average hold time 10. Percentage of calls answered 11. Average queue time 12. Percentage of calls blocked		
		The service provider must provide a quality assurance procedure to ensure the operational quality and service quality		
		The service provider must adhere to the following standards and make necessary arrangements to monitor the compliance for those standards  1. All calls to be answered within 15 seconds 2. Abandon call ratio has to be less than 5 percent 3. First call resolution ration should be more than 95 percent 4. Average handle time should be 2 minutes and 30 seconds 5. Average hold time should be Part of handling time 6. Average queue time less than 15 seconds 7. service provider should adhere to the escalation levels specified in the call flow specification		
		E-mail – Response time (During Operating hours) - within 12 hours		
		E-mail first contact resolution rate (During Operating hours) – 95 percent		
		Social Media Response time (During Operating hours) -		

		Within 12 hours		
		Social Media first contact resolution rate (During Operating hours) - 95 percent		
		Live Chat response time - within 20 seconds		
		Live Chat average handle time - 2 minutes and 30 seconds		
		Live chat first contact resolution rate - 95 percent		

Responsive check list for the Human Resource Requirements as specified in the section 5 of the Description of Services

	<b>Operational Requirement Category</b>	<b>Description</b>	<b>Complied / Not Complied</b>	<b>Remarks (if “Not Complied” specify offer</b>
1.	Allocation of Manpower for the GIC operations	The bidder must provide details such as qualification and experience of staff allocation for Team Logistics: Project Manager, Team Leaders, Supervisors, Quality Controller/s, Contact Centre Representatives (CSR), Content Management Team		
2.	Number of Trainers, and their capabilities and any certifications	The bidder must provide details of trainers who train the CSRs		
3.	Recruitment criteria	The Service provider must ensure specified		
4.	Provisions for having adequate back up of manpower	The bidder must provide contingency plan for assuring manpower for uninterrupted continuity of the contact 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 only in Sri Lankan Rupees in 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 total number of incoming calls received and answered, number of desks provided for enquiries on Live Chat, Email and Social Media for the month, number of enquires received and responded with resolution on Live Chat, Email and Social Media.

ii. Payment shall be made on actual numbers of incoming calls answered by agents at Sri Lankan Rupees (LKR) as follows:

- a) Monthly payment = Total No. of monthly calls x Per Minute Rate x Average Handle Time
- b) Total number of monthly calls answered beyond 450,000 per month will be calculated at the same rate provided in the last slab (330,001 – 440,000)

iii. Payment shall be made on actual number of desks provided for inbound enquiries on Live Chat, Email and Social Media by agents at Sri Lankan Rupees (LKR) as follows:

1. Payment shall be made for minimum 1 number desk
2. Payment shall be made for any increasing number of desks, maximum number of desks up to 5, based on the trend and demand, which decided by ICTA along with the service provider.

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	Year of Experience	Tasks and Responsibilities Assigned
1		<i>Eg: Project Manager</i>			
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 (Not**  
**Applicable)**

**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 Contact Centre – Service Level Agreement

	<u>Service Category</u>	<u>Monitoring Methodology</u>	<u>Penalty for non-compliance</u>
1	<b>Professionalism and decorum</b> - handling enquiries received Human Assisted channels: calls, live chats, e-mails, Social Media for smooth information dissemination	<p>Sampling of enquires as per scheduled approved by ICTA</p> <p>Information of compliance requirements</p> <p>Service Provider to make available all call recordings, live chat information, Social Media information and e-mails.</p>	<p>If more than 2% of monthly enquiries, on any of the channels, are found to be unsatisfactory, corrective action such as re-training to be undertaken.</p> <p>If service levels not improved/ corrected within 30 days after re-training/corrective action, a 5% penalty on next month's revenues imposed.</p> <p>If the service of the call agent(s) or content management team is unsatisfactory and not improved even after issuing three warning letters, ICTA shall request to terminate the service of such call agent (s) or content management team member.</p>
2	<b>Compliance to inbound script</b>	<p>Service Provider's QC procedure to ensure compliance, through random monitoring/record-review, reports</p> <p>Monitor call recordings, Live Chat saved records, of Agents every week. Service Provider to make available all call recordings and Live Chat records.</p>	<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>
3	<b>Average speed of answer and Abandoned Call Rate:</b> calls answered within 15 Seconds and daily abandon rate not to exceed 5% of	<p>Monitored by Service Provider Quality Control Dept</p> <p>Service Provider to make available daily, weekly,</p>	<p>5% penalty on daily revenue, until corrected to acceptable levels of average speed of answer and/or abandoned call rate</p>

	total incoming call volume	monthly and quarterly reports to ICTA Report to show number of agents assigned, time taken to answer calls and daily abandon rate of total incoming call volume.	
4	<p><b>Average speed of answer and Abandoned rate for live chats and Emails:</b></p> <p>Chats should be answered within 74 Seconds and daily abandon rate not to exceed 1% of total incoming enquires on live chat.</p> <p>Emails should reply with answers within 12 hours and daily abandoned rate shall be 0% of total incoming enquires on emails.</p>	<p>Monitored by Service Provider Quality Control Dept</p> <p>Service Provider to make available daily, weekly, monthly and quarterly reports to ICTA Report to show number of desks assigned, time taken to respond to live chats and daily abandon rate of total inbound chat volume.</p>	<p><b>Chats:</b></p> <p>5% penalty on daily revenue, until corrected to acceptable levels of average speed of answer and/or abandoned chat rate.</p> <p><b>Emails:</b></p> <p>5% penalty on daily revenue, until corrected to acceptable levels of response time with answer and/or abandoned call rate.</p>
5	<b>Inbound call traffic routing</b> through IVR and ACD based on language	<p>Service Provider technology capabilities (as reported by service provider, and) evaluated and signed-off by ICTA.</p> <p>Service Provider to make available a report to show Calls breakdown of the IVR</p>	5% penalty on monthly revenues
6	<b>Inbound calls escalations</b>	<p>Sampling of calls as per schedule approved by ICTA</p> <p>Service Provider to make available an escalated calls report</p> <p>Information of compliance requirements</p>	If more than 10% of calls escalation are reported for services for which information is available at the GIC, 5% penalty on monthly revenues will be imposed
7	<p><b>Updates, changes, modifications to product information</b> (govt. services)</p> <p>- product training to be</p>	Ability to fully resolve calls related to new product, as observed through weekly, monthly reports (inability to	<p>Penalties are same as Escalation Levels (clause 11) below:</p> <p>[i.e. 5% penalty on monthly</p>

	<p>provided to the agents after 48 hours after handing over the new manuals to GIC</p> <p>- Knowledge Base to be updated prior to start of training to be undertaken</p>	<p>resolve would be reported in the Escalation Report)</p> <p>Service Provider to make available relevant call recordings and escalation reports</p>	<p>revenues imposed 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>
<b>8</b>	<p><b>Information Capture (via CRM) and Reporting</b></p> <p>a. capture of data in CRM</p> <p>b. provision of real-time dashboards for drill-down data, KPIs and reports</p>	<p>Full compliance with all data capture and reporting requirements as per TOR. Ability to cater to ad-hock data/reporting requests made by ICTA throughout the contract period enable to receive within 24 hours</p> <p>Information of compliance requirements</p>	<p>2% penalty on monthly revenues for incomplete or delayed submission of reports. Submission of Traffic Forecasting Report to be waived for 1<sup>st</sup> month.</p>
<b>9</b>	<p><b>Change of Location:</b></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> <p>Information of compliance requirements</p>	<p>50% penalty on monthly revenue if disruption of service is experienced</p>
<b>10</b>	<p><b>Operational Hours: 7am – 10 pm</b></p>	<p>Service Provider must make available a Log report on agents' daily login and logout details and occupancy durations.</p> <p>Occupancy duration must be calculated within the operational hours specified by Information and Communication Agency of Sri Lanka</p> <ul style="list-style-type: none"> <li>▪ Trainers should be stated in the roster up front</li> <li>▪ New Attendance to the</li> </ul>	<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> <p>a. For an Agent logged in within 15 minutes after 7.00/8.00 AM or logged out 15 minutes before the logout time, half an hour value of the Agents rate is deducted</p> <p>b. For an Agent logged in within 15 minutes and</p>

		<p>staff should be sent to ICTA</p> <ul style="list-style-type: none"> <li>Information of compliance requirements</li> </ul>	<p>60 minutes after 7.00/8.00 AM or logged out within 15 minutes and 60 minutes before the logout time, one-hour value of the Agents rate is deducted</p> <p>c. For an Agent logged in later than 01 hour until 04 hours after 8.00 AM or logged out 01 hour earlier until 04 hours before the logout time, 04 hours value of the Agents rate is deducted</p> <p>d. For an Agent logged in later than 04 hours after 8.00 AM or logged out 04 hours earlier than the logout time, total value for the number of hours or part thereof violated, of the Agents rate is deducted (No. of hours * Agents rate)</p> <p>e. If agents are logged in from different logins 5% penalty from the monthly value</p>
11	<p><b>Escalation Levels</b></p> <p>Level 1 to be kept at 5% or less (for all products for which information is available at the GIC)</p>	<p>Through reports and real-time dashboards</p> <p>Information of compliance requirements</p>	<p>5% penalty on monthly revenues if Level 1 escalations extend above 5%</p> <p>Overall clause to become applicable after completion of 1 month (30 days) of operation</p>
12	<p><b>Duty Roster</b></p>	<p>The service provider should send the weekly roster in advance weekly basis for week days and weekends</p> <p>The weekly roster should contain a Team Leader and a Quality Controller in</p>	<p>If the login report is deviating from the roster 3% penalty would be charged from the monthly revenue</p>

		<p>addition to the Call Agents. 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</p> <ul style="list-style-type: none"> <li>• Information of compliance requirements</li> </ul>	
13	<b>Disruption of the Service</b>	<p>Generator failure, System Down, CRM Issues and any other disruption</p> <ul style="list-style-type: none"> <li>• Information of compliance requirements</li> </ul>	Value of missing hours of Agents and 5% penalty on average daily revenue per event of disruption of the service
15	<b>In-compliance of providing appropriate equipment/service.</b>	<ul style="list-style-type: none"> <li>• Service Provider must make available all call recordings.</li> <li>• If more than 10 calls prove that customers' conversations are disturbed by noise, echo or background noise</li> </ul>	5% penalty of monthly revenue.
16	<b>Mandatory Technology requirements</b>	As per Compliance Sheet by Service Provider, accepted by ICTA	5% penalty of monthly revenue until technical specifications are corrected
17	<b>Adequate training of agents</b>	<p>Adherence to curriculum (developed by service provider, approved by the ICTA)</p> <p>Training logs/reports maintained by service provider</p>	5% penalty on monthly revenue, until corrected to acceptable levels

		<p>Records of Agent evaluations, performed during operations</p> <ul style="list-style-type: none"> <li>• Identify training categories</li> <li>• Identify training Duration</li> <li>• Daily Agent Evaluation Report (Quality Report)</li> <li>• Information of compliance requirements</li> </ul>	
7	<p><b>Updates, changes, modifications to product information</b> (govt. services)</p> <ul style="list-style-type: none"> <li>- product training to be provided to the agents after 48 hours after handing over the new manuals to GIC</li> <li>- Knowledge Base to be updated prior to start of training to be undertaken</li> </ul>	<p>Ability to fully resolve enquires on all human assisted channels related to new product, as observed through weekly, monthly reports (inability to resolve would be reported in the Escalation Report)</p> <p><b>Note</b> Monitor escalate document</p> <ul style="list-style-type: none"> <li>• Providing correct information by reviewing recorded calls</li> <li>• Information of compliance requirements</li> </ul>	<p>Penalties are same as Escalation Levels below: [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>
14	<b>Availability real-time dash boards and complete data</b>	Make real-time dashboards available to monitor enquiries, performance monitoring, KPIs and SLAs, and access past data.	5% penalty of monthly revenue.
15	<b>In-compliance of providing adequate</b>	Once we observed that the required equipment is not	5% penalty of monthly revenue.

	<b>equipment.</b>	<p>being used continuously for three days.</p> <ul style="list-style-type: none"> <li>• Sample calls prove that customers' conversations are disturbed by noise, echo or background noise for 10 calls.</li> </ul>	
<b>18</b>	<b>Technical requirements compliance with the mandatory requirements</b>		5% penalty of monthly revenue till correct the equipment as per the required specifications



## **Appendix I**

### **Shift Logistics**

Service Provider to submit the proposed plan

## **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 :-

<b>Post</b>	<b>Name</b>	<b>Division</b>	<b>Telephone</b>	<b>Fax</b>	<b>E-mail</b>

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

# Appendix K

## Sample Reporting Templates

**Total/Average Queue Details - 2020-10-26**

Service	Answered Calls	Wait Time	Avg Wait Time	Answered Time	Avg Ans Time	Total Time	Avg Total Time
Sinhala-Information	2395	06:08:33:22	00:00:03:49	03:04:33:36	00:00:01:55	09:13:06:58	00:00:05:44
Sinhala-Complaint	270	00:01:23:53	00:00:00:18	00:08:05:09	00:00:01:47	00:09:29:02	00:00:02:06
Tamil-Information	97	00:01:41:05	00:00:01:02	00:02:59:42	00:00:01:51	00:04:40:47	00:01:36:13
Tamil-Complaint	19	00:00:14:18	00:00:00:45	00:00:27:41	00:00:01:27	00:00:41:59	00:00:02:12
English-Information	52	00:00:18:27	00:00:00:21	00:01:40:57	00:00:01:56	00:01:59:24	00:00:02:17
English-Complaint	4	00:00:04:09	00:00:01:02	00:00:05:51	00:00:01:27	00:00:10:00	00:00:02:30

### Agent Summary Report

Duration: 10/26/2020 : 10/26/2020

Agent ID	Agent	Total Login Time	Total ACD Time	Total Time in Break	Occupancy	No of Calls	Calls > 2.30 Minutes	Calls < 2.30 Minutes	Average Handling Time(s)
55	WMEH Wijesuriya	6:59:00	5:40:56	0:40:00	89.96	226	26	200	90
9	M N M Riyas	7:26:00	5:45:51	0:51:00	87.56	218	39	179	95
43	J G N S Jayamuni	7:48:00	6:08:41	1:05:00	91.48	216	49	167	102
86	GRCS Sewwandi	8:12:00	6:15:24	1:03:00	87.51	209	38	171	107
99	SK Kumuduni	7:49:00	6:17:29	0:59:00	92.07	185	48	138	122
84	W. A. P. M. Bandara	7:29:00	5:55:57	0:47:00	88.54	183	41	143	116
102	M.Navoda Prasadini	6:38:00	5:07:28	0:48:00	87.85	174	40	134	106
23	U J Parami Nisansala	7:07:00	5:51:12	0:51:00	93.4	173	53	121	121
26	H A J Harshana Perera	7:17:00	5:50:30	0:59:00	92.72	172	49	123	122
85	AAS Hansani	6:02:00	4:52:16	0:35:00	89.38	170	26	144	103
25	M T M Hifam	7:41:00	6:13:59	0:47:00	90.33	167	58	109	134
2	L.S. Hettiarachchi	7:49:00	6:24:48	1:00:00	94.08	160	64	96	144
37	S Liyanage	6:43:00	5:22:53	0:46:00	90.44	150	50	101	129
38	Shane N Zoysa	5:22:00	4:22:15	0:35:00	91.38	147	33	114	107
14	Ama Gunawardana	5:22:00	4:27:20	0:32:00	92.18	137	33	105	117
83	M. P. M. Fernando	4:05:00	3:08:48	0:41:00	92.55	96	15	81	118
71	MASS Ariyaratne	3:48:00	2:56:39	0:30:00	89.22	94	27	67	112
7	Chamika Jayasooriya	3:49:00	2:49:07	0:45:00	91.91	85	18	67	119
100	GSIH Fonseka	3:43:00	2:50:37	0:30:00	88.4	84	25	59	121
12	D M P S Dissanayake	3:36:00	2:46:58	0:35:00	92.25	83	25	58	120
41	P H G Jayawardane	3:00:00	2:17:21	0:30:00	91.57	67	25	42	123
51	Benjamin Bernard	2:17:00	1:50:56	0:15:00	90.93	58	13	45	114
76	GW Vilhanage	1:45:00	1:34:42		90.19	43			132
66	SMNM Seneviratne	0:33:00	0:11:40	0:18:00	77.78	18		18	38

## Agent Login Logout Report

Duration: 10/26/2020 : 10/26/2020

agent	agentname	Login	Logout	TotalDuration
72612	S Liyanage	0:00:00	15:12:00	6:51:00
73354	GRCS Sewwandi	6:51:00	15:03:00	8:12:00
73521	M.Navoda Prasadini	6:56:00	13:34:00	6:38:00
72376	M T M Hifam	6:57:00	15:04:00	7:40:59
73324	W. A. P. M. Bandara	6:58:00	14:47:00	7:37:00
73326	AAS Hansani	6:59:00	13:34:00	6:02:00
9848	L.S. Hettiarachchi	7:58:00	15:47:00	7:55:00
72976	WMEH Wijesuriya	7:59:00	14:59:00	7:06:59
72622	Shane N Zoysa	8:00:00	14:06:00	5:22:00
73398	SK Kumuduni	8:00:00	15:49:00	7:49:00
73163	SMNM Senevirathne	8:00:00	10:05:00	0:33:00
72367	D M P S Dissanayake	8:01:00	15:50:00	3:44:00
72624	J G N S Jayamuni	8:01:00		7:56:00
72364	M N M Riyas	8:02:00	15:20:00	7:34:00
72371	U J Parami Nisansala	8:11:00	14:35:00	7:14:59
72373	H A J Harshana Perera	8:11:00	14:31:00	7:25:00
72382	Ama Gunawardana	9:57:00	14:37:00	5:30:00
73323	M. P. M. Fernando	11:44:00		4:13:00
73401	GSIH Fonseka	11:58:00	14:31:00	3:50:59
72362	Chamika Jayasooriya	11:59:00	15:02:00	3:57:00
73217	MASS Ariyaratne	12:01:00		3:56:00
72619	P H G Jayawardane	12:12:00	14:57:00	3:08:00
72923	Benjamin Bernard	13:32:00		2:25:00
73227	GW Vithanage	14:04:00		1:53:00

### Answered/Abandoned Call Report (2020-10-26)

Service	Total Calls	Answered	Ans %	Abandoned	Aban %	Actual Abandoned	Actual Aban %
Sinhala-Information	5491	2471	45.00	3020	55.00	2904	52.89
Sinhala-Complaint	288	277	96.18	11	3.82	4	1.39
Tamil-Information	225	109	48.44	116	51.56	70	31.11
Tamil-Complaint	37	23	62.16	14	37.84	10	27.03
English-Information	55	53	96.36	2	3.64	1	1.82
English-Complaint	4	4	100.00	0	0.00	0	0.00
eServices-Sinhala	148	136	91.89	12	8.11	1	0.68
eServices-Tamil	34	7	20.59	27	79.41	17	50.00
eServices-English	9	8	88.89	1	11.11	1	11.11
TellPresident-Sinhala	299	289	96.66	10	3.34	2	0.67
TellPresident-Tamil	16	5	31.25	11	68.75	7	43.75
TellPresident-English	0	0	0.00	0	0.00	0	0.00
WiFi-Sinhala	56	55	98.21	1	1.79	0	0.00
WiFi-Tamil	6	4	66.67	2	33.33	1	16.67
WiFi-English	4	4	100.00	0	0.00	0	0.00
<b>Total</b>	<b>6673</b>	<b>3445</b>	<b>51.63</b>	<b>3228</b>	<b>48.37</b>	<b>3019</b>	<b>45.24</b>

## Call Answered/Abandoned Hourly Report

Duration: 10/26/2020 : 10/26/2020

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
7	138	55	13		4	3	1				2		216
8	203	375	31	1	8		2		4		1		625
9	257	403	25	1	6	1	1		9				703
10	311	363	27	1	8	1			4	1			716
11	288	422	36	1	9	3			6	1			766
12	272	393	41	1	13	8	2	2	7		1		740
13	336	350	38	2	9	9	4	1	11				760
14	386	259	34		22	13	4		3				721
15	188	301	24	2	18	59	4	10	7				613

Organization	Sinhala	Tamil	English	Total	Total%
Department Of Motor Traffic.-RMV	122	1	4	127	13
Department of Police.	86	4	1	91	9.31
Ministry of Transport	67	5	1	73	7.47
Presidential Secretariat Office	70	1	1	72	7.37
University Grants Commission	50	9	1	60	6.14
Divisional Secreteriat (Common Mannual)	46	3		49	5.02
Ministry of Health	40	4		44	4.5
People's Bank	43			43	4.4
Bank of Ceylon-BOC	42			42	4.3
Sri Lanka Railway Department	28			28	2.87
National Savings Bank - NSB	26			26	2.66
Department of Immigration & Emigration	22	2	1	25	2.56
Department of Registrar General	22			22	2.25
Department of Examinations.	17		1	18	1.84
Department of Labour	16	1		17	1.74