



RFI

Request for Information

Upgrade of Helpline 130

National Highways & Motorway Police

CENTRAL POLICE OFFICE
Plot No. 29 & 48, Mauve Area, Sector G-11/1, Islamabad
Telephone No.051-9320278

Date:

February 25, 2019

1 DOCUMENT INTRODUCTION

The document will present a standard format for a Request for Information on the Revamping of Helpline130 project.

The document serves three main purposes:

1. To allow prospective bidders to indicate their interest in potential business
2. To shape a Request for Proposal (RFP) with the information gained
3. To encourage the rapid return of important information about your company and it's offering, without requiring a full- fledged costly proposal.

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2 EXECUTIVE SUMMARY

National Highways & Motorway Police aspires to utilize technologies and platforms for improve response, minimum human intervention and better experience for commuters. Our road map for fulfillment of these objectives entails developing innovative solutions, standardizing structures and streamlining processes. In order to develop an effective and wide communication system, NHMP intends to **upgrade of Helpline 130 infrastructure**.

In that regard, companies with expertise in architecture, design , development and management of emergency call center (integrating receipt and dispatch) are invited. The responder is expected to propose a solution that can accommodate call without delay and generate a prompt response. Amongst such calls , priority should be given to those requisitioning help. Generally, incoming calls are of two types;

1. Call seeking help
2. Call seeking information

Such calls then forwarded to concerned field staff for on ground response. The proposed system must take into account all aspects of the mechanism suggested above.

3 TECHNICAL GUIDELINES

Number of Seats

- No of seats 30, and queue length is three times

Key Performance Indicators

- Emergency call answered with in 30 seconds , all other calls will be answered within 2 minutes

Essential Features

- **Call Recording (two months)**
The call recording regarding a complaint needs to be retained at least 5 years or till ending of court case if any. Same will apply for CDRs
- **Call Statistics (CDR)**
Detailed CDR like unified contact center including call initiation time , system handling time & NHMP response time. The CDR must contain information that can be used to fix responsibility at each tier i.e, Telecom , Voice Provider, NHMP Call Centre, NHMP CAD, NHMP Response Team and NHMP Quality Assurance
- **CTI (Computer Telephony Integration)**
Integration of IP telephony gadgetry with CAD systems.
- **Customer Relationship Management (CRM) .**
The CRM should be highly customizable with traffic management policing needs and best practices.
- **Logging**
The system health logs to act proactively before any down time or service quality degradation occurs.
- **Reports**
All type of standard report of Call centre and CAD.
Average wait time for callers
Response time of help to road users.
Maximum wait time with causes.
Maximum response time with causes.
Caller's satisfaction level
Caller complaint and resolution
Customizable interfaces that can help to build report required by the authorities time to time.
- **Redundancy**
The system should be redundant to function 24/7 at level 2(N+1). Moreover, a disaster recovery (DR)site should be included to avoid single point of failure for the whole facility.

- **Responsibility Matrix**
The scope of responsibility of the service provider.
- **Flow diagram of help and its re-engineering**
Caller > Mobile Operator > Voice Provider > NHMP Call Centre > NHMP CAD > NHMP Responder
- **Integrations**
Vehicle Tracking , CAD services, SMS services, ambulance, workshop, recovery services
- **Quality Assurance**
The system should have inbuilt analysis and QC/QA to meet KPI
- **Call Type Analysis**
Presently there are two types of calls; help and information . The information calls may be segregated further to manage call load.
- **Feed back by the caller**
Feed back before termination of the call about the agent. However, for help calls an automated call after provisioning the help will be generated to close have feedback.

Advance Features

- **Multilingual**
Callers preferred language shall be entered by the agent , and any subsequent calls, the preferred language would be automatically selected by the system.
- **Auto filling of Data**
The CRM should auto fill data based on the IRV selections of previous data. Moreover, the name can be filled based on SIM registration.
- **Voice Analytics**
Selection of IVR based on voice command and automatic response with connecting call to an agent (applicable to information calls only)
- **Predictive Analytics**
An analysis by the system to suggest needed agents , compute & lines

4 NHMP OVERVIEW

National Highways & Motorway Police (NHMP) is an attached department of Ministry of Communications, Government of Pakistan governed by NHSO-2000. At present , NHMP is deployed across 2900 km of National road network and shall extend to another 5400 KM of CPEC routes in due course of time. This road network accommodates major portion of the total road traffic volume in the country.

Find out more about National Highways & Motorway Police at www.nhmp.gov.pk

5 RFI REQUIREMENTS PROCESS

This Request for Information (RFI) has been prepared in order to assist NHMP in its pre-RFP fact finding process and to provide an outline of our requirements.

NHMP is encouraging a competitive bid process amongst current and potential suppliers. After reviewing information from a completed RFI, suppliers may be chosen to proceed to the next step in our process which is a formal invitation to submit a competitive proposal (RFP).

The RFI will be released using the website www.nhmp.gov.pk

5.1 PARTICIPATION TO RFI

Bidders willing to participate should confirm to **RFI Coordinator** below within **1** day of receiving the RFI their **Intent to Respond**. A failure to confirm will signify that a *bidder* is not participating in the RFI.

All *bidders* confirming their participation should send the Intent to Respond to the attention of:

Assistant Inspector General - Operations

aigops@nhmp.gov.pk
cp-badar@nhmp.gov.pk
acp-asif@nhmp.gov.pk

5.2 RFI SCHEDULE

RFI key dates are the following:

26-02-2019	RFI made available to the bidders
28-02-2019	Deadline for addressing RFI
01-03-2019	QA phone session with suppliers (Time TBD) (time to be discussed)
04-03-2019	Deadline for receiving RFI
05-03-2019	NHMP Bid Evaluation Period
07-03-2019	Launch an RFP with shortlisted suppliers

5.3 RFI RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All questions related to this RFI should be directed to

cp-badar@nhmp.gov.pk
acp-asif@nhmp.gov.pk

Bidders must ensure that the proposal is emailed to the above mentioned email IDs before the RFI closing date i.e. **28/02/2019**

Assistant Inspector General - Operations
aigops@nhmp.gov.pk

Any notices with respect to this RFI should also be emailed to the above Contact person.

5.4 RFI TERMS & CONDITIONS

5.4.1 Liabilities of NHMP

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of NHMP whatsoever shall arise from the RFI process.

This RFI does not commit NHMP to pay any cost incurred in the preparation or submission of any response to the RFI.

5.4.2 Confidentiality & RFI Ownership

This RFI is both confidential and proprietary to NHMP, and NHMP reserves the right to recall the RFI in its entirety or in part. *Bidders* cannot and agree that they will not duplicate, distribute or otherwise disseminate or make available this document or the information contained in it without the express written consent of NHMP.

Bidders shall not include or reference this RFI in any publicity without prior written approval from the NHMP, which, if granted, shall be granted by the individual named above. *Bidders* must accept all of the foregoing terms and conditions without exception. All responses to the RFI will become the property of NHMP and will not be returned.

6 RFI FORMAT

6.1 PART I

Question	Response
Bidder name Parent company	
Bidder address	
Name of person responsible for the information contained in this RFI	
Telephone number Fax number Email address Web page	
Years in operations	
Bidder location: Corporate office Local offices Other office	
Number of employees: Total Development Implementation Sales & administration Support	
Total revenue: Current year Previous year	

6.2 PART II

		Tick as Appropriate
1	With the scope indicated, can your company assign a team that can perform the requirement analysis at Motorway and Highways?	Yes No <input type="checkbox"/> <input type="checkbox"/>
5	The core of the project is based on unified communication technologies. Can you company supply engineers that are highly skilled in IP Telephony , Call Center & CAD	Yes No <input type="checkbox"/> <input type="checkbox"/>
8	<p>Does your staff have the necessary skills to make changes and manage the following brands/models of network devices?</p> <ul style="list-style-type: none"> - VOIP and IP Telephony - Cisco unified communications manager - Huawei Enterprise Communication Solution - CUCM integration with Huawei PBX - Open source , asterisk, free switch etc. - CRM customization and development - Computer Aided Dispatch for wide stretch of country 	Yes No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Basic Partner Details		
13	How long has your company been doing / assisting with Call Center and CAD for clients	
	a. Under 3 year	<input type="checkbox"/>
	b. 3-5 years	<input type="checkbox"/>
	c. Above 5 years (Please Specify) _____	<input type="checkbox"/>
14	Does your company follow PMP or ITIL methodology for complex projects:	Yes No

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		<input type="checkbox"/>	<input type="checkbox"/>
16	What is the lead time you need to put an experienced team together?		
18	Will NHMP have the ability to interview the call centre & CAD team?	Yes <input type="checkbox"/>	No <input type="checkbox"/>