

Date: 12.05.2022

Technical Evaluation Result

Subject: RFP for Selection of Agency for Setting up and Operationalizing 24x7 NH Helpline 1033 (Toll Free) for Road Users on National Highways – Result of Technical Evaluation

With reference to above-mentioned RFP, the result of the Technical Evaluation of Responsive bidders is as under: -

Technical Parameters as per RFP clause 3.20.3	Maximum Marks as per RFP	Name of Responsive Bidders	
		M/s Insight Customer Call Solutions Ltd.	M/s NSB BPO Solutions Pvt. Ltd.
Sl. # A1 - Bidder's Average Annual Turnover over the last 3 financial years	20	19	20
B - Relevant Project Experience			
Sl. # B1 - <i>Experience in setting up and operationalizing call center service(s) as on bid due date.</i>	10	10	10
Sl. # B2 - <i>Experience in setting up and operationalizing for In-bound calls during last 5 years as on bid due date.</i>	20	20	20
Sl. # B3 - <i>Experience in setting up and operationalizing of BPO with Outbound Calls facility and other related work such as non- voice process, tech support, data entry work etc. in last 5 years as on bid due date.</i>	15	15	15
Sl. # B4 - <i>Project experience of Inbound Call Center Service for Highways Users" Assistance and / or Emergency Response implemented for Central/State Government Departments/Entities, including PSUs in India.</i>	10	10	10
Sl. # B5 - <i>Project experience of Inbound Call Center Service for customer care call center service set up for handling of Customer Complaints/grievances pertaining to FASTag for any Bank/Entity.</i>	10	10	10
Sl. # C Approach & Methodology	15	10.5	14
Total	100	94.5	99

2. Bidders may respond on or before **18:00 hrs IST, 16 May 2022** for any comments/feedback on above technical evaluation result. Date and time for opening of financial bids of above Responsive bidders shall be intimated shortly.

Signature Not Verified

Digitally signed by SACHIN PANDEY
Date: 2022.05.12 16:24:58 IST
Location: eProcurement System for
Central PSUs