

Expression of Interest for providing helpdesk services at RERA, Punjab



Real Estate Regulatory Authority, Punjab

Ground Floor, Punjab Mandi Bhawan,

Sector - 65-A, Mohali.

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Abbreviations

Terms	Description
Authority	Real Estate Regulatory Authority, Punjab
Bidder	Any firm/ agency/ company/ supplier responding to this EOI
EOI	Expression of Interest
FAQ	Frequently Asked Questions
RERA	Real Estate Regulatory Authority
RFP	Request for Proposal
UAT	User Acceptance Testing
Vendor	Successful bidder with whom the Authority enters into a contract for the services described in this EOI

1. Invitation for Expression of Interest

The Real Estate Regulatory Authority, Punjab invites sealed Expression of Interest from eligible bidders for setting up and managing helpdesk services for the Authority.

The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the Authority's website **www.rera.punjab.gov.in**.

Further details, if any, may be obtained from Secretary, Real Estate Regulatory Authority, Punjab Mandi Bhawan, Ground Floor, Sector - 65-A, Mohali.

Last date for submission of EOI is April 30, 2018 up to 2:30 PM. Sealed envelope containing the response to EOI and non-refundable fee of INR 1,000/- by way of DD in favour of "Real Estate Regulatory Authority, Punjab", payable at Mohali may be submitted mentioning "EOI for providing helpdesk services at RERA, Punjab" on the top cover, to the following address:

The Secretary,
Real Estate Regulatory Authority,
Ground Floor, Punjab Mandi Bhawan,
Sector - 65-A, Mohali.

Applicants meeting the qualification criteria shall be invited for a consultation session with the selection committee of the Authority. **The RFP document shall be subsequently issued only to the bidders eligible as per the requirements of this EOI.**

1.1. General Information

Item	Details
EOI Date	April 14, 2018
EOI Reference No.	EOI/HD/01/2018
Title	Expression of Interest for providing helpdesk services at RERA, Punjab
Issuing Department	Real Estate Regulatory Authority, Punjab
Contact Person Details	Secretary, Real Estate Regulatory Authority, Punjab Ground Floor, Punjab Mandi Bhawan, Sector - 65-A, Mohali.
Address of website where EOI details and all associated information shall be published	www.rera.punjab.gov.in

Item	Details
Brief Description of EOI	RERA, Punjab invites sealed bids from eligible bidders for providing helpdesk services at RERA, Punjab
Bid Fee	INR 1,000/- to be submitted in the form of DD in favour of “Real Estate Regulatory Authority, Punjab”, payable at Mohali

1.2. Important Dates

Event	Date & Time	Location
Downloading of the EOI Document	April 14, 2018 10:00 AM onwards	www.rera.punjab.gov.in
Deadline for submission of proposals	April 30, 2018 Till 2:30 PM	Real Estate Regulatory Authority, Punjab Ground Floor, Punjab Mandi Bhawan, Sector - 65-A, Mohali.
Opening of proposals	April 30, 2018 at 3:00 PM	Real Estate Regulatory Authority, Punjab Ground Floor, Punjab Mandi Bhawan, Sector - 65-A, Mohali.
Consultation with eligible bidders	To be intimated later	Real Estate Regulatory Authority, Punjab Ground Floor, Punjab Mandi Bhawan, Sector - 65-A, Mohali.

2. Instruction to Bidders

- a) The objective of this Expression of Interest (EOI) is to solicit proposals from the interested organizations and prepare a shortlist of suitable organizations. Only those bidders who are shortlisted at EOI stage shall be allowed to participate in the RFP.
- b) This EOI is not an offer by the Authority, but an invitation for expression of interest from competent companies/organizations. No contractual obligation of the Authority whatsoever shall arise from the EOI process.
- c) **Preparation of Bid:** The bidder shall be required to submit the bid along with the Cover Letter (As per Annexure I of the document) and the Bid Fee (as defined in Section 1.1 of this document) in a sealed envelope super-scribed “Response to EOI for providing helpdesk services at RERA, Punjab”
All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

- d) The bid as well as all the supporting documents relating to the bid submitted by the bidder shall be in English language.

3. Terms of Reference

3.1. Background

The Government of India has enacted the Real Estate (Regulation and Development) Act, 2016. Some sections of the Act were enforced with effect from 01/05/2016 and the rest of the Act came into force from 01/05/2017. Under the Act, all the States have to appoint a Real Estate Regulatory Authority to carry out the purposes of the Act.

Subsequently, the Punjab Government notified the Real Estate (Regulation and Development) Rules, 2017 on 08/06/2017 vide Notification No. G.S.R -19/C.A.16/2016/Ss.2 and 84/2017. The Real Estate Regulatory Authority, Punjab was established on 10/08/2017 upon the joining of Chairperson with two full-time Members.

The purposes behind the promulgation of the Act are as follows:

- Regulation and promotion of the Real Estate sector
- To facilitate the growth and promotion of a healthy, transparent, efficient and competitive real estate sector
- Sale of plots, apartments etc. in a transparent and efficient manner
- To protect the interest of the consumers in the real estate sector
- To provide an adjudicating mechanism for speedy dispute redressal
- To publish and maintain a website of records for public viewing for real estate projects and agents which have been registered
- To provide online facility of registration of real estate projects, agents as well as filling of complaints by aggrieved persons

The Real Estate Regulatory Authority, Punjab strives to fulfill the above objectives in full measure, and works to promote balanced development of the sector, keeping interests of all the stakeholders in mind. In view of this, the Authority plans to setup a helpdesk to service its various stakeholders.

3.2. Scope of Work

Helpdesk operations are envisaged to be setup at the Authority in order to service various stakeholders including the buyers/allottees and promoters of real estate projects within the state, real estate agents operating within the state, related government departments/development authorities and citizens.

The helpdesk shall receive the requests and grievances telephonically, through email or online as follows:

- a) **Telephone:** The Authority shall designate a telephone number for the helpdesk. The helpdesk shall be required to respond to the calls received at the number, log a ticket, assign the priority, record the action taken and the solution provided (if any) for each call received at the number.
- b) **Email:** The Authority shall provide an e-mail ID which shall be monitored by the helpdesk for any queries/grievances/information sought by the relevant stakeholders of the Authority. The helpdesk shall be required to respond to the emails received, log a ticket, assign the priority, record the action taken and the solution provided (if any) for every such email.
- c) **Online:** The helpdesk shall have access to the queries received at the Authority through its web portal. The helpdesk shall be required collate all such queries and log a ticket, assign the priority, record the action taken and the solution provided (if any) for every such online query.

The helpdesk shall attempt to resolve the queries at the first level based on the nature of the query. For this purpose the helpdesk shall be fully conversant with common and frequently asked questions and problem status information and shall train their deployed staff for responding to such queries. In the event the queries are not feasible to be resolved, the query would be forwarded to the next level either with the portal team (in respect of technical / portal related queries) or to the back office departmental staff, as the case may require.

The portal team and the departmental staff shall be the internal teams of the Authority and shall be based at the Authority's head office. They would take up problem resolution in the event of escalations. It would be the responsibility of the helpdesk to assign the task to the portal team and the departmental staff, follow up till satisfactory resolution and closure of the request by the concerned person from the portal or department side.

The helpdesk would make every effort to resolve the issue at the time of the service call. This would be the initial method for resolving issues after assigning a ticket in a ticket management system. The helpdesk will log and assign tickets for all requests received from various media.

I. Setting up of Helpdesk

- a) The vendor, as part of provisioning support for the stakeholders across the state, will setup a centralized helpdesk. The vendor must setup the helpdesk at the Authority's office and the software solution provided by the vendor for the helpdesk must be hosted on the machines installed by the vendor at the Authority's office.
- b) The help desk shall receive, log, prioritize, assign, track, escalate, resolve, close and archive calls, answer calls, record the service request, track and monitor requests, and initiate the triaging and escalation of unsolved issues to the next level by using his own help desk software. The help desk shall accept submissions for new service requests, software

support, problem solving, status inquiries regarding prior service requests, and all other service inquires/issues/request related to RERA Punjab.

- c) The vendor shall be required to provide skilled and experienced help desk executives to setup a two seater helpdesk at the time of commencement of operations. The capacity of the helpdesk may be increased in the future based on the volume of queries received at the helpdesk.
- d) All relevant infrastructure (e.g. Desktops/laptops, headphones etc.) and the supporting system software required for the deployment and operation of the help desk is to be provided by the vendor. Any customization required to be done in the helpdesk software within the time period of the contract would also be the responsibility of the vendor. The Authority shall only provide the requisite sitting space and internet connection for the resources deployed by the vendor.
- e) The customization process (if any) would include a UAT wherever feasible or a demo for verification before it is moved to the production environment.
- f) The help desk services should be available in Hindi, Punjabi and English languages.
- g) Help desk will be normally operational from Monday to Friday, 9AM to 6PM except for any public/government holidays.

II. Knowledge Management

- a) The Authority shall provide a preliminary list of FAQs and canned responses for facilitating the vendor through the initial phase of setting up the helpdesk.
- b) The vendor shall be responsible to maintain and update this content based on the type of queries being received at the helpdesk. However, any such update shall need to be validated by the Authority.
- c) The Authority shall also publish this content on their web portal for the convenience of the citizens visiting the web portal.

III. Helpdesk Parameters

- a) **Incident Categories:** Following categories of incidents that are envisaged for the helpdesk.

Sno	Incident Category	Description
1	General Enquiry	An enquiry pertaining to the services offered by RERA Punjab and service delivery of the same.

Sno	Incident Category	Description
2	Portal specific	Problems of technical nature pertaining to the state RERA web portal.
3	Grievances	Call pertaining to grievances/ complaints/ suggestions/ governance and others matters.
4	Suggestions/Feedback	Any suggestions or feedback received regarding the function of RERA Punjab.

b) Support Levels:

Three levels of support are envisaged for the helpdesk as follows:

SNo	Level	Description	Available aids
1	Level 1	This level of support is where the customer phone calls/e-mails/online requests are logged into the Help Desk. This support shall be provided by the vendor and shall located at the Authority's head office.	<ul style="list-style-type: none"> • FAQ document • Canned responses • Organization Chart along with responsibilities • Checklists for project and agent registration • Application and communication trackers • Web Portal User Manual
2	Level 2	A query is escalated to Level 2 in case it remains unsolved at Level 1. It is divided into two: a) <u>IT Team</u> : All unresolved technical queries related to the portal shall be forwarded to the IT Team. b) <u>Department Staff</u> : All unresolved general queries, grievances and suggestions/ feedback related queries are forwarded to department staff.	<ul style="list-style-type: none"> • Checklists for project and agent registration • Web Portal User Manual • SRS and FRS of the web portal
3	Level 3	A query is escalated to the Secretary, RERA in case it remains unresolved at Level 2.	

3.3. Duration of the Assignment

The vendor engagement for the helpdesk shall initially be for a period of 24 months from the date of signing of the contract and further extendable up to another 12 months under the same terms and conditions.

4. Service Level Agreements & Penalties

Sno	Type	SLA Terms	Measurement Criteria	Penalty								
1	Process	<p>The response time* for each incident based on its severity should be as follows:</p> <table border="1"> <thead> <tr> <th>Severity</th> <th>Response Time</th> </tr> </thead> <tbody> <tr> <td>Urgent</td> <td>One Hour</td> </tr> <tr> <td>High</td> <td>Four Hours</td> </tr> <tr> <td>Low</td> <td>Eight Hours</td> </tr> </tbody> </table> <p>A breach of this SLA would be considered if, in one month, the response time of more than:</p> <p>a) 2% of Urgent severity queries OR b) 5% of High severity queries OR c) 10% of Low severity queries</p> <p>exceeds the response time defined in this SLA.</p>	Severity	Response Time	Urgent	One Hour	High	Four Hours	Low	Eight Hours	System generated reports	5% of the payment for the particular month
Severity	Response Time											
Urgent	One Hour											
High	Four Hours											
Low	Eight Hours											
2	Availability	The helpdesk should be available on a 9x5 basis (Monday to Friday, 9AM to 6 PM). Downtime** of more than 5% for a month would be considered breach of this SLA	System generated reports	5% of the payment for the particular month								

* Response time refers to the time taken by the helpdesk to acknowledge a customer's issue in a non-automated way.

** Downtime refers to the time where the helpdesk system fails to provide its primary function either due to unavailability of manpower or the associated software/hardware.

5. Eligibility Criteria

Sno	Criteria	Supporting Documents
1	Bidder should be registered entity under the Indian Companies Act 1956/2013 or Partnership Act, 1932 or LLP Act, 2008.	Certificate of Incorporation.
2	The bidder should have been in operation for at least 5 years as on 31 March 2018	Certificate of Incorporation OR Sales tax certificate OR Certificate issued by any other government authority
3	The bidder should not currently have been blacklisted by any Government Agency in India or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ ineffective performance.	Undertaking from the authorized signatory of the (as per format given in Annexure 'II')
4	The bidder should be a profit making company at least in one of the last three financial years as on 31 March 2017.	Audited Annual Financial Statements OR Annual Report OR Certified statement from the Current Statutory Auditors of the bidder.
5	The bidder should have an average annual turnover of at least INR 50 Lakhs during the last three financial years as on 31 March 2017.	Audited Annual Financial Statements OR Annual Report OR Certified statement from the Current Statutory Auditors of the bidder.
5	The bidder should have experience of providing Help Desk services to at least one Government Department/Board/PSU/Statutory Authority in the last 3 years as on 31 March 2018.	Completion Certificate OR Client Certificate and citations.
6	The bidder should have valid GSTIN number.	Copy of GST registration certificate

6. Evaluation Process

- a) The overall objective of this evaluation process is to call upon capable and qualified firms in the business domain of helpdesk management services.
- b) The interested bidders shall be required to submit their response in the requisite format to The Secretary, Real Estate Regulatory Authority, Punjab, Ground Floor, Punjab Mandi Bhawan, Sector - 65-A, Mohali.
- c) The responses received shall be evaluated by the Authority and all the eligible bidders shall be called for a round of consultation.
- d) The bidders shall be required to present a short demonstration of their helpdesk tool to showcase the fitment of the tool with the requirements of the Authority. The bidders shall also be encouraged to suggest any modifications to the terms of reference laid down by the Authority for this assignment.
- e) Based on the discussion with the bidders, the Authority shall release a RFP only to the bidders eligible as per the requirements of this EOI.

7. Annexures

7.1. Annexure I: Letter of submission of bid

To,
The Chairperson,
Real Estate Regulatory Authority, Punjab
Ground Floor, Punjab Mandi Bhawan,
Sector - 65-A, Mohali.

Ref: EOI Reference Number: EOI/HD/01/2018

Dear Sir,

The EOI for appointment of service provider for helpdesk management services as detailed in your EOI document, terms & conditions and scope of work, etc., have been perused / examined thoroughly and the provisions and requirements and all other factors governing the bid have been understood. I/ we hereby submit our offer for the proposed services in accordance with the terms and conditions of the EOI.

We further confirm that:

- a) We have sufficient experience, qualified resources, and necessary materials and support to execute the order efficiently in the specified time schedule.
- b) We further confirm that the points of the document have been read and understood and there is no deviation / discrepancy.

Signature of the bidder, stamp and date

7.2. Annexure II: Declaration that the bidder has not been blacklisted

To,
Chairperson,
Real Estate Regulatory Authority, Punjab
Ground Floor, Punjab Mandi Bhawan,
Sector - 65-A, Mohali.

Ref: EOI Reference Number: EOI/HD/01/2018

Subject: Self Declaration of not been blacklisted in response to the EOI for appointment of service provider for helpdesk management services at RERA, Punjab

Dear Sir,

We confirm that our company, _____ is not blacklisted in any manner whatsoever by any of the state and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Signature of the bidder, stamp and date