

## **ROLES AND RESPONSIBILITIES:**

### **Bidder:**

- 1) Bidder will recruit, train (provide language and soft skills) and maintain the necessary staff in order to run the center in full capacity.
- 2) The successful bidder will have to appoint one supervisor who will be nodal point for coordination with SKVT Management and also supervising the performance of the agents. The supervisor must be available 16\*7 on mobile.
- 3) Bidder has to run the helpdesk center in shifts to attend the devotees from 5:00 A.M to 9:00 P.M
- 4) The Bidder need to sign the agreement and non-disclosure agreement with Client for running the call center.
- 5) The Bidder will provide all Call – Logs, Voice – Logs, Voice recordings and other necessary details as required by SKVT.
- 6) The Bidder will send bulk or specific e-mails from database as and when required.
- 7) Bidder will bear all the expenditure pertaining to the man-power deployed for Helpdesk
- 8) The service provider will abide by the job safety measures prevalent in India and will free Client from all demands or responsibilities arising from accidents or loss of life the cause of which is the service provider's negligence. The service provider will pay all indemnities arising from such incidents and will not hold SKVT responsible or obligated.
- 9) The service provider is responsible for managing the activities of its personnel and will hold himself responsible for any misdemeanors.
- 10) The service provider will treat as confidential all data and information about SKVT, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Client.
- 11) The successful bidder is required to do all prior work of installing the required hardware & software, recruitment and training of agents, test dialing etc. in 30 days from the date of award of contract to them and should start operations within this period.
- 12) The successful bidder will have to collect information related to revise of ticket price, timing, services etc. and feed it to the Helpdesk and Booking application.
- 13) If Service provider is found involve in any of the anti-Social or activities that can harm the reputation of SKVT, CEO SKVT have rights to terminate the contract with 30 days' notice to service provider.

### **ShriKashiVishwanath Trust (SKVT)**

- 1) Maintenance costs of all hardware/software will be borne by the SKVT including.
- 2) SKVT will provide the Helpdesk center space at appropriate and prime location of the city.

- 3) Setup, maintenance, Rental cost of running the Helpdesk will be borne by SKVT.
- 4) SKVT will provide required internet and CUG connections for managing Helpdesk.
- 5) SKVT will provide required space and infrastructure for scanner counters at the security check points at all the Temple entry gates.
- 6) The cost of premises & recurring cost related to electricity, connectivity & all kind of utility services will be borne by the SKVT for setting up & operation of this call center.