



INDRAPRASTHA GAS LIMITED

(A Joint Venture of GAIL, BPCL & Govt. of NCT Delhi)

Date: 01.06.2023

PRE-TENDER MEETING FOR FLOATING OF TENDER FOR "IMPLEMENTATION OF SAS BASED ADVANCED CRM SYSTEM"

Indraprastha Gas Limited (A Joint venture of Gail India Limited, BPCL & Govt. of NCT of Delhi) is a pioneer and leading company which is providing CNG to automotive sector and PNG to domestic, commercial & industrial sector.

Indraprastha Gas Limited is a PNGRB authorized entity for retailing of CNG & PNG in Delhi, Noida, Greater Noida, Ghaziabad, Hapur, Meerut, Muzaffar Nagar, Shamli, Rewari, Karnal, Kaithal, Gurugram, Ajmer, Pali, Rajsamand, Fatehpur, Hamirpur and part of Kanpur. Accordingly, IGL invites pre tender meeting of reputed agencies for Implementation of SAS based Advanced CRM system.

IGL intend to have discussion & deliberation on technical aspects for Implementation of SAS based Advanced CRM System and getting the inputs from potential bidders for a successful competitive bidding.

Further, bidder should send their technical query via. email on below mentioned email IDs at least 48 hours before the date of Pre Tender Meeting:

1. mayank.mittal@igl.co.in
2. nikhil.srivastava@igl.co.in

The meeting shall be conducted in **ISID office Vasant Kunj Institutional Area, Vasant Kunj, New Delhi-110070**. Instructions to bidders for meeting:

S. No.	Description	Schedule of Meeting
1	Pre Tender Meeting for SAS based Advanced CRM System	Friday 1000 HRS to 1300 HRS on 9 th June 2023

Mayank Mittal

Thanks & Regards,
For & On Behalf of INDRAPRASTHA GAS LIMITED

Enclosure: Brief Scope of Work



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SCOPE OF WORK

The IGL wants to introduce and replicate best practices and techniques in managing customer base with the objective to improve overall business performance and efficiency. The new technology and practices in the areas of Customer Relationship Management CRM should enable IGL to achieve the objectives of operational efficiency, streamlined processes, workflow automation, Management Reporting on Real Time basis and repertoire/Archives of previous engagements. The IGL invites technically complete and commercially competitive bids from reputed bidders for Empanelment of solution provider for the Implementation, Support and Maintenance of a Customer Relationship Management (CRM) system.

Customer Relationship Management (CRM) solution should help automate and manage the customer journey throughout its lifecycle. IGL aims to have consolidation of customer information into a single repository through 360° view so the internal teams can better organize and manage relationships, automates common processes, and provides tools to monitor performance and productivity. The CRM solution should integrate with the existing systems and other applications used by the IGL.

The data ownership will remain with the IGL. Control Room/Zonal Offices/GA/Customer Care Centre/Walk-in Centres should be able to work on and/or upload data to / download data from CRM, with role-based access. Based on the contents of the RFP, the bidder shall provide end-to-end solution delivery of CRM solution meeting the requirements of the IGL. CRM solution must act as strategic determiner of IGL's business growth as well as facilitate for new customer acquisition by adding value of our customer's journey. The CRM solution shall technologically enable all IGL Sales, Services, Marketing functionalities.

SCOPE OF WORK INDEX	
1	Customer on boarding process
2	Customer Self Service Portal
3	Customer 360 degree view to IGL Users
4	Campaign Management
5	User Access Management
6	Service/Complaint request Management
7	Legacy data migration
8	Real time integration with SAP ECC
9	Bulk processing of cases
10	Reports and Graphical dashboards for management
11	Defaulter management
12	Integration with Third Party Applications
13	Email Response Management System
14	Field Force Management
15	Contact Centre Automation
16	Alerts and Reminder management
17	User Training and hands on session
18	Documents upload and download Management
19	System Availability
20	Push notification to customers via SMS, Email, WhatsApp

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IGL Bhawan, Plot No. 4, Community Centre, Sector-9, R.K. Puram, New Delhi-110 022

Tel. : 46074607 Fax : 26171863 Website : www.iglonline.net

CIN : L23201DL1998PLC097614

An ISO 9001 : 2008, ISO 14001: 2004, OHSAS 18001 : 2007 Certified Organisation



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- viii. Customer should be able to raise complaints and service requests online itself and upload relevant images for reference.
- ix. Live tracking of field agent to customer premise. Agent name, contact details and picture must be visible to customer.
- x. Customer should be able to fill feedback against service requests completed.
- xi. Details of the branch offices of IGL will be displayed out here.
- xii. Upload real time meter reading and punching in system to generate bills instantly (Self Billing) in a defined billing window.
- xiii. Customer self-service app to be available on iOS and Android platforms
- xiv. Customer should be able to log emergency requests easily
- xv. Customer should have chat bot assistance
- xvi. Customer should be able to contact us in app itself.
- xvii. Consumption Pattern should be visible
- xviii. Facility to recharge prepaid meter
- xix. Facility to track the location and details of service agent
- xx. Facility to understand the bill.
- xxi. Uploading of meter photo for damage related issues.
- xxii. Facility to download Bill
- xxiii. Integration with navjyoti application for CNG customers.
- xxiv. Static data related to CNG customers should be visible.(CNG station locator, saving calculator, cylinder testing, kit supplier etc)

3. Customer 360 degree view to IGL Users

- i. Complete details of the customer on a single screen 360 degree view.
- ii. Contact details, On-boarding history, Type of connection, Payment history, Previous billing history, Meter Number/ Meter Type, Last Meter Reading, Past interactions with customer, Past Service/Complaints history.
- iii. Social media interaction with customer to be available on single screen.
- iv. Alerts for VIP, VVIP Customers view to IGL Users screen.
- v. Technical Master environment view to IGL Users
- vi. Type of Billing opted by customer for eg. E- Bill, Hardcopy or WhatsApp
- vii. Connection status for eg. PD/TD/Active/Defaulter Disconnection.
- viii. Multiple connections of single customer.
- ix. Unified view of customer from different sources for better understanding of customer journey
- x. Should be able to collect customer data from different systems , unification of each customer data and provide data insight to deliver 1-to-1 personalised experience to customer on real time basis
- xi. Documents related to the customer shall be visible. (In integration with ECM-Open text)
- xii. System must support VRA (Virtual Remote Assistance)
- xiii. System should provide OCR (optical character recognition) functionality.

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8 Real time integration with SAP ECC

- i. Integration with ECC on real time basis such as updating customer details.
- ii. Updating technical installation, billing installation, move-in process, meter replacement.
- iii. Fetching bill details and downloading latest bill
- iv. Updating meter readings and generation of retail invoice.
- v. Disconnection/Reconnection of meter can be done in real time.
- vi. Generation of notification number or service order in ECC.
- vii. Integration with MM module for inventory management.

9 Bulk processing of cases

- i. Processing of service requests in bulk is crucial.
- ii. Updating Customer details like mobile, email are to be done in bulk mode also.
- iii. Replication of customer data from backend ECC is also required.

10 Reports and Graphical dashboards for management

- i. Daily reports for tracking progress of IGL service requests.
- ii. Business analytics for better insights of our performances.
- iii. Statistical views of dashboard for quick understanding of our KPIs.
- iv. To provide analysis of our customer master data management.
- v. Visibility of our new connections and defaulter customers.
- vi. Dashboard home page contains milestones data like Total Live customers, I&C customers, RFC done, BP created etc.

11 Defaulter Management

- i. Managing our defaulter system is required.
- ii. Sending payment reminders in regular intervals.
- iii. Sending payment links at regular intervals.
- iv. Updating payment info once payment is realised in our ECC system.
- v. Sending disconnection notice after all due reminders.
- vi. Assigning service request to concerned team for disconnection of connection.
- vii. Tagging of defaulter customer after disconnection is done.

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14 Field Force Management

- i. Work order management like assigning of tasks to field operators.
- ii. Real time data collection in centralised way.
- iii. Inventory management can help track inventory levels and automate the restocking process.
- iv. Asset management can help maintain assets by scheduling the service requests.
- v. Customer service can help customers by providing real time updates to customers at their doorstep.
- vi. Provision to upload picture/ click live picture at site if required.
- vii. Assigning task to field agent nearest to the incident point and tracking there busyness.
- viii. Notifications to agent and customer as well regarding the customer complaints.
- ix. Rating of Technician to be captured based on performance rating by customer.
- viii. Meter Installation report, JMR report has to be system generated.

15 Contact Centre Automation

- i. Improved customer experience: CRM can provide agents with a 360-degree view of the customer's history, preferences, and needs.
- ii. Streamlined data management: Integrating call centre operations with CRM can eliminate the need for manual data entry and reduce the risk of errors.
- iii. It could also ensure that customer data is consistent across all systems, which can improve data quality and reduce data duplication.
- iv. Creation of service requests and tracking of old open/completed service requests.
- v. Relevant customer details to be fetched while incoming call.
- vi. Alerts to be configured at agents screen.
- vii. Provision to send Bills to customer via Email or SMS.
- viii. There should be FAQs to help agent resolve customer query quickly.
- ix. Knowledge articles to be available for user help.
- x. Knowledge articles of case studies of similar cases.
- xi. Provision to send latest payment receipt to customer via E-mail.

16 Alerts and Reminder management

- i. Pop up or top screen alert to agent about customer's status like, Active, Disconnected, Defaulter.
- ii. Pop up or top screen alert to agent about kind of customer like, VIP, VVIP, IGL employee or GAIL BPCL employee.
- iii. Alert for payment dues of the customer if any.

17 User Training and hands on session

- i. Bidder (s) will train IGL core development team about customization , configuration, migration and integration of proposed solution
- ii. Bidder(s) will train IGL functional team on overall capabilities, configuration, migration & troubleshooting.

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