



CENTRE FOR MODERNIZING GOVERNMENT INITIATIVE
CMGI Office, SISHU BHAWAN SQUARE, UNIT-1, FOREST PARK ,
BHUBANESWAR, Pin– 751009, ODISHA

TENDER DOCUMENT FOR ESTABLISHMENT AND OPERATION OF LOKASEVA
CALL CENTRE (LCC)

TENDER ENQUIRY NO: CMGI/PMU/CALL-CENTRE/ 68/2015/ 828, dt 07.05.2016

Selection of Companies / organizations/ Agencies/Firms for Setting-up and operating of Call Centre for Odisha Right to Public Services Act, 2012.

<u>SCHEDULE</u>	
Last Date for seeking/submission of clarifications on RFP	12.05.2016 upto 5.00 PM
Pre-bid Conference	13.05.2015 at 4.00 PM
Reply and upload the Prebid queries	17.05.2016
Last Date For Submission of Tender:	24.05.2016 up to 3.00 PM
Opening of General Bid & Technical Bid	24.05.2016 up to 4.00 PM
Opening of Financial Bid	25.05.2016 up to 3.00 PM
Place of submission of Tender Document:	Procurement & Contracting unit, Centre for Modernizing Government Initiative (CMGI), SISHU BHAWAN SQUARE, UNIT-1, FOREST PARK , BHUBANESWAR, Pin– 751009, ODISHA

The tender document contains total 47 nos. of pages



**SISHU BHAWAN SQUARE, UNIT-1, FOREST PARK , BHUBANESWAR, Pin-
751009, ODISHA Tel- 0674 0 2598150/51**

CMGI/PMU/CALL-CENTRE/ 68/2015/828 Dt. 07/05 /2016

To:

**Sub: Selection of Companies / organizations/ Agencies/Firms for
Setting-up and operating of Call Centre for Odisha Right to Public
Services Act (ORTPSA), 2012.**

Dear Sir/ Madam

CMGI is implementing various a computerization projects at state headquarters and district offices. It is involved in recording information and communication between Government Officials, remind Time Critical Sensitive Legal Actions, derive Best Benefits from Past Experiences, manage Documents conveniently & economically & provide Scalability on MIS Reporting.

CMGI proposes to engage Agency/Firm for outsourcing of the services of Call Centre (Helpline) at state headquarters for a period of three years. However, it has been decided that the setting-up of Call Centre shall continue through the service provider.

Therefore, sealed tenders as per the terms and conditions contained in this RFP document are invited from Agency/Firm for setting-up of Call Centre/Helpline. This RFP document contains the following:

Section I-Eligibility Criteria

Section II-Instruction and information for
submission of Tenders Section III-Terms of
Reference

Section IV-Evaluation & Selection Criteria

Section V-Format of documents comprising the Tender



Amendment of Invitation:

In case of any discrepancy between the Press Advertisement, other detailed provisions of the tender document and the updated version on the web (**up to 6.00 P.M. on 17th May 2016**), the web-version will prevail. At any time prior to **17th May 2016**, the Procurement & Contracting Unit, CMGI reserves the right to add / modify / delete any portion of this document by issuance of an addendum, which would be published on the web site cmgi.org.in and will be binding on the tenderers .

Validity of the Contract : The tender should be valid till 31st March 2019 . Please note that Contract can be cancelled unilaterally by the customer in case services are not received satisfactory within the contracted period.

The deadline for submission of Tenders is 24th May 2016 up to 3.00 PM (Pl. refer the address of submission of tender mentioned in the clause Section II).

The Procurement & Contracting Unit-CMGI reserves the right to Revise/ or reject any / all the Tenders they receive without assigning any cause or reason thereof. No claim in whatsoever form from any firms for such decision of the CMGI shall be entertained.

Yours faithfully,

Procurement Officer,
Procurement and Contracting Unit.
CENTRE FOR MODERNIZING GOVERNMENT INITIATIVE (CMGI)



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1.0 DEFINITIONS

In this document, the following terms shall have respective meanings as indicated:

1. “Bidder” shall mean the firm/consortium offering the solution(s), services and / or materials required in the RFP.
2. “LCCE” shall mean Lokaseva Call Centre Executive in the Lokaseva Call Centre.
3. “Contract” shall mean the Purchase Order placed by CMGI on the successful Bidder (duly Accepted by the latter during the bid process), and all attached documents referred to therein and all terms & conditions thereof together with any subsequent modification thereto.
4. “CMGI” shall mean Centre for Modernizing Government Initiative, a Society under General Administration Department (Administrative Reforms) Govt. of Odisha.
5. “Final Acceptance” shall mean CMGI’s written certification that the Services being Delivered during the Probation have been verified as satisfactory in accordance with the defined Specifications.
6. “Installation” shall mean the Service Provider’s written notification that the system required for delivery of the desired “Services” has been installed and commissioned by the Service Provider in accordance with requirements and the project plan, and is ready for the acceptance testing.
7. “Intellectual Property Right”, also called “IPR”, means any and all copyrights, moral rights, Trademarks, patent, and other intellectual proprieties.
8. “LCC” shall mean Lokaseva Call Centre scheme of Centre for Modernizing Government Initiative.
9. “Nodal Agency” shall mean the CMGI appointed organization, which shall locally liaise with the State Government and other stakeholders and carry out such other functions on behalf of CMGI which are generally or specially entrusted to it.
10. “Partial Acceptance” shall mean the CMGI’s written certification that following installation; the Site has been tested and verified as complete and/or fully operational, in accordance with the acceptance test to be defined in the Acceptance Test Documents.



11. “ Party” shall mean either CMGI or Bidder individually and “Parties” shall mean CMGI and Bidder collectively
12. “Probation Period” shall mean the period specified following Partial Acceptance during which the Service Provider’s performance obligations in respect of the Services will be monitored before confirmation of award.
13. “RFP” shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications & modifications issued by CMGI in respect of the RFP.
14. “Services” shall mean requirements defined in this Request for Proposal including all additional services associated thereto to be delivered by the Service Provider.
15. “Service Provider” shall mean successful bidder on whom the purchase order is placed by CMGI.
16. “Shift” shall mean an eight-hour shift.
17. “Shift Factor” shall mean the percentage of additional LCCEs required for provisioning of 91 weekly off days and leave [i.e. 52 (Sundays) +15(festival related holidays)+12 leaves @ 1 leave per month + 12 (unforeseen)/sick leaves)] of the LCCEs as the LCC will operate on 16x7 (i.e. 6 AM to 10 PM) basis 365 days of the year and this will be 25% of the total strength.
18. “Site” shall mean the location(s) for which the work has been allotted and where the services are to be delivered.
19. “Specifications” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.
20. "Third Party Agency" shall mean any agency appointed by CMGI for monitoring the work of Service Provider and other related issues .
21. “Total Operating Cost per Month” shall mean total cost involved in operation of Lokaseva Call Centres including manpower cost and cost relating to fixed & recurring expenditure.



2.0 PROJECT DESCRIPTION AND SCOPE OF WORK

2.1 The objective of the helpline is to make aware the citizens about the availability of services from the government and to aware them about the timely delivery of such services from the designated public officer within stipulated time frame. At the same time it can be designed to streamline the complaints related to the services and enable citizens to seek assistance from the government related schemes to further strengthen public service delivery

The Call Centre is currently Proposed to be located at Bhubaneswar and the queries are to be answered preferably in Odia language, however if necessary provision should be made to re-address also in English and Hindi too. Number of seats in each of the 3 shifts, number of incoming & outgoing telephone lines and PRI lines are given below. The number of seats is likely to increase progressively.

Sl. No	Location	Seats			Telephone Lines	
		6AM- PM	10AM-6PM	2PM-0PM	Incoming	Out going
1	Bhubaneswar	10	2	10	Public/Citizens	
*Two supervisor in 1 st and 3 rd Shift and One Centre Manager in 2 nd Shift.						

a. The Scheme Odisha Right to Public Services Act, 2012 in Odisha is an exemplary initiative by the State Government to check corruption in public service delivery. The law enables the citizens to demand public services as a right and also includes a provision for penal action against officials failing to provide the services within the stipulated time. The idea is to generate a demand for services, and to provide citizens with a platform for getting their grievances redressed in a time bound manner.

An Interactive Voice Response System (IVRS) shall be established. Under this system, citizens will be able to call up a toll free number 1800 XXX XXX in order to make queries about the provisions and functioning of the Act. This helpline can be used by any citizen who requires redressal of his/her complaint regarding a particular notified services/schemes via computer system. The built in system can ensure that grievance is disposed by the use of ICT which automatically tracks and pursues the status of grievance with the action taking authority. The helpline can be attended by call Centre executives managed by a call center in charge. The citizen



can call on this toll free number from a landline or a mobile, to register complaint and is given a ticket application number between 6am to 10pm on all government Working days. Besides that a text message in turns shall be forwarded to the concerned officer(s) for prompt action in a time bound manner.

b. Mission of the Department on Grievance Redressal Centre. The Department aims to have an efficient, and effective Grievance Redressal Centre Service based on a dynamic database and regularly updated MIS.

c. Manpower to be deployed in the Call Centre

i. The Call Centre Executive with the prescribed minimum academic qualification and excellent communication skills in respective local language shall attend these calls. However, weightage may be given to the candidates only in the selection procedures, having more qualification and relevant experience.

ii. Minimum qualification of a Call Centre Executive (LCCE) will be as follows:

- 1) A Graduate or above in any discipline.
- 2) LCCEs should be from the same State (Odisha), and/or.
- 3) The LCCE must have fluency in the local language/ dialect (Odia).
- 4) Knowledge in computer application is a must.

One Call Centre Supervisor shall be provided in addition to the LCCEs who shall possess a Post-Graduation or higher qualification with experience of working in a Call Centre. The Supervisor, apart from his duties as a LCCE, shall also be responsible for liaising with different stakeholders and resolving the issues for smooth functioning of the Call Centre

d. Location of Call Centres

The service provider will select location for the Call Centre in a commercial /non-residential area as per its bid in consultation with the Department. The Service provider will have the right to change the location of the Call Centre. However due information shall have to be provided to the department with sufficient reason there to before at least two months of notice period. Subsequently, at any time during the contract period, number of seats can be increased according to flow of calls.

e. Call Centre Timings

The Call Centres shall be accessible by the Citizens on toll free Telephone Number (1800XXXXXXX). As indicated above, the calls initiated from a State shall land in the Lokaseva Call Centre of that State. Besides referring to books and other resources (to be provided by



State Government concerned) to answer the queries of Citizens, the Lokaseva Call Centre Agents will access the Lokaseva Knowledge Management System (LKMS) developed by CMGI.

Call Centre Agents (LCCEs) will act as a first level of support and it is envisaged that majority of queries will be replied by them. If a Call Centre Agent is unable to answer any query during office hours an attempt will be made to refer the caller to higher level experts in a conference call along with the information collected by the Call Centre Agent. If such a conference call does not take place or leads to no satisfactory answer, the query will then be automatically escalated to Block level officer (or District level where block level escalation has not been enabled by the States) of the Development Department concerned and thereafter to higher levels as per Figure 1. The working hours for the LCCs would be 6:00 AM to 10:00 PM, and the LCCs would operate on all days including Sundays and Holidays. During 10:00 PM to 6:00 AM in the night and when the lines are busy, appropriate IVRS prompt in local language will be played informing the caller about the working hours of the LCC. The English script (to be translated in vernacular) for this message will be provided by CMGI. When a call is in queue, an appropriate pre-recorded message should be played intermittently and season specific standard advisories will need to be played to educate the Citizens while he is holding on. Such advisories shall be provided by the local State Government in text form which will need to be recorded by the Service Provider. A Voice mail System(VMS) should also be provided to ensure that a Citizens who cannot get across to a LCCE due to all lines being busy, gets a periodic prompt on IVRS that in case the Citizens does not want to wait, he can record a voice mail leaving his number and brief message of up to 2 minutes. Requisite hardware/software for structured recording of such voice mail may also be provided on the server.

Various MIS data/ reports generated from the call data recorded by the Lokaseva Call Centres are required to be provided to CMGI on pre-defined regular intervals so as to optimize the operations of the Lokaseva Call Centres.

f. Central Monitoring System (CMS)

CMGI has also put in place a web based portal “Central Monitoring System (CMS)”, an application software to maintain the database of district wise



public services applications received/disposal supported by the database. the Frequently Asked Questions, other queries and their answers being provided by the Call Centre Agents and CMGI identified experts.

Time to time the CMS also has links to various public services of the state govt. under right to public services act. The LCCEs shall access CMS over the Internet, to find instant answer to queries from Citizens. Every call would be entered with details of Citizens, query of the caller and answer provided to him. Escalation of calls to next higher level will happen automatically after pre-set time limits without LCCEs intervention. Besides CMS, Call Centre Executives are required to go through standard books/publications of State Government, browse Citizens' Portal & various Scheme Guidelines of CMGI and material provided by the CMGI for answering Citizens' queries. CMGI would ensure regular training/orientation of the LCCEs in use of LKMS application and availability of latest information/literature on issues pertaining right to public services in various departments of the State.

2.2 Procedure for handling the calls

The Procedure for handling the Call is as given below:

- a) The Lokaseva Call Centre shall receive the queries of Citizens through the toll free number 1800xxxxxx. Which will be obtained by CMGI and subsequently handed over to the service provider, CMGI shall bear the call charges of the Toll-free Numbers and the outgoing telephones used for contacting experts / Citizens designated by CMGI for call escalation. It is essential that the EPABX system in the Lokaseva Call Centre is capable of handling the calls from all the telecom service providers and route the same to an available operator. The system should also have the capability of Call Holding and Call Conferencing/ Forwarding facilities within and outside LCC. Wherever essential, PRI facilities will need to be created additionally to enable routing of more number of incoming telephone lines, for which extra funds will be provided.
- b) The Call Centre Agents shall record the name, address, sex, contact details, queries in detail, type/ subject of the query, answer given, status of the calls, etc. in the CMS or in any other suitable format approved by CMGI. If CMS is down due to non-availability of internet connection at any point of time or due to any other technical reason, the LCCE shall record the details of every call as above in a structured spread sheet. The data so entered shall be exported to CMS database



once it comes live. The information recorded in the database shall be used for the purpose of preparing MIS reports and sent to CMGI on regular basis at predefined intervals and also accessible online. Further details in this respect will be worked out with the successful bidder.

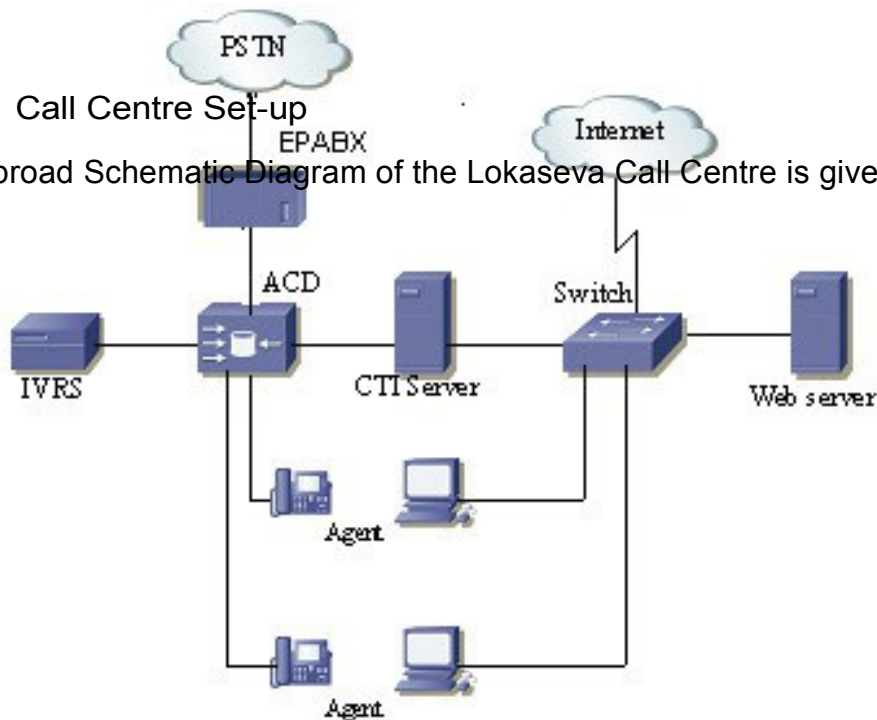
c) Call Escalation Matrix from the LCCs has been depicted in Figure 1. As may be seen from the diagram given in Fig.1, LCC agents will first try call conferencing with higher level experts and escalate the query to the Block level officer if call conferencing does not materialize or caller is not satisfied with the reply given. If Block level officer does not reply the query within the specified time, queries automatically get escalated to District (Level-III) & thereafter to State (Level-IV). There may be some Blocks where either IT infrastructure or broadband connectivity may not be available or there may be some administrative reason, such blocks need not be assigned codes as of now and queries in such cases will get directly escalated to the district level. At the District level experts/officers from the departments shall be responsible for replying to the queries raised by the caller. If necessary, after taking inputs from the concerned officer(s). Similarly, even though queries will be parallel escalated to the state administrative units concerned, the Head of the Department at the State level will ensure that an appropriate reply is conveyed by his/her Department within the prescribed time limits.

d) The level-II expert (Block) should reply within 3 - 4 days of query logged in and the unanswered query should get escalated to District Level (L-III) within one week. In case L-III does not answer the query within 7 days of receipt of query from the Block, the same will be escalated to the State Level. Urgent matters will need to be attended to more promptly. The Frequently Asked Questions (FAQs) and other locally relevant information at the district/state level may need to be updated after appropriate authentication and validation of such solution or answer given by authorized call centre agents.

e) The LCCs shall also give a weekly feedback to the CMGI, the nature of calls including area specific prevalence of crop diseases, pest infestation etc.

2.3 Call Centre Set-up

The broad Schematic Diagram of the Lokaseva Call Centre is given below:



While two distinct servers have been shown in the above schematic diagram, physically only one server may suffice. A Voice Mail System (VMS) also needs to be integrated as written in para 2.1 (e) above.

2.4 Scope of Work

CMGI wants to hire experienced Call Centre Operator/ Service Provider who can facilitate the following:

1. **Information Dissemination:** Dissemination of information about the service delivery procedure for each service under Odisha Right to Public Services Act. (ORTPSA), i.e Service Details, beneficiary details, Application forms required, Designated Officer where the application is to be deposited, Documents Required,



Fees(if any). Whether the service is online/delivery through CSC and nearby CSC location.

2. **Complaint Registration:** Department wise/Service wise as well as District wise/Block wise/GP wise/Village wise Complaint Registration by the beneficiary (ies). The complaint registration should be integrated with the ORTPSA portal, and the concerned District/Department portal. And SMS alert to the beneficiary as well as to the concerned department head/nodal person.

a) Provide requisite infrastructure to handle the calls as per the procedure given in section 2.2 and schematic diagram shown in 2.3. Some of the facilities/equipment which must be provided in the Lokaseva Call Centre are as follows:

- i Desktop PCs for each seat as per the configuration details at Annexure 1.
- ii EPABX with facility to generate information like number of calls landed, number of calls matured, number of unsuccessful calls, average handling time, average talking time, login hours, queue time, ACD report etc.(as per configuration at Annexure 2)
- iii Server per the configuration details at Annexure 3
- iv Uninterrupted Power Supply (UPS) (as per details at Annexure 5) shall be provided for a back up of at least 2 hours. The battery sizing shall be done on computer load. A generator back-up is also needed with longer duration of power break down.
- v Local Area Network
- vi Prescribed number of incoming and outgoing telephone lines (as given in Table 2.2)
- vii Internet facility on all PCs with appropriate bandwidth (minimum 512 kbps per PC) after considering concurrency ratio of 33%, subject to a minimum of 1 mbps of download speed per LCC. Thus, right since the beginning, download internet bandwidth as per Annexure 5 is to be provided.
- viii Required no. of telephone instruments with caller ID facility
- ix Hot Button Programming on all Telephone sets
- x Conferencing Facility on Telephone sets
- xi Head phones for each agent with adequate quantity in reserve for use in the event of some headphones not working
- xii Air conditioning
- xiii IVRS with call waiting message and any suitable pre-recorded message
- xiv Web Cam for communication/monitoring purpose (as per details at Annexure 4), to be used for online monitoring of LCCs through video



conferencing by CMGI officers, State Government Officials and others authorized by CMGI. For this purpose Yahoo / Skype messenger IDs shall be generated.

- xv Facility for audio recording of sample calls
- xvii Adequate space for each Agent - at least 20 sq.ft per agent including common area, passages etc. (well maintained and to be situated in proper location with CMGI's concurrence.
- xviii Adequate/good quality furniture and fixtures including table, chair, cup boards, book shelf, shelf for EPABX, Servers and other gadgets etc.
- b) Provide facilities for establishing conference calls with CMGI experts and maintain a record of these calls, queries, and answers given.
- c) Proposed shift timings as follows:

Morning Shift:	6.00 AM to 2.00 PM
Day Shift:	10.00 AM to 6.00 PM
Evening Shift	2.00 PM to 10.00 PM

- d) Provide facilities to put the call centre on IVRS with call waiting message or suitable pre-recorded message during working hours and suitable pre-recorded message during non working hours (10 PM to 6 AM).
- e) Provide MIS Reports on monthly basis or at any interval prescribed by CMGI. The MIS reports must contain information related to district-wise number of calls, hourly call details, escalated calls, pending calls, answer given to Citizens queries, trends, call utilization, query asked by callers, reply given, FAQs, classification of queries based on problem/crop etc. The format for MIS reports will be finalized in consultation with CMGI, which will be suitably modified from time to time based on information requirement of CMGI.
- f) The Service Provider would be responsible for installation, shifting and payment of regular telephone bills for the LCC telephone connections, both for incoming (for receiving 18XXXXXXXXXX calls from Citizens) and outgoing (for conferencing with L2 experts) telephone lines in the LCC and for settling day-to-day issues related to breakdowns, billing, disconnections etc. with the telephone companies. The Service Provider will bear the cost of registration charges, installation charges, and security deposits, if any, for the telephone connections in the LCC. CMGI shall pay for all incoming calls (toll free number) based on centralized bill generated by the telephone service provider. The CMGI would reimburse the payments made towards outgoing calls to the Service Provider without any extra service charges. In order to ensure that only genuine outgoing calls are being made, the computerized bills related to outgoing calls shall be checked



against the database of Citizens calling the LCC and experts/officials of CMGI/State Governments. Any disputes with the telecom operator would be handled by the Service Provider.

- g) Currently, all incoming telephone lines of the LCCs are from a single operator, i.e., either BSNL. In future, there is a possibility of having different operators at the same location. Hence, the EPABX system in the Lokaseva Call Centre should be capable of handling telephone lines from more than one telecom operator. The system should also have provision for Call Holding and Call Routing facilities.

2.5 Minimum Prescribed Remuneration of Lokaseva Call Centre Agents

- a) The successful bidder will pay a minimum monthly consolidated remuneration to the LCCEs (cash in hand, but including employees share of EPF contribution) as per details given hereunder:

LCC Supervisor - Rs.18000/-

LCC Agents Rs. 15000/-

The Service Provider is, however, free to pay higher remuneration, extra facilities and allowances to the LCCEs on its own account.

- b) CMGI, either directly or through its representatives in the State Government, may participate to oversee the selection of candidates initially. Subsequent filling of vacancies may be done by the Service Provider by following the guidelines issued by CMGI in this regard. It will be the responsibility of the Service Provider to provide the details of educational qualifications and experience of the LCC agents appointed by the Service Provider from time to time.
- c) The Service Provider shall be responsible to fulfil all statutory obligations regarding Employees Provident fund (EPF) and Employees State Insurance Corporation(ESIC) etc. applicable as per norms (to be reimbursed by CMGI) for the LCCEs deployed at LCCs and shall submit documentary evidence for the same on quarterly basis.
- d) The payment of prescribed remuneration to LCC Agents and Supervisor shall be made through cheque by first day of each successive month.



3.0 INSTRUCTION TO BIDDERS

- 3.1 Purchase of RFP document Interested bidders may purchase the RFP document on payment of a non-refundable fee of Rs. 1000/- (Indian Rupees One Thousand only) towards the cost of the RFP document through a demand draft (cash payment not acceptable) in favour of 'Executive Director, CMGI' drawn on any schedule bank and payable in Bhubaneswar. The RFP can be downloaded from CMGI Website (www.cmgi.org.in) from 05.04.2016 onwards from the Executive Director, CMGI, 2nd floor OCAC Building Bhubaneswar.

The Complete RFP document can also be downloaded from CMGI Website <http://www.cmgi.org.in> However, the bidder is required to pay the prescribed fee of Rs. 1000/- before submission of the Bid or along with the Eligibility Claim through a demand draft in favour of 'Executive Director, CMGI' drawn on any schedule bank and payable in Bhubaneswar.

- 3.2 Eligibility Criteria Eligibility of the bidders shall be on the basis of their technical & financial strength and track record. The bidder is required to submit documentary evidence in support of the following:
- a) The bidder should have set-up and operated minimum 1 Call Centre.
 - b) The bidder should have been established for last 5 years.
 - c) The bidder should have at least 1 year of experience in call centre/BPO industry. Preference will be given to the agencies having call centre in Odisha for more than one year.
 - d) The bidder should have an average annual total turnover of Rs.1 Crores in last three financial years **(2012-13, 2013-14, 2014 -15)**.
 - e) The Bidder (Consortium of Companies) duly backed by an agreement (to be submitted along with the Pre-Qualification Bid) is also eligible to participate



subject to the following two condition and satisfaction of the Tender Evaluation Committee during the evaluation of the tender:

- The lead Partner of this consortium shall be liable for adherence to all provisions of the agreement.
- The Consortium will draw upon human, technical and other resources of all the members during implementation of Lokaseva Call Centre Programme. The Technical Bid shall include exact details in this regard, so that a consortium is not artificially created only to improve the score in the technical bid. In the event of consortium being unacceptable to the client, the prime bidder may be given an option of going on its own.

A consortium of companies duly backed up by an Agreement (to be submitted along with Pre-Qualification bid) is also eligible to participate subject to the following two conditions and satisfaction of the Tender Evaluation Committee during the evaluation of the tender:..:

- The lead partner of this consortium shall be liable for adherence to all provisions of this Agreement.
 - The consortium will draw upon human, technical and other resources of all the members during implementation of Lokaseva Call Centre Programme. The Technical Bid shall include exact details in this regard, so that a consortium is not artificially created only to improve the score in Technical Bid. In the event of consortium being unacceptable to the Client, the Prime Bidder may be given an option of going on its own.
- (e) The Bidder and each member in case of Consortium shall disclose details pertaining to all claims, disputes, matters in appeal & in court and any pending litigation against the bidder or any member of the Consortium
- (f) The bidder should have had the necessary permission from the DoT. The bidder has to submit list of clients and details of services being provided to them by the bidder (DoT Certificate).
- a. +The bidder and each member in case of consortium shall disclose details pertaining to claims, disputes, matters in appeal and in court and any pending litigation against the bidder or any member of the consortium.
- b. The bidder has to submit list of clients and details of service being provided to them by the bidder.
- f) The bidder has to submit performance certificate from its clients.



3.3 Cost of Bidding:

- (a) The Bidder shall bear all costs associated with the preparation and submission of the Bid, and CMGI will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- (b) Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP. A bid submitted not in accordance with the requirement of this RFP shall be deemed to be non responsive and shall be summarily rejected.

3.4 Bid Process Schedule:

Following Schedule shall be followed for finalization of the bid for the Lokaseva Call Centres:

- Last Date for seeking/submission of clarifications on RFP - April 28, 2016
- Pre Bid Conference- May 13, 2016
- Final Response to the bidders by-May 17, 2016
- Last Date for Submission of Bid-May 24, 2016

3.5 Pre Bid Conference:

The CMGI shall organise a Pre Bid Conference from 11.00 AM onwards on May 04, 2016 in the office of CMGI, Bhubaneswar. The CMGI may incorporate changes in the RFP based on acceptable suggestions received during the interactive Pre Bid Conference. The decision of CMGI regarding acceptability of a suggestion (or otherwise) shall be final in this regard and shall not be called upon to question under any circumstances. The bidders are requested to submit any questions (in the format given at Form 6.7) in writing not later than 3.00 PM on April 18, 2016. It may not be necessarily possible at the Pre Bid Conference to answer questions which are received late. However, prospective bidders are free to raise their queries during the meeting and responses will be conveyed to all the prospective bidders either immediately or by way of hosting amendments/ clarifications on the website i.e. at www.cmgi.org.in in accordance with the respective clauses of the RFP. Only those prospective bidders, who register themselves before 03.00 PM on April 28, 2016, shall be permitted to take part in the deliberations during Pre Bid Conference.



3.6 Clarification on Bidding Documents Bidders, requiring clarification on the RFP may submit queries/ clarifications, if any, to CMGI in writing, at the address indicated above, not later than April 18, 2016.

3.7 Amendment of Bidding Documents

- (a) At any time prior to Pre-Bid Conference or the deadline for submission of bids, CMGI, for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the bidding documents by issuing amendment(s).
- (b) All eligible Bidders will be notified of the amendment(s) in writing/ through E-mail/ web portal of CMGI (www.cmgi.org.in) or not later than May 10, 2016, and these will be binding on them. Therefore, Bidders are requested to visit the said website on regular basis for checking necessary updates.
- (c) In order to allow bidders a reasonable time to take the amendment into account in preparing their bids, CMGI, at its discretion, may extend the deadline for the submission of bids.

3.8 Language of Bid and its Authentication The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and CMGI shall be written in English. Supporting documents and printed literature furnished by the bidder maybe in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

The original and all copies of the Bid shall be type written and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be supported by a written power-of-attorney accompanying the Bid. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.

3.9 Documents Comprising the Bids

- (a) The bid shall be submitted only in accordance with the specifications and requirements contained in this RFP.
- (b) The bid submitted shall have the following documents, duly signed in Original (with photocopies in Copy 1 & 2) on all pages.

Part – I Eligibility Claim (Pre Qualification Bid)



- a) Pre Qualification Bid will comprise requisite information for pre qualification along with the supporting documents as per the checklist given in para 3.19.1.
- b) Declaration regarding acceptance of all Terms & Conditions in the RFP as per Form 6.1.
- c) Bidder is required to provide a list of its existing call centres proposed to be used for LCC service and their registration status with Department of Telecom. The successful bidder is required to have registration of Lokaseva Call Centres under OSP category for providing domestic call centre services.
- d) The Bidder should have PAN card. The bidder should also have EPF, ESIC and Service Tax Registration Certificate.

Part -II Technical Bid

Bid Forms as described in the bidding document, duly filled in by the Bidder.

- a) Bid Letter Form (Form 6.2)
- b) The Bid Security (Form 6.3)
- c) Power of Attorney for signing the bid
- d) Organizational, Financial, and Technical capabilities as per Form 6.4
- e) Claim for technical score in the format given in para 3.19.2 along with supporting documents. No marks will be given for unsubstantiated claims.
- f) Bank's certificate of solvency and a statement from bank certifying their financial capability to undertake the project.
- g) Full description of design and layout of call centres with complete Technical and Engineering details (including hardware as per the Configurations specified at Annexures 1 to 4).
- h) Location details of the call centres.
- i) A note on how the bidder proposes to execute the assignment detailing the approach towards identification and selection of location, acquisition and installation of hardware/software, preparatory works relating to registrations, licensing, certification, objective and transparent process of selection, training and deployment, launching of the operation etc vis -a -vis time lines provided in the RFP. Under this section the bidder should particularly describe the following:
 - i. Attrition rate (average) in the company during the last 3 years
 - ii. Strategy for objective and transparent selection process of manpower



- iii. Plan for training (capacity building and refresher courses) in the area of soft skills as well as software skills
- iv. New Technologies viz. Voice Mail Recording, Dynamic IVRS giving approximate call wait time, Call Recording for Quality Assessment and other innovative systems to enhance efficiency and responsiveness of the LCCEs without any additional cost.
- j) Copy of the presentation to be made during technical evaluation in a DVD or Flash Drive. It is emphasised that the bidder will not be allowed to deviate or add additional points to his presentation once his bid is submitted.
- k) The bidder shall disclose details pertaining to any pending litigation against them or any of its owners / partners.
- l) Any additional information as asked for by CMGI.

The CMGI may, at its own discretion ask for clarification and supporting documents available publically or as part of official record for Eligibility Claim and Technical Bid.

Part - III Financial Bid

Price Bid signed in original and two copies as per Form 6.5. The figures quoted in the financial bid should be devoid of any over writing or correction or deletion. Once quoted, the bidder shall not make any subsequent price changes (except in case of negotiation with R-1 bidder). Such price changes shall render the bid liable for rejection. CMGI may at its discretion ask for revision of bid(s). CMGI shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms.

3.10 Submission of Bid

(a) Bids must be delivered to the address given below on or before May 03 2016, 3.00 PM. Late bids will be rejected. All bids must be accompanied by a Earnest Money Deposit (EMD) of 1,00,000/- (Rupees One Lakhs only) in the form of a Bank Guarantee from a scheduled commercial bank in the prescribed format valid for a period of 150 days from the date of opening of bid or DD drawn in favour of " The Executive Director, CMGI" . Prequalification Bids will be opened in the presence of bidders' representatives who may choose to attend at the address given below on May 12 2016, 4.00 PM.

Procurement Officer,
Procurement and Contracting Unit.
CENTRE FOR MODERNIZING GOVERNMENT INITIATIVE
SISHU BHAWAN SQUARE, UNIT-1
FOREST PARK , BHUBANESWAR



Pin– 751009, ODISHA

3.11 Bid Price

- (a) The bidder shall indicate the prices in Indian Rupees only.
- (b) Bidders are required to quote, as per format given at Form 6.5, the total operating cost per month (including monthly emoluments of the LCCEs and statutory contributions towards them). The monthly Total Operating Cost per LCCE will include all infrastructure related expenses of the Service Provider (including the cost of registration charges, installation charges and initial deposits for telephone connections of the LCCs) This will also include various costs involved in the setting up of LCC including the fixed as well as variable cost. The 'shift factor' of 25% required for provisioning of weekly off days and leaves of the LCCEs shall be added to the salary component and reimbursed to the Service Provider as per actual.
- (c) The bidders shall also provide break up of different cost elements (fixed as well variable) constituting the Total Operating Cost per month. Cost per seat per month of items of investment shall be relatable to capital cost, life of equipment; bidder's margin etc. Recurring cost also will be similarly apportioned. A Bid not providing such break up is liable to be rejected.
- (d) Unit and total prices of services including infrastructure offered should be quoted with breakup of all taxes and duties, and all other cost incidental thereto.
- (e) Bids submitted with subjective prices will be rejected. Conditional bids will also be rejected.

3.12 Period of Validity of Bids

- (a) Bids shall remain valid for a period of 120 days, from the due date of bid submission. Any Bid valid for a shorter period shall be rejected as non-responsive.
- (b) In exceptional circumstances, CMGI may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto in this regard shall be made in writing. The Bid security shall also be suitably extended. A Bidder granting the request is neither required nor permitted to modify the Bid.

3.13 Bid Security (EMD)

- (a) The Bidder shall furnish in a separate envelop, as part of the Bid, a Bid security for the amount of Rs. 01.00 Lakhs (Rupees One Lakhs only) in form of the



Demand Draft / Bank Guarantee from a scheduled commercial bank valid for a period of 150 days from the date of opening of bid.

(b) The Bid security shall be in Indian Rupees and shall be in the form of Bank Guarantee in favour of Executive Director, CMGI, Bhubaneswar, issued by a scheduled bank in India and having at least one branch office in Bhubaneswar.

(c) Unsuccessful Bidder's Bid security will be discharged or returned within thirty (30) days after the expiration of the period of Bid validity.

(d) The successful Bidder's Bid security will be discharged upon the Bidder furnishing the Performance Guarantee.

(e) The Bid security may be forfeited either in full or in part, at the discretion of CMGI, on account of one or more of the following reasons:

- i The Bidder withdraws their Bid during the period of Bid validity specified by them on the Bid letter form
- ii During the bid process, if a Bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the CMGI.

3.14 Format and Signing of Bid

(a) The bidder shall prepare original + two (1+2) copies of the bid clearly marking each "Original Bid" or "Copy of Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.

(b) The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to

the Bid. The person or persons signing the bid shall initial all pages of the bid, except for un-amended printed literature.

(c) The complete bid shall be without alteration or erasures, except those in accordance with instructions issued by the CMGI or as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

3.15 Sealing and Marking of Bid

(a) The Bidders shall submit their bids in three Separate Parts in sealed envelopes super-scribed with the RFP document number, due date, time, Project and



nature of bid (Pre Qualification bid, Technical bid, Financial bid).

- PART-I: Original and 2 copies of Eligibility Claim (Pre Qualification Bid) with all the details and supporting documents
- PART-II: Bid Security
- PART-III: Original and 2 copies of Technical Bid complete with all technical details, supporting documents.
- PART-IV: Original and 2 copies of Financial Bid only with full price details and details as per Form 6.5

(b) Each set of envelopes containing Part-I, Part - II, Part-III and Part-IV of the offer should be enclosed in a larger envelope duly sealed. All pages of the bids must be signed and stamped.

(c) The outer envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".

(d) If these envelopes are not sealed and marked as required, CMGI will assume no responsibility for the bid's misplacement or premature opening.

3.16 Bid Due Date

(a) Bid must be received by CMGI at the address given at para 3.10 and not later than May 03 2016, 3.00 PM. Bids received after this deadline are liable to be rejected and returned to the bidder unopened unless the dead line itself is extended and announced.

(b) The CMGI may, at its discretion, on giving reasonable notice in writing to all eligible Bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of CMGI and the Bidder, previously subject to the bid due date, shall thereafter be subject to the new bid due date or deadline as extended.

3.17 Opening of Bids by CMGI

(a) Eligibility Claim (Pre-Qualification Bid) will be opened at 4.00 PM on May 03 2016 . at the following address. Technical Bids of qualified bidders will be opened at 4.00 PM on May 03 2016 . at the same address:

Executive Director,
Centre for Modernizing Govt. Initiative (CMGI)
SISHU BHAWAN SQUARE, UNIT-1
FOREST PARK , BHUBANESWAR
Pin- 751009, ODISHA

(b) Bidders' representatives (Maximum 2 per bidder) may attend the opening, and those who are present shall sign a register evidencing their attendance.



- (c) If the bid opening day is declared a holiday for the CMGI, the Bids shall be opened at the appointed time and location on the next working day.
- (d) Bidders are advised to send a responsible, authorized and senior representative so that clarifications, if any, can be given on the spot.
- (e) Technical Bids of only those Bidders shall be opened and evaluated who are found to be eligible as per the criteria laid down in the pre-qualification bid. In doubtful cases (where further documents or clarification are required to establish eligibility), the CMGI in its discretion, may decide to open Technical Bid. However, such Bids can be rejected subsequently, if it is found that the Bidder has claimed eligibility on false grounds.
- (f) The Bidder's names, Bid modifications or withdrawals and such other details as CMGI at its discretion, may consider appropriate, will be announced at the time of opening of bids.

3.18 Examination and Evaluation of Bids

3.18.1 Evaluation of Pre-Qualification Bid

- (a) Bidders need to fulfil all the pre-qualifications conditions mentioned in the Section 3.19.1
- (b) The technical bids of only the pre-qualified bidders will be taken up for further processing.

3.18.2 Abstract of Evaluation Process of Technical/Financial Bids

- (a) Technical and Financial Bids shall be evaluated based on scores allotted to these bids in a ratio of 60:40 respectively, each being further examined based on the prescribed criteria as per the RFP. Final selection of the Service Provider shall be made based on the composite score obtained on both the Technical and Financial bids during evaluation process.
- (b) Technical bid will be examined based on criteria as detailed at Section 3.19.
- (c) Technical evaluation of bidders shall be made on the basis of conformity to technical and operational requirements, and time schedule for execution of project.
- (e) All the bidders who secure a Technical Score of \Rightarrow 60% will be declared as technically qualified. The financial bids of only the technically qualified bidders will be opened for further processing. It is, however, clarified that, subject to other provisions of this Document, every bidder will have to fulfil the minimum technical specifications laid down in the RFP for being



qualified
technically.

- (f) In order to assist in the examination, evaluation and comparison of Bids, the CMGI may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted. However, while giving a clarification, a Bidder may offer a higher specification or model or higher level of service without any impact on Financial Bid to be opened subsequently. The envelopes containing Technical Bids of only the Eligible Bidders will be opened and the contents (particularly Fact Sheets) will be announced in the presence of all Bidders or their representatives. A Bidder may also be allowed to inspect bids given by other Bidders. An open discussion regarding technical and functional parameters quoted by various Bidders may also take place, if required.
- (g) Financial bids of only those bidders will be opened whose technical bids are found to be responsive & acceptable to CMGI. Bidder's representative may attend the Financial Bid opening.
- (h) Before opening technical bids of the pre-qualified bidders, the envelope containing Bid Security shall be opened. If Bid Security is not provided or is not given in the required format or is not of prescribed value, such technical bids will not be opened.
- (i) CMGI may at its discretion discuss with Bidder(s) available at this stage to clarify contents of financial bids.
- (j) If there is a discrepancy between the unit price & the total price, the unit price shall prevail and CMGI shall correct the total price. If there is a discrepancy between words & figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, his bid shall be rejected.
- (k) Bids will be evaluated on the basis of total bid price for providing service for three years.

3.19 Criteria for Evaluation and Comparison of Bids

A three-stage procedure will be adopted for evaluation of proposals, with the pre-qualification being completed before the Bid Security is opened. The technical evaluation and thereafter financial proposals will be opened and compared.

3.19.1 Pre-Qualification Bid

Pre-Qualification proposal will be evaluated using the following checklist:

- i Annual Turnover for the last three years should be at least Rs 3 crore with not less than average turnover Rupees 1 crore each year: (Enclose the CA



certified Balance Sheet or Audited Balance Sheet for 2012-13 and 2013-14 and 2014-15)

- ii The bidder should be a profit making organization for the last three years:(Enclose Profit & Loss account Statement i.e. 2012-13, 2013-14 and 2014-15)
- iii The bidder should have minimum ISO 9001:2008 Certification: Attach certificates of ISO 9001:2008 certification
- iv Should be operating at least one Locations: Attach the DoT registration letter for each location, certificate from concerned agency regarding number of seats
- v Should not be Blacklisted by any of the clients: Submit an undertaking
- vi RFP cost to be enclosed in case of downloaded RFP Document: Give details
- vii Should be handling at least 10 call centre seats presently: Give details of location wise number of call centre agents with certificates from respective clients indicating the service provided
- viii PAN No., EPF Account No., ESIC Registration No.,
- ix Registration under OSP category
- x Service Tax Registration No.

3.19.2 Criteria for Evaluation and Comparison of Technical BidsThe technical proposal will be evaluated using the following criteria

Sl No.	Criteria	Max	Score
1	Experience in setting-up, Managing Call Centre for Private Sector/Clients	15	Govt. Experience=15 marks Pvt. Experience= 10 Mark
2	Experience in setting-up, Managing Call Centre for Private Sector/Clients	25	Govt. of Odisha=25 Other State Govt.=20
3	Average annual Turnover during the last 3 years.	20	Above 4 Cr.= 20 Above 2Cr. =15 Above 1 Cr.=10
4	Total No. of Seats	20	Above 60 Seats=20 40-59 Seats=15 20-39 Seats=10 10-19 Seats=5
5	Technical Presentation	20	As per the decision of the Committee.



Total Marks	100	
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Note: The bidder has to score minimum 60 marks to qualify to the Financial Round.

3.19.3 Opening & Comparison of Financial Bids

Financial Bids will be opened and compared (after the technical evaluation is completed) for those Bidders whose technical bids reach the minimum threshold standards (i.e. minimum 60 marks).

3.19.4. Announcement of Financial Bids

The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidders' representatives who are present shall sign a register evidencing their attendance. The name of Bidder, Bid Prices, etc. will be announced at the meeting. CMGI may even ask bidders to sign on one another's bids to ensure complete transparency.

3.19.5. Evaluation of Financial Bids

- The Financial Bids of the technically qualified bidders will be evaluated.
- The Evaluation process proposed for Financial Bid will be based on the following

formula for determining the Financial Score. The Financial Bid of only those bidders will be opened who scored minimum 60 marks in the technical Evaluation.

3.20 Negotiation with the R1 bidder

If the CMGI does not find the best offer (R1) acceptable, it may go in for techno-commercial negotiation with the R1 bidder. This revised offer will replace/supersede the earlier Financial Bid, provided that the original offer (i.e. Financial) will not be allowed to be changed to the detriment of the CMGI. Therefore, the R1 Bidder is advised to send sufficiently senior representatives (who can take spot decisions) for negotiation.

3.21 Award of Contract



CMGI will award the contract to successful bidder whose bid has been determined to be responsive and has been determined to be most competitive based on evaluation process scoring the highest. It is provided further that the bidder is determined to be qualified to perform the project satisfactorily. CMGI shall, however, not bind itself to accept the highest scoring bid or any bid and reserves the right to accept or reject any bid wholly or in part.

3.22 CMGI's Right to Vary Quantities

CMGI reserves the right to increase or decrease, on need basis, the requirements and duration of services originally specified in the RFP document at the time of award or subsequently during execution of the project.

3.23 CMGI 's right to Reject Any or All Bids

CMGI reserves the right to reject any Bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

3.24 Notification of Successful Bidder and Acceptance by Successful Bidder

(a) Prior to expiration of the period of Bid validity, CMGI will notify the successful Bidder in writing that its Bid has been accepted by issuance of a Purchase Order- cum - Award Letter, subject to receipt of Performance Guarantee, as detailed in para 4.5.

(b) Upon the successful Bidder's furnishing of Performance Security, CMGI will promptly notify all unsuccessful Bidders and will discharge their Bid security unless the same is forfeited as per para 3.13 (e).

4.0 GENERAL CONDITIONS FOR BIDDING

These General Conditions shall supplement or amend the other parts of the Bidding Documents and whenever there is a conflict; provision herein shall prevail over those in the other parts of the Bidding Documents.

4.1 Governing Language



All correspondence and other documents to be exchanged by the parties shall be written in the English language. The version written in English language shall govern its interpretation.

4.2 Applicable Law Appropriate laws of Government of India shall apply.

4.3 Change in Law In the event of any Change in Law that affects the performance of the Service Provider, the Service Provider shall be given the benefit or burden resulting from such Change in Law.

4.4 Use of Bid Documents and Information

(a) All project related documents issued by CMGI shall remain the property of CMGI and originals and all copies shall be returned to CMGI on completion of the Service Provider's performance, if so required by the CMGI.

(b) The Service Provider's shall not without prior written consent of CMGI make use of any document or information made available for the project except for purposes of performing the job

4.5 Performance Security

(a) Within 7 days of the receipt of the notification of award (Purchase Order) from CMGI, the successful Bidder shall furnish a performance security for an amount of 15% (fifteen percentages) of the Annual Value of Contract, using the performance security format to be provided by CMGI.

(b) The Performance Security shall be valid for at least 90 (ninety) days beyond the completion of contract period and shall be denominated in Indian rupees and shall be a bank guarantee in favour of CMGI, payable at New Delhi, issued by a scheduled bank in India through its branch in New Delhi, India.

(c) The proceeds of the Performance Security shall be payable to CMGI as compensation for any loss resulting from the Service Provider's failure to complete its obligations under this bid. CMGI shall notify the Service Provider in writing of its invocation of its right to receive such compensation within 15 days, indicating the reasons for which the Service Provider is in default.



(d) The Performance Security shall be discharged by CMGI and returned to the Service Provider within 30 days from the date of final certificate certifying the fulfilment of the performance obligations under this Bid.

(e) The Service Provider shall furnish amendment to the Performance Security, if required, within 15 days of notification.

4.6 Payment Terms

The invoices towards the services rendered shall be submitted to CMGI on monthly basis at the end of every month for the number of seats actually deployed during the month as per the agreed number of seats. CMGI shall release the payments to the Service Provider within 10 days after the receipt of the invoice subject to satisfactory performance of the Service Provider by the PMU ORTPSA.

4.7 Time Schedule

The bidder is required to complete the entire installation, setup, in all respects, and make it operative, within the period of 60 days from the date of issue of Purchase Order.

4.8 Taxes & Duties

(a) The Service Provider is liable for all taxes and duties etc as applicable.

(b) Mandatory taxes/ duties to be recovered/ withheld by CMGI will be deducted by CMGI.

The PMU (ORTPSA) or any Third Party engaged will monitor the performance of the Call Centre every month.

4.9 Liquidated Damages

(a) If the Service Provider fails to offer the services and system within the periods specified in the Bid, CMGI shall, without pre judice to its other remedies under the Bid, ask the Service Provider to deposit the penalties, failing which deduct the same from the performance security, as liquidated damages, a sum equivalent to 1% of the Annual Bid Price for each week or part thereof of delay until Final Acceptance, up to a maximum deduction of the 10%.

(b) If the delay is more than 4 weeks, CMGI has the right to terminate the contract and encash the performance security.



4.10 Penalty

- a) If any of the essential facilities/ equipment in a Lokaseva Call Centre is found non-functional leading to dis-functionality of one or more seats due to technical breakdown attributable to Service Provider or absence of LCCEs, the same would be treated as deficiency of service. Penalty at the rate of Rs.700 (Rupees Seven Hundred only) per day per unit be deducted (in addition to pro rata reduction from monthly payment for such deficiency in services) from the monthly bill of the Service Provider for each such deficiency in the Lokaseva Call Centre.
- b) In the event of the Service Provider failing to pay the remuneration of the LCCEs or failing to provide services and outgoing telephone charges, despite a notice of 15 days in this regard, the CMGI can take over assets of all the Call Centres and run the same in a manner it may deem fit at the risk and cost of such Service Provider. The above action can be taken besides invoking the Performance Guarantee and such other legal action as the CMGI may deem fit

4.11 Probation Period

- (a) The probation period shall be 30 days of continuous delivery of Services and operation of the Call Centres following Partial Acceptance.
- (b) Final Acceptance will be given subject to the satisfactory performance during Probation Period failing which the purchase order shall stand automatically cancelled.

4.12 Contract Period

The initial contract period will be for three years from the date of Final Acceptance and will be renewable subsequently, subject to satisfactory performance.

4.13 Implementation Services

The Service Provider shall provide all services specified in the Technical Specifications in accordance with the highest standards of professional competence and integrity. The Service Provider shall appoint a Project Manager assisted by sufficient IT support. Internal arrangements shall also be made for periodic visits to the Lokaseva Call Centres at least once in two months also need to be made. CMGI reserves the right to issue directions regarding replacement of any staff assigned to work on the site by suitable qualified staff, in



the event that the particular staff hired by the Service Provider is determined to be incompetent or loses the confidence of CMGI.

4.14 Acceptance Testing

Acceptance Test (AT) for the newly set-up LCCs shall be conducted by CMGI/ any appointed third party within 7 working day from date of request letter for A.T received from the bidder . The tests to be carried out test procedure, test equipment and tools, and expected test results are to be provided by the successful bidder to meet all the specified parameters/ service requirements. The Test procedures /Test results shall be approved by CMGI.

4.15 Books & Records

Service Provider shall maintain adequate books and records/reports in connection with Purchase Order and shall make them available for inspection and audit by CMGI/ any appointed third party until expiry of the performance guarantee. Service Provider shall maintain duty roaster and daily attendance record of the Call Centre Agents in Lokaseva Call Centre. Service Provider shall also maintain a downtime logbook to record downtime of each equipment/ facility in the Lokaseva Call Centre like telephone instruments, IVRS equipment, EPABX, Computers, Server, Air conditioner, Headphone sets, incoming/outgoing telephone connections etc. The format of the registers/ logbooks would be finalized in consultation with CMGI. If upon inspection of a Lokaseva Call Centre by CMGI or their authorised representative any equipment/ facility is found to be faulty or non-operational and no corresponding entry is found in the logbook specifying the date & time, the same equipment/facility would be considered to be faulty or non-operational since the first day of that month and Penalty will be imposed for the deficiency of service starting the first day of the month accordingly. Service Provider shall appoint Call Centre Agents (LCCs) from varied disciplines of agriculture and allied sectors such as veterinary, fisheries, sericulture etc. depending on the number of seats in each LCC. It shall have space & capacity to house double the number of seats per shift. Service Provider shall send certified copies of the duty roaster, attendance record and downtime logbook for each month for each Lokaseva Call Centre to CMGI at the end of the month.

4.16 Notice

Any notice given by one party to the other pursuant to this bid shall be sent to the other party in writing to the other party's address. A notice shall be effective



from the date when Notice in writing is delivered or tendered or affixed at a conspicuous place whichever is earlier.

4.17 Default and Termination

(a) CMGI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Service Provider, terminate the Contract for

services in whole or in parts:

- i If the Service Provider fails to deliver either the whole or part of the “Services” within the time period(s) specified in the Contract or any extension thereof granted by CMGI.
- ii If the Service Provider fails to perform any other obligation(s) and,
- iii If the Service Provider, in either of the above circumstances, does not cure its failure within a period of 30 days (or such longer period as CMGI may authorise in writing) after receipt of the default notice from CMGI.

iv On a notice period of 60 days.

(b) In the event CMGI terminates the Contract in whole or in part, as per sub-clauses (i) to (iii) above, the CMGI may procure and install, upon such terms and in such manner as it deems appropriate, similar setup. It will be done at the risk and cost of the Service Provider. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

(c) All data /reports collected by the bidder shall be returned to CMGI in its original form upon such terminations. Bidder shall not have any right on this database, which is proprietary to CMGI.

4.18 Termination for Insolvency

CMGI may at any time terminate the Contract by giving 30 (thirty) days written notice to the Service Provider without compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action which has accrued or will accrue thereafter to CMGI.

5.0 FUNCTIONAL REQUIREMENTS



A list of Functional Requirements and deliverables envisaged by CMGI is given below and the Service Provider must send the compliance to these requirements. These requirements shall be seen in respect of the Project Description and Scope of Work defined in section 2.0.

1. There would be a distinctly separate unit/ enclosure for LCC when it is located in the general call centre of the Service Provider.
2. Call Centre Agents would have the following minimum qualifications:
 - i. At least a Graduate or above with Computer Diploma.
 - ii. The LCCEs should be from the same state
 - iii. The LCCE must have fluency in the local language/ dialect.
3. A LCC Supervisor, apart from his duties as a LCC Agent, shall also be responsible for liaising with different Stakeholders and resolving the local issues for smooth functioning of the LCC.
6. LCCEs shall be conversant with the local language/ dialect shall also have good knowledge of the English language. It shall maintain general information in the database in the form of FAQs. For this, it shall be updating the database on regular basis.
7. Service Provider shall recruit sufficient number of LCCEs in the call Centre as per the Shift Factor taken at 25% for provisioning of weekly off days and eligible leaves of the LCCEs
8. It shall have sufficient numbers of the incoming lines with all facility.
9. The Service Provider would bear the cost of registration charges, installation charges and security deposits, if any, for the telephone connections in the LCC, whereas CMGI would reimburse the payments made towards regular telephone bills to the Service Provider without any Service Charges. Any disputes with the Telecom Operator would be handled by the successful bidder /LCC Operator.
10. Service Provider shall have the mechanism in place to ensure that unauthorized calls are made from the outgoing lines of the LCCs and the telephone charges of the LCC would be reasonably commensurate with the no. of calls recorded in the LCC MIS. Call charges for any unauthorized calls which cannot be justified satisfactorily by the Service Provider would not be reimbursed by CMGI.
11. It shall have space & capacity to house double the number of seats per shift.
12. CMGI have the right to vary quantities, i.e., the number of seats in the LCCs.
13. In case Service Provider intends to change the location of a LCC, it shall be required to give one month prior notice to CMGI and also obtain prior approval of CMGI.
14. It shall have capability to logically partition the switching system to avoid Interference with other set of users.
15. It shall have IVRS with support local languages wherever so required. These local languages are to be selected based on caller



16. It shall be possible to customize the IVRS prompt as per the requirement of CMGI.
17. It shall have Automatic Call Distribution feature based on Skill, Idleness, and utilization of each operator.
18. In case the operator is unable to answer the queries, it will be transferred to the experts from CMGI/ any Designated Officer of ORTPSA, on PSTN lines using call conferencing. The queries and replies given by CMGI experts will also be logged into the database. For this, the availability of the outgoing PSTN lines and conferencing facilities are to be arranged by the Service Provider.
19. It shall have permanent Internet connectivity to send the MIS reports to CMGI electronically and to access CMS Database.
20. It shall have the facility to host the web portal. Details of hosting requirement and contents, if required, will be provided separately.
21. It is the responsibility of the successful bidder to co-ordinate with the Telecom Service Provider (s) of the toll free numbers to ensure 1800-180-1551 call routing in their switches/ exchanges.
22. It shall have an uptime of 99% during the normal working times. In the event of failure to meet this requirement the CMGI would decide the nature and extent of penalty to be imposed
24. Calls are to be answered within 3 rings with hold time not more than 5 seconds.
25. It shall have feature to generate customized MIS reports as per the requirement of CMGI.
26. MIS Reports: The daily, weekly, monthly MIS reports shall include the following but not limited to: report on calls handled, call pending, average duration of calls, min. & max duration of calls, number of instances the operator found busy, calls abandoned due to breakdown, call made / referred to CMGI experts.
27. Service Provider shall send certified copies of the duty roaster, attendance record and downtime logbook to CMGI at the end of the month.
28. Service Provider shall send telephone bills for the LCCs along with a statement showing comparison of the actual telephone bills versus the recorded call details to CMGI for reimbursement of the telephone expenses.



6.0 FORMS AND SCHEDULES

6.1 Declaration Regarding Acceptance of Terms & Conditions Contained in the RFP Document

To,
**The Executive Director,
Centre for Modernizing Govt. Initiative
(CMGI)
OCAC Building, Plot No. N-1/7-D
Acharyavihar Square, RRL Post Office,
Bhubaneswar-751013.**

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. **CMGI/PMU/CALL-CENTRE/ 68/2015/ [REDACTED]**] regarding appointment of Service Provider for providing Lokaseva Call Centre Services to the CMGI.

I declare that all the provisions of this RFP Document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Signature

Name: _____

Designation: _____

Company: _____

Address: _____



Note: - Copy of authorization by competent authority in the bidders company pertaining to not only this form but entire bid should be enclosed.

6.2 Bid Letter Form

From

(Registered name and address of the Bidder.)

To

**Executive Director,
Centre for Modernizing Govt. Initiative
(CMGI)
SISHU BHAWAN SQUARE, UNIT-1
FOREST PARK , BHUBANESWAR
Pin- 751009, ODISHA**

Sir,

Having examined the bidding documents, we the undersigned, offer to provide Services including all additional services associated thereto, also called the "Services" as detailed in the bidding document in response to your Request For Proposal No. dated

We undertake to:

1. Maintain validity of the Bid for a period of 120 days from the date of Bid opening as specified in the bidding document, which shall remain binding upon us and may be accepted at any time before the expiration of that period.
2. Provide services for a period of 3 years from the date of Final Acceptance, in conformity with the conditions contained in RFP and Purchase Order issued thereafter.
3. Execute all contractual documents and provide all securities & guarantees as required in the bid document (and as amended from time to time).



Dated this _____ day of _____.

Signature

Duly authorised to sign bid for and on behalf of

Witness:

(Signatures with name
and designation)

Address:

6.3 Bid Security Form

FORMAT OF BID SECURITY (EMD)

Whereas (hereinafter called “the Bidder”) has submitted its bid dated..... for the supply of vide Tender No. dated KNOW ALL MEN by these presents that WE OF having our registered office at (hereinafter called “the Bank”) are bound unto Centre for Modernizing Government Initiative (CMGI) (hereinafter called “the Purchaser”) in the sum of Rs. for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

- i. The Bidder withdraws their Bid during the period of Bid validity specified by them on the Bid letter form
- ii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon for question under any circumstances
- iii. Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the CMGI..



- iv. Does not accept the correction of errors pursuant to para 3.7 of the RFP
 - v. Bidder does not respond to requests for clarification of their Bid
 - vi. Bidder fails to co-operate in the Bid evaluation process, and
 - vii. In case of a successful Bidder, the said Bidder fails:
 - To sign the Contract Agreement in time; or
 - To furnish Performance Guarantee, in accordance with the instruction to bidders.
- The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand, the purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

	Signature of the Bank Authority
	Name
	Signed in Capacity of
Name & Signature of witness	Full address of Branch
Address of witness	Tel No. of Branch
	Fax No. of Branch

6.4 Details of Organizational, Financial and Technical Capacity of the Bidder

- I. Organizational
 - i. Type of Organization.
 - ii. Name of the CEO
 - iii. Profile of the Company - Business Areas, Objectives, Mission and Vision, Duration of the Company Business
 - iv. Manpower/Staff Strength
 - v. No of Branches
 - vi. Composition of the Board of Directors
 - vii. Organizational Chart
- II. Financial
 - i. Income Tax Returns of the last Three Years



- ii. Audited Annual Financial Reports for the last three years
- III. Technical
- i. List of Clients and the kind of services provided to them (enclose DOT Certificate)
 - ii. Accreditations obtained by the bidding Company
 - iii. Has the Company ever been black listed by any organization? If so, give details
 - iv. Arrangements for customers' feedback and its redressal in the company
 - v. Experience of handling a Citizens based Call Centre.

6.5 Cost of Fixed Assets taken for Working Out Total Operating Cost Per Month.

Sl.No	Name of the Service	Basic Unit Price(Per Seat)	Tax (%)	Tax Amount (Rs.)	Net Amount(Per Seat)	Remarks
	Call Centre Services					
Total						
(This will be selection criteria for L1 Bidder in the Commercial bid evaluation)						



6.6 Performance Bank Guarantee

**Executive Director,
Centre for Modernizing Govt. Initiative (CMGI)
SISHU BHAWAN SQUARE, UNIT-1
FOREST PARK , BHUBANESWAR
Pin- 751009, ODISHA**

(With due stamp duty if applicable)

OUR LETTER OF GUARANTEE No. : _____

In consideration of Centre for Modernizing Govt. Initiative (CMGI), having its office at OCAC Building, Acharyavihar Square, Bhubaneswar (hereinafter referred to as "CMGI" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered in to an agreement dated _____/issued Purchase Order No. _____ dated _____

with/on M/s _____

_____ (hereinafter referred to

as "The Service Provider" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Service Provider having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated _____/Purchase Order No. _____ dated _____ and CMGI having agreed that the Service Provider shall furnish to CMGI a Performance Guarantee for the faithful performance of the entire contract, to the extent of 15% (fifteen percent) of the value of the Purchase Order i.e. for _____. We, _____ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your



favour for account of _____ (The Service Provider) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order. Hereby, we undertake to pay up to but not exceeding _____(say _____only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Service Provider having failed to perform the Agreement and despite any contestation on the part of above named Service Provider. This Letter of Guarantee will expire on _____ including 30 days of claim period. However, its validity can be got extended before _____solely at the instance of the CMGI. This clause shall remain valid notwithstanding anything else contained to the contrary in this document. Any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

 Authorized Signature
 Manager

Seal of Bank

6.7 Format for Seeking Clarifications, Submitting Queries / Suggestions for the Pre Bid Conference

Name of the Company:

Name of the Concerned Person:

Sl No	Reference No. of the RFP	Clause/ Section of the RFP	Page No	Query / Suggestion
1				
2				
3				

Name and Signature
 of the Bidder's Representative

Note: The Bidder should provide this information in an MS EXCEL file.



Annexure 1

Configuration of Desktop PCs to be provided for each seat in Lokaseva Call Centre

SI No.	Item and Configuration
1	Desktop, preferably slim
2	AMD Athlon II/Intel Core 2 Duo Processor or subsequently equivalent/better (e.g. Intel i3), Intel G965 Express chipset or subsequently equivalent/better
3	Bus Architecture - PCI & PCI Express or better, Expansion Slot- 2 PCI, 2PCI Ex, 1PCI Ex graphics or more
3	10/100/1000 Network card with WOL
4	• 2 GB DDR3 expandable to 4 GB or Higher
5	500 GB SATA
6	Dual Layer DVD Writer
7	104 Key OEM Keyboard & Optical Scroll Mouse with Mouse Pad
8	TCO 03 Certified 19" LED Monitor
9	Windows 7 Professional
10	Antivirus: Latest version Norton/ McAfee/Trend Micro with 3 year up-gradation validity



11	3 years on-site warranty
12	Office Automation Suite such as Open Office



Annexure 2

SPECIFICATIONS FOR EPABX

Category A

1	Extensions	8
2	Junctions	8
3	Expandable Ports	Expandable to other categories
4	Compatible	ISDN
5	Operator's Console	One

Category B

1	Extensions	16
2	Junctions	ISDN PRI 1
3	Expandable Ports	Expandable to other categories
4	Compatible	ISDN
5	Operator's Console	One

Category C

1	Extensions	24
2	Junctions	ISDN PRI - 2
3	Expandable Ports	Expandable to other categories
4	Compatible	ISDN
5	Operator's Console	One

Category D

1	Extensions	32
2	Junctions	ISDN PRI - 2
3	Expandable Ports	Expandable to other categories
4	Compatible	ISDN
5	Operator's Console	One

Category E

1	Extensions	48
2	Junctions	ISDN PRI - 3
3	Expandable Ports	Expandable to other categories
4	Compatible	ISDN
5	Operator's Console	One



The EPABX system should be Digital Microprocessor based stored program control with latest Software Version. It should have facility to connect Computer Terminal, Telephone, and Paging System through suitable Interface common to all such devices.

- Bidders shall indicate full details of the system offered including CPU speed and HDD Type/capacity in their offer.
- The system shall be capable of working in a suitably ventilated non-air-conditioned environment. System design shall be immune to noise from various sources like power supplies, lighting system etc.
- The System shall ensure a very high degree of availability and maintainability through use of highly reliable components and appropriate structural functional units.

Provision of redundant control units in a suitable configuration shall be provided as an option.

- All components should be rated for continuous operation of the system. It should be designed in such a way that any damage in any circuit/ subassembly/ assembly should be self-containing and should not be propagating to other parts of the system.
- The EPABX shall be capable of pulse to tone conversion and vice versa to enable correct operation (originating & receiving calls) with the DTMF and dial pulse signalling having a speed range of 8-12 PPS and break ratio of 50 to 80%. Dialling out shall meet following limits.
 - o Dial Speed : 10+/-0.5 PPS
 - o Make/break ratio : 1:2, normal with break period between 65 to 68%.
 - o IDP:>550 ms.
- Call buffer memory shall be at least 1350 for Small Systems and 5000 for Large Systems. The bidder shall indicate call buffer memory capacity offered.
- EPABX will be with facility to generate information like number of calls landed, number of calls matured, number of unsuccessful calls, average handling time, average talking time, login hours, queue time, ACD report etc.
- EPABX Category shall be provided as per the number of seats at respective locations



Annexure 3

SPECIFICATIONS FOR SERVER

Configuration 1: Tower Model Server; Intel/AMD One Processor Quad Core, or better 2.4 GHz or better with 8 MB L3 Cache memory or better; 1GB ECC 800 MHz DDR3 RAM and Minimum of 4 DIMM Slots; HDD - 2X500 GB or Higher Enterprise class SATA HDD 7200 RPM; 4 Port RAID Controller for RAID 0/1; 4 Bays (minimum 2 Internal); 3 USB Port, 1 Serial Port; 8x or better DVD RW Drive; Dual LAN (10/100/1000) Network Card with asset feature tracking and security management, remote wake up etc.; 43.2 cm (17") TFT/wide TFT monitor - TCO-3 or TCO-9 certified; 101 keys key board: Optical Mouse.

Configuration 2: Tower Model Server; Intel/AMD Two Processor Quad Core, or better. 2.13 Ghz, 4MB L3 Cache 800 MHz Qpi bus (to be supplied with one processor quad core as standard); 2X1 GB 1067/13333 MHz DDR3 RAM Expandable to 24 GB; HDD - 3X300 GB, 10000 rpm SAS; Minimum 3 ports SAS controller with 128 MB cache; 4 Bays (minimum 2 Internal); 3 USB Port, 1 Serial Port; 8x or better DVD RW Drive; Dual LAN (10/100/1000) Network Card with asset feature tracking and security management, remote wake up etc.; 43.2 cm (17") TFT/wide TFT monitor - TCO-3 or TCO-9 certified; 101 keys key board: Optical Mouse.

Annexure 4

SPECIFICATIONS FOR WEB CAM

Web camera, 2 mega pixel or higher (capable of working in low light conditions), 1 x Hi-Speed USB 3.0 - 4 pin USB Type A, Drivers & Utilities, Vid HD, 1 x USB cable - 5 ft.

Annexure 5

SPECIFICATIONS FOR UPS

For Computer: 600 VA capacity (line interactive), 800 VAH Battery back-up

For Server: 1 KVA capacity (on line) with 1600 VAH Battery back-up; by-pass facility shall be provided for maintenance of UPS

(Detailed specifications are being provided separately)