24. Vendor should make satisfactory provisions/arrangements so that the resources deployed in the call centre do not breach the security/confidentiality.

25. The vendor and the client shall jointly review and evaluate vendor's performance on all parameters viz. arrangements, services, software/hardware use, updating the system, observance of laws, compliance of instructions of Deputy Collector Emergency, Sundargarh, training of call agents (employees), and customer satisfaction etc. on quarterly basis. The vendor shall take all necessary steps to rectify any identified deficiencies

26. A monthly statement in suitable format including particulars of employees i.e. call agents, team leaders; manager etc. shall be submitted to Deputy Collector Emergency, Sundargarh. When a new person is appointed, it should be duly reported to the client (Addl.District Magistrate,Sundargarh). The client may require the Vendor to remove a Call Centre worker on ground of misconduct, non-performance or threat to security etc. The Vendor will remove such a worker from the Call Centre.

27. The vendor shall submit to the client, reports and documents demanded by the client relating to performance of the services or operation of this contract periodically as may be specified by the client.

28. The vendor will grant access in the call centre to assigns of the client, QA team, consultants & auditors etc. appointed/authorized by Deputy Collector Emergency, Sundargarh for inspection on overall functioning of the call centre. Any discrepancies noticed shall be duly rectified by the vendor.

29. The vendor will appoint a person to be the nodal officer for coordinating with the client. The person identified must be available over phone at all times.

30. The vendor shall not directly or indirectly transfer, assign or sublet the contract or any part thereof under any circumstances.

31. The vendor shall bear the monthly electricity & water charges of the call centre premises, if CCE operating from CCA premises.

32. . CCA to manage update IVRS as per requirement

**Call Centre Software**:

1. The CCA shall provide business flow adherence including implementation of changes in the business flow, escalation matrices of various applications & services, as and when communicated by Addl.District Magistrate,Sundargarh at no additional cost.

2. Best specifications shall be adopted (with latest technology/best in the industry) by the CCA for commissioning, operating and maintaining the call centre.

## III. Responsibilities of DMF Sundargarh

1. Administratively approve the project proposal as received from Addl.District Magistrate,Sundargarh.
2. Participate in quarterly and yearly review meetings conducted by the Collector and Managing Trustee DMF Sundargarh for performance assessment of the Agency.
3. Take necessary action as per the information received from Deputy Collector, Emergency Sundaragrh during review of the concerned Agency as per instructions of Collector and Managing Trustee DMF Sundargarh.

4. Scrutiny and release of funds to the as per actual bills submitted and stipulated norms.
5. Monitor and Evaluate project progress periodically.

**20. Periodicity of Payment**

1. The payment will be made on monthly basis. The Service provider will raise its invoice on completion of services during this period duly accompanied by evidence of services provided. The payment will be subject to TDS as per Income Tax Rules and other Deputy Collector Emergency, Sundaragrh deductions as per Applicable laws.
2. The Successful Bidder will have to intimate the bank account number, and other details of the bank to enable Deputy Collector Emergency, Sundargarh to credit the payments into the account.
3. No interest shall be payable for delay in making the payments. The Successful Bidder shall not be entitled to any interest with respect to any money which may be due to him from Deputy Collector Emergency, Sundargarh .
4. While claiming the payment, the Successful Bidder must certify on the bill that the payment being claimed is strictly within terms of the contract and all the obligations on his part for claiming this payment have been fulfilled as required under the contract.
5. In case of delay in payment the service provider should operator the call centre uninterruptedly during the contract period.

**21. Project Duration**

1. Initially the duration of the project will be for Three (3) Years i.e., Thirty-Six Months (36 Months) from the date of signing of agreement and may be extended for a further period of further Two (2) years i.e., (24 Months) subject to satisfactory performance and requirement of client and approval of the competent Authority.

2. Commencement: The selected agency shall commence the work with immediate effect from the date of signing of the agreement.

3. Validity: Unless terminated earlier, the agreement shall be valid up to 36 months from the date of execution of agreement and automatically expire after completion of the agreement period.

## 22. Steps for Project Implementation

| Sr. No. | Step | Responsibility | Timeline for Completion |
|---|---|---|---|
| 1 | Issue of Letter of Intent (LoI) | Deputy Collector, Emergency | Within 2 working days of finalization of the agency |
| 2 | Submission of Performance Bank Guarantee | Agency | Within 7 working days of receiving the LOI |
| 3 | Signing of the MOU | Addl.District Magistrate,Sundargarh with the Agency | Within 10 working days of receiving the PBG from the Agency |
| 4 | Deployment of manpower, readiness, and commencement of services of Call Center at Sundargarh. | Agency | Within 10 working days of signing of MOU |
| 5 | Submission of DPEP | Agency | Within 7 days of signing of MOU |
| 6 | Approval of DPEP | Addl.District Magistrate, Sundargarh | Within 7 working days of receiving the DPEP |
| 8 | Submission of monthly bills by the Agency to the Deputy Collector Emergency Sundaragrh | Agency | By the 4th of every proceeding month |
| 9 | Fund release to the selected Agency on submission of bills (monthly) | Deputy Collectorate Emergency | Within 25 working days of receiving of bills from the Agency |
| 10 | Supervision, Monitoring and Review of the project (monthly) | Deputy Collectorate Emergency | By 20th of every month |

## 23. Monitoring and Evaluation

1. Regular review meetings shall be conducted by the office of the Addl.District Magistrate,Sundargarh to monitor the implementation of the project. The selected Agency shall submit the progress report on monthly basis in the desired format as per given schedule to the office of the Deputy Collector Emergency ,. This monthly

progress report shall be verified and submitted by the Deputy Collector Emergency to the office of DMF Sundargarh on a regular basis.

2. Yearly review (at least two per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with Deputy Collector Emergency, to assess the services provided and the compliance of the selected Agency to the Scope of Work.
3. Addl.District Magistrate,Sundargarh shall undertake an 'Inspection' for evaluation of the Call Centre and submit the report to Collector-cum-Chairperson and Managing Trustee, DMF. The Inspection shall be carried out after the end of each year (after project initiation)

Annual Financial Audit' shall be carried out by the selected agency through an independent auditor and the report shall be submitted to Deputy Collector, Sundargarh and CEO DMF Sundargarh within three months of completion of a Financial Year. No additional funds shall be provided for these audits and evaluations.

All assets, equipment and tools procured under the project will be property of the office of the Deputy Collector, Sundargarh and the Agency will have no right over it.

**Executive Committee**: This committee shall comprise of Addl.District Magistrate, Sundargarh, Chairperson, CDM& PHO,Sundargarh, Deputy Collector,Emergency Sundargarh and any other member as approved by the District Collector cum Managing Trustee DMF Sundargarh. It shall be responsible for overall execution and management of the project. The process of finalizing the capital/ any item required for smooth operation of Call Center , approval if excess funds if required, training of staff etc shall be firstly approved by this committee.

## 24. Indemnification

1. The Agency shall be fully responsible for the conduct of the HR hired.
2. Addl.District Magistrate, Sundargarh shall not be responsible for any injury or loss of life of personnel deployed/deputed by the Agency which may take place in the course of their deployment.
3. The Agency shall at all times indemnify and agree and undertake to defend and hold the Client, harmless against all liabilities, damages, losses, expenses, claims, suits, proceedings, judgments, settlements, actions, costs of any nature whatsoever, whether directly or indirectly arising out of the agreement executed between client and the Agency, under the provisions of the following as applicable (Addl.District Magistrate, Sundargarh and DMF shall not own any responsibility in this regard.).

**25. Payment of Appropriate Wages by the Selected Agency**

1. The Agency shall pay as applicable all the wages / salaries as provisioned for each category of HR hired for:

   i. Payment of Wages Act,1936

   ii. Minimum Wages Act,1948

   iii. Employer's Liability Act,1938

   iv. The Workmen Compensation Act,1923

   v. Industrial Disputes Act, 1947

   vi. Maternity Benefit Act,1961

   vii. Any other relevant Act

2. Wages shall not be less than the minimum wages prescribed by Govt. of Odisha for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in this Call Center within time stipulated as per labour laws by way of ECS/RTGS/NEFT and submit the photocopy of the acquaintance roll along with the bill for the following month as a proof thereof.

3. Payment of wages to the contractual staff engaged is to be ensured by Agency and it would not be linked with clearance of Bill/Invoice of the selected Agency from the office of Deputy Collectorate Emergency Sundargarh.

4. In case any complaint is received, or it is observed that payment to deployed staff is not being made as per law, the Agency shall have to make payment to these staff at their risk and cost, in the presence of an authorized officer of Deputy Collectorate Emergency.

5. The bidder shall be fully responsible for adhering to the provisions of various laws applicable on them including Labour laws and Minimum Wages Act. In case the bidder fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the bidder shall be fully responsible to compensate/indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of Public Debt Recovery Act or other laws as applicable on the occurrence of such situations.

**26. Reporting Arrangements**

1. The selected Agency direct shall work under supervision of the Deputy Collectorate, Emergency, Sundargarh; and CEO, DMF Sundargarh, Government of Odisha.
2. Regular review meetings shall be conducted by the office of the Deputy Collectorate Emergency to monitor the implementation of the project and achievement of objectives.
3. The selected agency must submit all relevant information on day wise as mentioned above (Different Report to be submitted)
4. Before commencement of Call format for reporting will be designed and shared by Deputy Collector Emergency , Sundargarh to the service provider agency.

## 27. Termination of the Project and MOU

1.Client by written notice, suspend the agreement if the Bidder fails to perform any of his obligations as per the terms and conditions of the MOU/ contract / agreement including carrying out the services, such notice of suspension shall:

1. Specify the nature of failure
2. Advise the remedy of such failure and rectify within a period not exceeding 15 days from the date of receipt of such notice by the service provider.

2.Authority may terminate the contract by not less than 30 days written notice of termination to the service provider on occurrence of any of the events specified below and / or as specified in Terms & Conditions / Agreement. The decision of authority shall be final and binding on the service provider.

1. If the Bidder does not rectify a failure in the performance of his obligations within 30 days of receipt of notice.
2. If the Bidder becomes insolvent or bankrupt.
3. If, as a result of force majeure, the Bidder is unable to perform a material portion of the services for a period of not less than 30 days.
4. If, the service provider is found to be engaged incorrupt or fraudulent practices in competing for or in implementation of the project.
5. Failure to commence Call Center within 60 days from the date of issue of LOI / LOA / Work Order.
6. Criminal indictment of the promoters, member/s of the Board of Directors, chief functionaries, key personnel engaged by the service provider for operation and management of the services.
7. Engagement of unqualified persons for running of the Call Center.
8. Certification of un – satisfactory performance by the Evaluation Committee / Officer – in Charge of the work.
9. Any other circumstances , the client is no longer required the services

## 28. Service Level Agreement (SLA)

SLA

This document describes the minimum acceptable level of service to be provided by the Vendor. The Service Level Agreements (SLAs) enlisted here are indicative and an exhaustive list will be prepared by Additional District Magistrate , Sundargarh on award of the contract.

| S.N. | Performance Criteria | Definitions | Penalty Computation | Target | Penalty | Illustration |
|---|---|---|---|---|---|---|
| 1 | Average Call Response Time / Average Speed of Answer (ASA) | Average call response time (This is the average time for a callers waiting in a queue to be attended by an agent). Also known as Average Speed of (ASA) | Monthly | 85% of incoming calls within 10 Seconds | The proposed rate of penalty would be 0.25% of the value of total cost payable per month for non-compliance to the service levels for every percentage below the expected levels of services. | Let us assume, Call Offered - 1000,Average Calls answered in 10 Sec. - 700, ASA = 70% ( 700/1000), SLA Breach - 15%, Penalty percentage =( 15*0.25)= 3.75 % of total cost Payable per month |
| 2 | Average Handle Time (AHT) Inbound | This is a measure that refers to how long it takes to manage a call. AHT shall be calculated as the sum of the average talk time, hold time and wrap time for all calls in the CCC. | Monthly | Not more than 200 seconds | The proposed rate of penalty would be 0.15% of the value of total cost payable per month for non-compliance to the service levels for every percentage below the expected levels of services. | Let us assume, AHT Achieved - 220 Sec. Target = Less than 200 Sec. SLA Breach - 10 % (20/200) Penalty percentage = (10*0.15)= 1.5 % of total cost Payable per month |
| 3 | Abandoned Call Rate (%) | This measures % of calls where the caller has requested for an agent but got disconnected before being answered to the agent. | Monthly | Less than 1 % | The proposed rate of penalty would be 0.25% of the value of total cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services. | Let us assume, Call offered - 1000 Call Abandon - 110 SLA Achieved - 89% SLA Breach - 10% (99%-89%) Penalty percentage = (10*0.25)= 2.5 % of total cost Payable per month |

| | | | | | | |
|---|---|---|---|---|---|---|
| 4. | Adherence | Adherence is a measurement of agent's actual time of work against the time scheduled for work<br>Adherence = AT/ST *100 = 90%<br><br>AT (Available Time) = Time Spend the handling Call + Time the agent is waiting for calls or available for calls,<br><br>ST (Scheduled Time) = Shift Time - Lunch/Dinner/ Break/Training | Monthly | Not less than 90% | The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services. | Let us assume, Targeted Adherence - 90%,<br><br>Total Login Hours = 8000,<br>Agent Not Ready Hours (i.e. Break/Lunch/ Training) = 1000,<br><br>Scheduled Time (7000/8000)*100 = 88%<br>SLA Breach (90-88) = 2%,<br>Penalty Percentage (2*0.5) = 1% of total cost payable per month |
| 5 | Call quality Score | Call Quality Audit Score will be measured through Annexure - J | Monthly | As per Annexure - J for all calls audited | The proposed rate of penalty would be 0.1% of the value of total cost payable per month for every percentage of Average Calls and 0.25% of the value of total cost payable per month for every percentage of Poor Calls.<br><br>Details as per Annexure - J | Targeted Percentage - 100% SLA Achieved - 100%. No Penalty<br><br>Let us assume Total Audited Calls = 100, Excellent Calls 40%, Good Calls = 20%, Average Calls = 30%, Poor Calls = 10%<br><br>SLA breach = 40%( average+poor)<br><br>Then Penalty % on Average Calls (30*0.1%) = 3%, Penalty % on Poor Calls (10*0.25%) = 2.5%<br>Total Penalty = 5.5% of total cost payable per month<br>Note: This penalty may be exempted for first three months after commissioning. |

| | | | | | | |
|---|---|---|---|---|---|---|
| 6 | IVRS/Fuctio na lity/website/ other IT related Updation time | IVRS menu/ tree / Fuctionality/web s ite/other IT related should be updated modified within defined time frame as per the requirements from GoMP. | Monthly | Within 24 Hrs. | The IVRS menu/ tree/Fuctionality/ website/other IT related shall be updated within 24 hrs. INR 2500 for every additional 24 hour slot beyond the target, to be deducted from Monthly Payment. | Let us assume - IVRS change request is given on 20th by 12 PM of Months and IVRS modification is not done before by 12 PM of next day, 2500 penalty will be levied. |
| 7 | New report generation/ change in existing report | Any changes in the reports will be done by Call Centre Agency in the timeline mutually decided by GoMP and Call Centre Agency. | Monthly | As per the decided timeline of requirement | The changes in software/ CRM/ workflow need to be implemented in the agreed timeline. Rs. 2500 for every additional day beyond the target, to be deducted from Monthly Payment. | Let us assume - Change request timeline is given 20th of the month and Changes are not done in defined timeline, Rs. 2500 penalty will be levied for delay of each day till the implementation. |
| 8 | System Availability | Availability is defined as the ability of an end user to access and execute any of the included application functions from a functioning workstation and live network connection. For an application to be available, all of its supporting systems must be operational. | Monthly | > 99% monthly | The Purposed rate of penalty would be 1% of value of total cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services. | Let us assume, Targeted Percentage - 99% SLA Achieved - 98% Penalty percentage = 1 % of total cost Payable per month |
| 9 | Upkeep & Maintenanc e of Call Center | FMS facilities provided in call center in cluding all software and hardware, Headphone , PC , Printer & all other etc | Monthly | Any Issue exceede d for more than a month | The issue shall be rectified within a month. The Purposed rate of penalty would be 1% of value of total cost payable per month for non- Compliance. However, IT Items like PCs, Printers, Headsets etc are to be repaired | Let us assume - Issue Raised On 1-January 2024 and resolved on 5-1.2024 Penalty Days = 5, then Penalty Percentage (5*1) = 5% of total cost payable per month |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | immediately from the spares failing which, penalty would be 1% of value of total CCE cost payable per month for every additional day beyond the target would be levied | |
| 10. | Manpower Deployment (CCE) | Manpower Deployment under this project (As mentioned in this RFP) | Monthly | 100% | • Penalty for the absent of CCE/Agent will be calculated on daily basis. If the CCE/Agents are absent for the particular day penalty of that day will be levied and will be deducted on monthly invoice. | Example: Total agents = 15, absent for a particular Day = 5, Total absent in a Month = 25, Agents/day cost = X, than the calculated penalty will be 5*X for that day & 25*X for that month. |
| 11. | Average Handle Time (AHT) Outbound/ Call back | Average call handling time (outgoing calls): Average amount of time where Call Centre Executives are on call (Talk time + Hold Time + wrap up Time) with consumers for follow-up and feedback | Monthly | Not more than 100 seconds | The proposed rate of penalty would be 0.25% of the value of total cost payable per month for non-compliance to the service levels for every percentage below the expected levels of services. | Let us assume, AHT Achieved - 120 Sec. Target = Less than 100 Sec. SLA Breach - 20 % (20/100) Penalty percentage = (20*0.25)= 5 % of total cost Payable per month |

i. The maximum penalty will be levied as per actual
ii. There is no maximum penalty limit
iii. Penalty for the absent of CCE/Agent will be calculated on daily basis. If the CCE/Agents are absent for the particular day penalty of that day will be levied and will be deducted on monthly invoice.

1. Example: Total agents = 15, absent for a particular Day = 5, Total absent in a Month = 25, Agents/day cost = X, than the calculated penalty will be 5*X for that day & 25*X for that month.
2. If penalty for the three consecutive months will be more than 10 % of monthly invoice, than Deputy Collector Emergency may terminate the contract and decision of the committee constituted by Deputy Collector Emergency will be final.
3. Penalty shall be levied for delay in commissioning.
4. If CCE reshuffle from Inbound to Outbound requirement, than revised SLA will be applicable as decided by the committee constituted by Deputy Collector Emergency.
5. Penalty shall be levied for delay in timely providing any requested upgradation/functionality/updation/credentials/service/data etc asked by the client.

## 29. Payment Procedure

1. The selected Agency shall submit the Bills/Invoices by the 5th day of each subsequent month to the office of Deputy Collectorate Emergency, Sundargarh. Bills/Invoices must be raised based on the rate quoted by the agency under this RFP. The Bills/Invoices shall be supported with the following documents:

2. Attendance sheets/Timesheets, Remuneration / Salary / Wages sheets of all the employees / HR staff etc deployed at Call Center and Copy of EPF Challan along with details of deduction of each employee and ESIC certificate. The EPF challan along with details of deduction of each employee and GST of the previous months shall be attached.

3. The agency has to submit MPR (Monthly Progress report) as per Clause No-18 or any other report as per requirement of the client as and when required.

4. After submission of a centralized monthly bill/invoice complete in all respect, it shall be scrutinized for its correctness, verified, and approved for payment by the Deputy Collectorate Emergency, Sundargarh.

5. Office of Deputy Collectorate Emergency Sundargarh shall submit these verified bills/invoices along with abstract and supporting documents, within 15 working days to DMF Sundargarh.

6. DMF Sundargarh shall verify the abstract and supporting documents and release payment to Deputy Collector Emergency Sundargarh.

7. Centralized payment shall be done by Deputy Collector Emergency Sundargarh for the single monthly bill/invoice raised by the selected agency.

8. All taxes applicable will be deducted as per provisions.

9. All assets, equipment's and tools utilized under the project will be property of the office of the Deputy Collector Emergency, Sundargarh and the Agency will have no right over it.

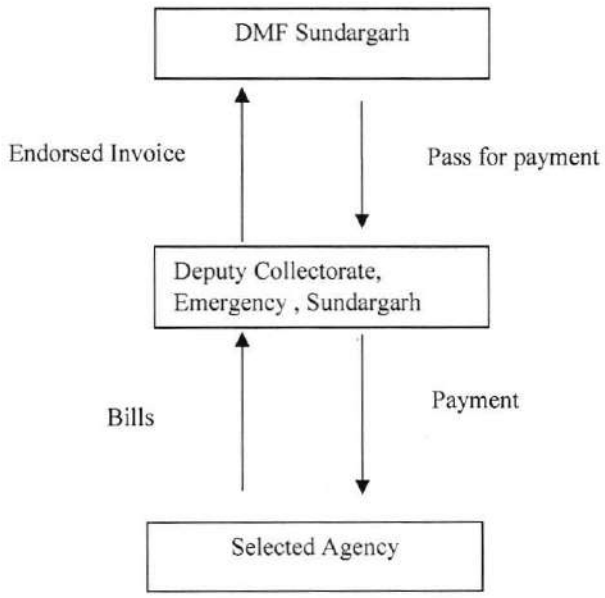
10. The Additional District Magistrate , Sundargarh may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower.

11. Invoice submitted should be in the format as specified under GST Laws viz. all details as mentioned in Invoice Rules like GSTIN registration number, invoice number, quantity, rate, value, taxes with nomenclature CGST, SGST, IGST mentioned separately, HSN (Harmonized System of Nomenclature) Code / SAC (Services Accounting Code) Code etc.

12. Payment to the successful bidder will be subjected to TDS as per rules in force from time to time. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act & GST, as amended from time to time and a certificate to this effect shall be provided to the successful bidder by Deputy Collector, Emergency, Sundargarh.

13. The Successful Bidder has to give an undertaking that GST as mentioned in the invoice has been /will be paid and also file returns as per respective extant rule

## 30. Fund Flow Mechanism



**Section IV: Technical Proposal Submission Forms**

**Tech - 1 Covering Letter**

*(On Bidder's Letter Head)*

[Location,

Date]

To,

Addl.District Magistrate,Sundargarh,
**At- Collectorate, Sundargarh**
**P.O. Sundargarh District, Pin-770001**

**Subject: Selection of Agency for Operation & Management of Call Center at Sundargarh under DMF Sundargarh**

**[TECHNICAL PROPOSAL]**

Dear Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for RFP Proposal No.: _____, Dated: _____. I hereby submit the proposal which includes this technical proposal sealed under a separate envelope. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR including of our technical & financial proposal is found to be deviated, then your department shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive. I remain,

Yours faithfully,

**Authorized Signatory : with Date and Seal**

| | | |
|---|---|---|
| Name | : | _____ |
| Designation | : | _____ |
| Address of Bidder | : | _____ |
| Contact Number of Bidder | : | _____ |
| Email id of Bidder | : | _____ |

**Tech 2: Bidder's Organization (General Details)**

| S. No. | Description | Full Details |
|---|---|---|
| 1 | **Name of the Bidder** | |
| 2 | **Address for communication:**<br>Tel:<br>Email id: | |
| 3 | **Name of the authorized person signing & submitting the bid on behalf of the Bidder:**<br>Mobile No.: Email id: | |
| 4 | **Registration / Incorporation Details**<br>Registration No: Date & Year. : | |
| 5 | **Local office in Odisha**<br>**If yes, please furnish contact details** | Yes / No |
| 6 | **Bid Processing Fee Details**<br>Amount: DD No.:<br>Date:<br>Name of the Bank: | |
| 7 | **EMD Details**<br>Amount: DD No.:<br>Date:<br>Name of the Bank: | |
| 8 | PAN Number | |
| 9 | Goods and Services Tax Identification Number (GSTIN) | |
| 10 | Willing to carry out assignments as per the scope of work of the RFP | YES |
| 11 | Willing to accept all the terms and conditions as specified in the RFP | YES |

**Authorized Signatory with Date and Seal** :
**Name** : _____
**Designation** : _____
**Address of Bidder** : _____
**Contact Number of Bidder** : _____
**Email id of Bidder** : _____

***Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid.***

**Tech 3: Bidders Financial Details**

**Annual Average Turnover Statement**
***(To be furnished in the letter head of the Chartered Accountant)***

The Annual Turnover of M/s_____ for the last 3 FYS are given below and certified that the statement is true and correct.

| **Financial Information (In INR)** | | | | |
|---|---|---|---|---|
| **Details** | **FY 2020-21*** | **FY 2021-22*** | **FY 2022-23*** | **Average** |
| Consulting Turnover (in Crores) | | | | |
| | *Page no in the bid proposal* | *Page no in the bid proposal* | *Page no in the bid proposal* | |

**** Provisional audited Statement shall not be considered.***

***Supporting Documents:***
Audited certified financial statements for the last three FYs (Submission of copies of Income & Expenditure statement and Balance Sheet for the respective financial years is mandatory along with this form).

Filled in information in this format shall have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.

Signature and Seal of the Company Auditor / Chartered Accountant with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[*In full initials with Date and Seal*]: _____

Membership No. Chartered Accountant / Authorized Signatory of Company Auditor

**Authorized Signatory with Date and Seal** :
**Name** : _____
**Designation** : _____
**Address of Bidder** : _____
**Contact Number of Bidder** : _____
**Email id of Bidder** : _____

***[NB: No Scanned Signature will be entertained]***

Bidders should submit the required supporting documents as mentioned above. Non-submission of required documents as listed above will lead to rejection of the bid.

**Tech 4: Format for Power of Attorney**
**(Notarized on INR 100.00 Stamp Paper)**

I,_____, the_____(Designation) of (Name of the Organization) in witness where of certify that **<Name of person>** is authorized to execute the attorney on behalf of **<Name of Organization>, <Designation of the person>**of the company acting for and on behalf of the company under the authority conferred by the < **Notification/ Authority order no.>** Dated **<date of reference>**has signed this Power of attorney at **<place>** on this day of **<day><month>,** <year>.

The signatures of **<Name of person>** in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized Representative :

**(Signature of the Authorized Representative with Date)**

CERTIFIED :

**Signature of person executing attorney**

**Name of person executing attorney** :

**Designation of person executing attorney** :
**Date and Seal**

**Address of Bidder** :

_____

**Contact Number of Bidder** :

_____

**Email id of Bidder** :

_____

## Tech 5: Bidders Past Experience Details

**1. Experience of operations and management of Call Centre for Central Govt / State Govt / District Government / Public Sector Undertakings / Joint Sector / Public Limited Company in Private Sector**

| Sr. No. | Name of the Project* | Type of Call Center services provided | Client Name, Contact Details & Address | Name of funding agency (if different from Client) | Fees in INR (In Crores) | Project start Date in DD/MM/YYYY | Project End Date in DD/MM/YYYY*** | Strength of Call Center professional | Major Task Carried Out | Page no of the Attached Experience Certificate** |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | |
| 2 | | | | | | | | | | |

*** Kindly mention the Work-order / project year-wise starting from the most recent Work-order / project undertaken.**

****Photocopies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates / Experience Certificate from Clients for completion of work [s] of equivalent projects to be attached. More lines can be added for enumerating the relevant experiences. Mention the Page no (s) in your bid application where the copies of the relevant work order / contract is (are) placed. The supported document(experience certificate) signed by competent authority should be attached)**

***** For the projects which are already closed, submission of completion certificate is mandatory.**

Authorized Signatory with Date and Seal :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

**Tech 6: Declaration of Conflict of Interest and Activities**

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Section 2 **[Information to the Bidder]**: Para 14. If yes, please furnish details of any such activities.

If no, please certify,

**On Bidders Letter**

I hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section 2 [Information to the Bidder]: Para 14.**

I also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Client which shall be binding on us.

**Authorized Signatory with Date and Seal** :

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

**Email id of Bidder** : _____

**Bidders should submit the required supporting Documents as mentioned above. Non- submission of required Documents as listed above will lead to rejection of the bid.**

**Tech 7: Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart staff and Facilities to be provided by the Client**

**A: On the Terms of Reference / Scope of Work:**

[The Agency needs to present and justify in this section, if any modifications to the Terms of Reference they are proposing to improve performance in carrying out the assignment (such as deleting some activity considering unnecessary, or adding another, or proposing a different phasing of the activities / study process modifications). Such suggestions should be concise and to the point and incorporated in the technical proposal. Modification / suggestion will not be taken into consideration without adequate justification. Any change in manpower resources will not be taken into consideration]

**B: On Input and Facilities to be provide by the Client:**

[Comment here on inputs and facilities to be provided by the Client with respect to the Scope of Work and Implementation]

**Authorized Signatory with Date and Seal** :

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

**Email id of Bidder** : _____

**Tech 8: Description of Approach, Methodology and Workplan to Undertake the Assignment**

*[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, the bidder shall highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections viz 'Technical Approach & Methodology, Work Plan, Organization & staffing, Challenges Envisaged']*

a) **Technical Approach and Methodology**: In this chapter, you shall explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You shall highlight the problems being addressed and their importance and explain the technical approach you shall adopt to address them. You shall also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) **Work Plan**: In this chapter, you shall propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan shall be consistent with the technical approach and methodology, **showing understanding of the TOR** and ability to translate and implement **each of the objectives, services, and care to be provided, and scope of work** into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, shall be included here. The work plan shall be consistent with the Work Schedule.

c) **Organization and staffing**: In this chapter, you shall propose the structure and composition of your team. You shall list the main disciplines of the assignment, the key expert responsible, and proposed staff. The details of these resources shall be given in Technical Form – 5.

d) **Challenges Envisaged:** In this chapter, you shall list out some major challenges that could arise while implementation of the project. Also, the proposed action plan/road map and quality control mechanisms that you shall contemplate to follow while overcoming these challenges.

*Bidders are requested to furnish the above information limiting it up to 5-7 pages only with Arial Font Size-10.*

The agencies who are selected for technical presentation shall adhere to the following format while presentation:

| Maximum Number of Slides | Slide Heading | Maximum Marks (30) | Maximum Time for Presentation |
|---|---|---|---|
| 1 to 3 | Understanding of the Assignment and Issues/Challenges | 10 | 5 minutes |
| 4 to 6 | Approach, Methodology and Work Plan, | 10 | 5 minutes |
| 6 to 8 | Dashboard, Implementation of DBMS(Data Base Management System) | 5 | |
| 8 to 12 | Similar Case study of operational and management of call Center | 5 | 5 minutes |
| | Question & Answer Session | | 5 minutes |

Note 1: Information provided in the form shall correspond to the Technical Presentation. Colour print-out of the PPT also shall be submitted.

Note 2: All the claims shall be substantiated through production of supporting documents.

**Authorized Signatory with Date and Seal** :

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

**Email id of Bidder** : _____

**Tech 9: Proposed Plan to Carry out the Assignment**

| Month → | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Sequence of Activities / Sub Activities | | | | |
| ↓ | | | | |
| | | | | |
| | | | | |

*Indicate all main activities / sub activities of the proposed assignment and other associate sub-periodic activities.*

**Authorized Signatory with Date and Seal** :

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

**Email id of Bidder** : _____

**Tech 10: Non-Consortium Declaration**

We, _____ <name of the Organisation>, having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that in the preparation and submission of our Proposal for _____ (name of the Project) under this RFP Reference No._____, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive.

We declare that we are submitting this proposal as an independent agency, and not as a part of any consortium/Joint Venture/Associations.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Dated this _____ Day of _____, 2024

:

**Authorized Signatory with Date and Seal**

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

**Email id of Bidder** : _____

**TECH 11: Affidavit Format for Not Blacklisting**

**(Notarized on Rs.100/- Non-Judicial Stamp Paper)**

**Affidavit**

I, M/s. _____(the name of the Organization) having our registered office at _____, <HQ address of the Organisation> hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Social Security & Empowerment of Persons With Disabilities Department, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the_____ (Date of Signing of this proposal).

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated this_____ Day of _____, 2024

:

**Authorized Signatory with Date and Seal**

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

**Email id of Bidder** : _____

## Section V: Financial Proposal Submission Forms

### Fin 1: Covering Letter for Financial Proposal

(On Bidders Letter Head)

[Location, Date]

**To,**
Add. District Magistrate,**Sundargarh**
**At- Collectorate, Sundargarh**
**P.O. Sundargarh District, Pin-770001**

**Dear Sir,**

I, the undersigned, offer to provide the services for ..... [Insert title of assignment] in accordance with your Request for Proposal No. ....., Dated:.....

In response to Tender No..... Dated ..... for Additional District Magistrate , Sundaragrh for Call Centre, I/We hereby offer to provide services for the Operation and Management of Call Centre described in 'Scope of Work' & "Obligations of the Call Center Operator & Management " of the bid document and appurtenant tasks within the meaning of scope of the work at the following rates on per man shift basis:-
Our attached Financial Proposal is as per mentioned below:

| S.No | Particulars | Basic price (INR) (a) | GST (@18%) (b) | Total monthly Cost (a+b) |
|---|---|---|---|---|
| 1. | Cost per Manpower per Month for Operation and Management of Call Center | | | |
| TOTAL COST IN WORDS : | | | | |

The quoted price shall be inclusive of all applicable taxes, duties and levies wherever applicable and/or payable and includes the entire cost of executing the mentioned Scope of work including the Call Center, IT hardware, software, tools, licensing, bandwidth, Supporting manpower, facility management charges cost, manpower hiring cost, salary cost, out of pocket expenses, and any other charges required for smooth operation and management of call center.

Note:- Financial evaluation will be based on the F1 proposal only

**Authorized Signatory with Date and Seal** :

**Name** : _____

**Designation** : _____

**Address of Bidder** : _____

**Contact Number of Bidder** : _____

I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP Document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **180 days**. I have carefully read and understood the terms and conditions of the RFP and do hereby undertake to provide the service accordingly.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

I under Deputy Collector Emergency, Sundaragrh that you are not bound to accept any proposal you receive.

I remain,
Yours sincerely,

Authorized Signatory with Date and Seal :

Name : _____

Designation : _____

Address of Bidder : _____

Contact Number of Bidder : _____

Email id of Bidder : _____

**Fin 2: Summary of Financial Proposal**
**(On Bidders Letter Head)**

| Sl No | Items | Cost (Inclusive of all taxes GST) In Rs. |
|---|---|---|
| 1 | Cost of Manpower for **3 year** | |
| 2 | Cost of Software Enhancement Services for **3 year** | |
| 3 | Maintenance of all Hardware & Software in Call Centre for **3 years** | |
| 4 | Overhead if any for **3 year** | |
| **Total Cost for 3 Year** | | |
| **Total Cost for One Month** | | |
| **Total cost per Manpower per Month** | | |
| **In Words** | | |

**Manpower**

| Sl No (A) | Item (B) | Quantity (C ) | No of Months (D) | Unit Rate (E ) | GST (F) | Total Cost (G )= [CxDx(E+F)] |
|---|---|---|---|---|---|---|
| 1 | Call Centre Executives | 14 | 36 | | | |
| 2 | Call Centre Manager | 1 | 36 | | | |
| | Total Manpower Cost | 15 | | | | |

**Note:-**

All the Bidder must quote the Manpower rate as per the minimum wage rate fixed by the Finance Department Govt of Odisha.

F2 Financial Proposal is for information purpose only.

I remain,

Yours sincerely,

**Authorized Signatory with Date and Seal** :
**Name** : _____
**Designation** : _____
**Address of Bidder** : _____
**Contact Number of Bidder** : _____
**Email id of Bidder** : _____

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".
I under Addl. District Magistrate, Sundaragrh that you are not bound to accept any proposal you receive.

I remain,
Yours sincerely,

Authorized Signatory with Date and Seal
:
Name
: _____
Designation
: _____
Address of Bidder
: _____
Contact Number of Bidder
: _____
Email id of Bidder
: _____

## Section VI: Annexures

### Annexure I: Bid Submission Checklist

**Bidders shall ensure the submission of the required supporting documents in the appropriate envelopes (wrt Technical Proposal and Financial Proposals). Bidders should submit the required supporting documents as mentioned below by arranging the documents serially in the following order, indexing it appropriately, pages of all the bids documents being numbered, mentioning the same page numbers in the column "Page No" against the particulars in the check list as mentioned below for ease of scrutiny. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). The proposal must be complete in all respect and spiral bound. Bids not conforming to the eligibility criteria and non-submission of required documents as listed below will lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.**

| Sr. No. | Description | Submitted (Yes/No) | Page No. |
|---|---|---|---|
| | **Technical Proposal (Original)** | | |
| 1 | Filled in Bid Submission Check List (ANNEXURE I) | | |
| 2 | Covering Letter (TECH 1) | | |
| 3 | Bid Processing Fee of Rs. 5,000/- in form of DD | | |
| 4 | EMD of Rs. 1,60,000/- in form of DD | | |
| 5 | Copy of Certificate of Incorporation / Registration of the Bidder | | |
| 6 | Copy of PAN | | |
| 7 | Copy of Goods and Services Tax Identification Number (GSTIN) | | |
| | Copy of Goods and Services Tax Identification Number (GSTIN) return Filling for last 6 month up to December, 2023 | | |
| 8 | Copies of IT Returns for the last 3 FYs (2020-21, 2021-22 & 2022-23) | | |
| 9 | General Details of the Bidder (TECH 2) | | |
| 10 | Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit — Loss statement and Balance Sheet for the concerned period | | |
| 11 | Power of Attorney (TECH 4) in favour of the person signing the bid on behalf of the bidder | | |
| 12 | List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the copies of work orders for the respective assignments | | |
| 13 | Self-Declaration on Potential Conflict of Interest (TECH 6) | | |
| 14 | Comments and Suggestions (TECH 7) | | |
| 15 | Description of Approach, Methodology & Work Plan | | |

| | | | |
|---|---|---|---|
| | (TECH 8) | | |
| 16 | Work Plan (TECH 9) | | |
| 17 | Non-Consortium Declaration (TECH 10) | | |
| 18 | Affidavit Format for Not Blacklisting (TECH 11) | | |
| | **FINANCIAL PROPOSAL (ORIGINAL)** | | |
| 19 | Covering Letter for Financial Proposal (FIN 1) | | |
| 20 | Financial Proposal (FIN- 2) | | |

**Undertaking:**

- *All the information has been submitted as per the prescribed format and procedure.*
- *Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.*
- *All pages of the proposal have been sealed and signed by the authorized representative.*

**Authorized Signatory with Date and Seal** :
**Name** : _____
**Designation** : _____
**Address of Bidder** : _____
**Contact Number of Bidder** : _____
**Email id of Bidder** : _____

**Annexure II: Performance Bank Guarantee Format**

[Location, Date]

To,

**Addl.District Magistrate,Sundargarh**
**At- Collectorate, Sundargarh**
**P.O. Sundargarh District, Pin-770001**

WHEREAS ..... (Name and address of the
Agency) (hereinafter called "the Agency") has undertaken, in pursuance of RFP no..... dated ..... to undertake the service ..... (Description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by..... (Name of the Client) in the said contract that the Agency shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.
AND WHEREAS we have agreed to give the supplier such a bank guarantee.
NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, up to a total of ..... ..... (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Agency to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.
We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.
We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract Documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.
This performance bank guarantee shall be valid until the .... day of..... (Month and year), Our branch at Sundargarh ..... (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Sundargarh branch a written claim or demand and received by us at our Sundargarh branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....

**(Signature of the authorized officer of the Bank)**

.....

**Name and designation of the officer**

.....

.....

**Seal, name & address of the Bank & Branch**

## Annexure III - List of Equipment's used at Call Center

| Sl No | Name of the Equipment | Quantity | Configuration |
|---|---|---|---|
| 1 | SERVER (DESKTOP) | 1 | • i3 2.0 Ghz Processor (with Hyper threading) or Quad Core 2Ghz Processor or Equivalent<br>• 8GB RAM (UPGRADE UP TO 16GB)<br>• 1TB Hard Disk<br>• 18 inch Screen / LCD Monitor<br>• Mouse/ Keyboard<br>• Ethernet Port (10/100/1000 Mbps)<br>• Quantity required per center: 1<br>• One 2 TB External Hard Disk for Data Backup |
| 2 | Client Desktop | 15 | • Dual Core Processor (2.3 Ghz) with 4GB RAM<br>• 500 GB Hard Disk<br>• 18 inch and above Screen / LCD Monitor<br>• Mouse- Keyboard<br>• Headphone with Mic<br>• Ethernet Port (10/100/1000 Mbps)<br>• Operating System- Windows 10.<br>• 15 Clients + 1 Desktops connected with Headphone. |
| 3 | LAN | 1 | LAN 10/100 Mbps Network Switch (Server and all Desktops should be connected to this Network Switch) (Recommended Brand: D-Link, Linksys etc.) or Wifi Access Point – 150-300 Mbps, IEEE 802.11a/b/g/n |
| 4 | Internet | 1 | 256Kbps Broadband Connection (wired / wireless) (Server and all Desktops should be able to connect to the Internet by using Internet Connection Sharing or Proxy Server) |

**The above-mentioned list of equipment and are available presently in the Call Center , Sundargarh.**

**On selection of an agency for operation and management of Call Center , a joint inspection of the equipment shall be conducted by the competent authority at the District level and the representative of the successful agency based on which the functional equipment shall be handed over to the successful agency and utilised. Further, the major non-functional equipment shall be procured / repaired by the Client and subsequently handed over to the concerned agency. It shall be the responsibility of the successful agency to maintain all the equipment handed over to them for operation of the Call Center during the contract period.**

**Annexure V: Definitions and Acronyms**

| | | | |
|---|---|---|---|
| 1 | Agency / Bidder | : | Entities or persons that may provide or provides the Services to the Client under the Contract. |
| 2 | Assignment / job | : | The work to be performed by the selected Agency pursuant to the Contract. |
| 3 | CA | : | Charter Accountant |
| 4 | CCTV | : | Closed Circuit Television |
| 5 | CDM&PHO | : | Chief District Medical & Public Health Officer |
| 6 | CEO | : | Chief executive Officer |
| 7 | CGST | : | Central goods and service tax |
| 8 | CV | : | Curriculum Vitae |
| 9 | Day | : | Calendar day |
| 10 | DBMS | : | Data base management system |
| 11 | DD | : | Demand Draft |
| 12 | DMF, Sundargarh | : | District Mineral Foundation, Sundargarh |
| 13 | DPEP | : | Detail project Execution Plan |
| 14 | DRDA | : | District Rural Development Agency |
| 15 | EC | : | Evaluation Committee |
| 16 | ECS | : | Electronic Clearing Service |
| 17 | EMD | : | Earnest Money Deposit |
| 18 | EPF | : | Employee Provident Fund |
| 19 | ESI | : | Employee State Insurance |
| 20 | ESIC | : | Employees State Insurance Corporation |
| 21 | FY | : | Financial Year |
| 22 | GST | : | Goods and Service Tax |
| 23 | GSTIN | : | Goods and Service Tax Identification Number |
| 24 | HR | : | Human Resource |
| 25 | HSN | : | Harmonized System of Nomenclature |
| 26 | IGST | : | Integrated Goods and Service Tax |
| 27 | ITR | : | Income Tax Return |

| | | | |
|---|---|---|---|
| 28 | JV | : | Joint Venture |
| 29 | LOI | : | Letter of Interest |
| 30 | LOI | : | Letter of Invitation, |
| 31 | MPR | : | Monthly Progress Report |
| 32 | PBG | : | Performance Bank Guarantee |
| 33 | Personnel | : | Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof. |
| 34 | Proposal | : | Pre-Qualification Documents, Technical Proposal and Financial Proposal. |
| 35 | QCBS | : | Quality cum Cost Based Selection |
| 36 | RFP | : | Request for Proposal, circulated by the Client for the selection of an Agency. |
| 37 | ROC | : | Requisition on Contract |
| 38 | SAC | : | Services Accounting Code |
| 39 | SGST | : | State Goods and Service Tax |
| 40 | TIA | : | Tender Inviting Authority /Client |
| 41 | TOR | : | Terms of Reference |
| 42 | IVRS | | Intaracive Voice Response System |
| 43 | ACD | | Automatic Call Distribution |
| 44 | LAN | | Local Area Network |
| 45 | CRM | | Customer Relationship Management |
| 46 | CTI | | Computer Telephony Interface |
| 47 | GUI | | Graphical User Interface |
| 48 | CLI | | Calling Line Identification |
| 49 | CCE | | Call Center Executive |
| 50 | ANI | | Automatic Number Identification |
| 51 | DNIS | | Dialled Number Identification Service |
| 52 | DID | | Direct Inward Dialling |
| 53 | UAD | | Unified Agent Desktop |

| | | | |
|---|---|---|---|
| 54 | SLA | | Service Legal Agreement |
| 55 | CCA | | Call Center Agent. |

27.2.24