



Additional District Magistrate
Sundargarh, Odisha

RFP No: 2048

Date: 27/2/2024

REQUEST FOR PROPOSAL

Selection of Agency "Operation & Management of Call Center at Sundargarh District" under District Mineral Foundation (DMF), Sundargarh

Additional District Magistrate, Sundargarh, Govt. of Odisha, invites sealed proposals from eligible bidders for "Selection of Agency "Operation & Management of Call Center at Sundargarh District" under District Mineral Foundation (DMF), Sundargarh"

Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from <https://sundergarh.nic.in>.

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	Dt: 27.02.2024 at 6pm
2	Deadline for Submission of Pre-Proposal Query	Dt: 1.03.2024 Email: deoc.sundargarh@gmail.com
3	Issue of Pre-proposal Clarifications	Dt: 2.03.2024 via online mode on https://sundergarh.nic.in/ .
4	Last Date for Submission of Bid	Dt: 11.03.2024 by 11 AM
5	Date of Opening of Technical Bid	Dt: 11.03.2024 by 12.30 PM
6	Date of Technical Presentation	Dt: 11.03.2024 at 3.00 PM (Only Bidders Qualified in Pre-Qualification Evaluation)
7	Date of Opening of Financial Bid	Dt: 11.03.2024 at 5PM
8	Method of Selection	Quality Cost Based Selection

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post/ Courier** only latest by **before 11 A.M.** in a sealed envelope clearly mentioning on the top of it "Selection of an agency for the Operation and Management of Call Center at Sundargarh District" under District Mineral Foundation (DMF)". The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

Address for Submission of Proposal:

Deputy Collector, Emergency, Collectorate, Sundargarh 770001, Ph-06622-272233

[Handwritten Signature]
27.2.24

Request for Proposal

**Selection of an agency for the Operation and Management of
Call Center at Sundargarh under District Mineral Foundation
(DMF) Sundargarh**



**Additional District Magistrate
Sundargarh, Govt. of Odisha
February 2024**

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Disclaimer

This Request for Proposal (RFP) is issued by the Additional District Magistrate , Sundargarh, Govt. of Odisha, hereinafter referred to as Additional District Magistrate , Sundargarh, Government of Odisha.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither Deputy Collector Emergency, Sundargarh nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment at the sole discretion of the Additional District Magistrate , Sundargarh Sundargarh who the Client is. It does not claim to contain all the information that a recipient may require for the purposes for deciding for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial, and regulatory consequences of entering into any agreement or arrangement relating to the project.

This RFP includes certain statements, information, projections, and forecasts with respect to the proposed assignment. Such statements, information, projections, and forecasts reflect various assumptions made by the management, officers, and employees of the Additional District Magistrate , Sundargarh / Client, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation, or warranty.

Additional District Magistrate , Sundargarh, Government of Odisha shall be the sole and final authority with respect to selection of an Agency/ Consultant / Technical Service Provider for the purpose through this RFP.

Section I: Letter of Invitation and Factsheet

1. Letter of Invitation

RFP No: 2048 Dated: 27.02.2024

Name of the Assignment: Selection of an agency for the Operation and Management of Call Center at Sundargarh, under District Mineral Foundation (DMF) Sundargarh

1. The “ Additional District Magistrate , Sundargarh, Govt. of Odisha” (The Client) invites sealed proposal from eligible bidder under the process for “**Selection of an agency for the Operation and Management of Call Center at Sundargarh under District Mineral Foundation (DMF) Sundargarh**”. More details on the proposed study are provided at Section-3: Terms of Reference (ToR) of this RFP Document.
2. A bidder will be selected under QCBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 25914/F, Dated: 13/09/2023 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a Non-refundable amount of Rs. 5,000/- (Rupees Five Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 1,60,000/-** (Rupees One Lakhs Sixty Thousand only) in form of **Demand Draft** in favour of “ **COLLECTOR , Sundargarh**” drawn from any Nationalized/Scheduled Bank payable at Sundargarh, Odisha failing which the bid will be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
5. The last date and time for submission of proposal complete in all respects is Dt. **11.03.2024 before 11 AM** and the date of opening of the technical proposal is **Dt. 11.03.2024 12.30 PM** in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
 - a. Letter of Invitation [Section – I]
 - b. Instructions to the Bidder [Section – II]
 - c. Terms of Reference [Section – III]
 - d. Technical Proposal Submission Forms [Section – IV]
 - e. Financial Proposal Submission Form [Section –V]
 - f. Annexure [Section – VI]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client’s knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

-S/D

Additional District Magistrate
Sundargarh, Govt. of Odisha

2. Bidder Data and Factsheet

Sr. No	Particular	Details
1	Name of the Client	Addl. District Magistrate , Sundargarh -770001 Website-www.sundergarh.nic.in E-mail Id- deoc.sundargarh@gmail.com
2	Method of Selection	Quality cum Cost Based Selection (QCBS)
3	Availability of RFP Document	https://sundergarh.nic.in
4	Date of Issue of RFP	Dt: 27.02.2024 at 6PM
5	Deadline for Submission of Pre-Proposal Query	Dt: 1.03.2024 by email to deoc.sundargarh@gmail.com
6	Issue of Pre-proposal Clarifications	Dt: 2.3.2024 via online mode on https://sundergarh.nic.in
7	Last Date for submission of Proposal	Dt: 11.3.2024 by 11 AM
8	Date of opening of Technical Proposal	Dt: 11.3.2024 by 12.30 PM
9	Date of Technical Proposal Presentations	Dt: 11.3.2024 by 3 PM (Of only those Bidders who become qualified in the {Pre-qualification Criteria})
10	Contact Person / Address for Submission of Proposal	Deputy Collector, Emergency , Collectorate , Sundargarh -770001 Detail Address:- Deputy Collector, Emergency , Sundargarh , Odisha -770001 , PH-06622-272233 Website-www.sundergarh.nic.in E-mail Id- deoc.sundargarh@gmail.com
11	Place of Opening of Proposal	ADM (G) OFFICE , CHAMBER
12	Mode of Submission	Speed Post / Registered Post/Courier only to the address as specified above during the office hour only. Submission of bid through any other mode and late bid will be rejected
13	Bid Processing Fee (Non-Refundable)	INR 5000/- (Rupees Five Thousand only) (including GST) in the form of demand draft drawn

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		in favour of " COLLECTOR , SUNDARGARH" drawn from any Nationalized/Scheduled Bank payable at Sundargarh. The bid processing fee shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
14	Earnest Money Deposit (Refundable) (EMD)	INR 1,60,000/- (Rupees One Lakhs Sixty Thousand only) in the form of demand draft drawn in favour of " COLLECTOR , SUNDARGARH" drawn in any /Scheduled Bank payable at Sundargarh. The EMD shall be submitted along with the 1 st Inner Envelope of the Technical Proposal.
15	Performance Bank Guarantee	INR 5% of the total Contract Value
16	Name of the Project	Selection of an agency for Operation and Management of Call Centre at Sundargarh , under District Mineral Foundation (DMF) Sundargarh

NOTE:

- The Client reserves the right to change any schedule. Please visit the website '<https://sundargarh.nic.in>' regularly for the same.
- Proposals must be submitted before the date, time and venue mentioned in the Factsheet through Speed/Registered Post. Proposals that are received after the deadline will not be considered.

-S/D

**Addl. District Magistrate
Sundargarh, Govt. of Odisha**

Section II: Instructions to the Bidders

1. Pre-Qualification Criteria

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce the copies of the required supportive documents / information as part of their technical proposal failing which the proposals will be rejected.

Sr. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required (As applicable)
1.	Legal Entity	The Agency shall be organization / NGO registered under registered under Indian Companies Act, 1956/2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 registered	<ul style="list-style-type: none">• Certificate of Incorporation• Registration Certificate of the Agency• PAN No.• GST No.
2.	Operation and Experience	The Agency shall have been in operation for the last Three (3) years as on 31/12/2023. The bidders should have executed "Similar Project"(in any Central/State Govt Department or Central/State PSUs or any other Govt (Central/State /PSU/ULBs	Details of relevant supported work experience certificate signed by competent authority should be submitted. Supported work order Copy

		<p>/Smart cities Call Center) in India in last five (5) years on the due date of proposal submission (Without considering due date extension)</p> <p>1 Similar Project = 40 Lakhs OR</p> <p>2 Similar Project= 20 Lakhs each project value OR</p> <p>3 Similar Project= 10 Lakhs each project value</p>	
3	Nos. of Call Centre management.	The Bidder must have experience of a single running or successfully completed call center for at least three years in last five year with minimum 15 seats (Seats = no. of seating capacity in a shift) with private/government/PSUs/clients in India	Work order/ Letter of Intent/Client Certificate/Contract/Agreement Clearly mention the .
4.	Financial Capacity	The Agency shall have an average annual Financial turnover of at least Rupees Forty (40) Lakhs over the last three FYs 2020-21, 2021-22 and 2022-23 and must have filed the ITR for the said financial years. This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual financial Turnover with Audited statement certified by CA for the last three financial year. i.e., 2020-21, 2021-22 and 2022-23 along with the supported copy of ITR filling for above mentioned financial years.
5.	Positive Net worth	The Bidder should have positive Net Worth in the Last	a. Audited Financial Statement

		three financial year (FY-2020-21, 2021-22 & 2022-23)	b. Statutory Auditor certificate or Certificate from Company Secretary/Chartered Accountant of the bidder clearly specifying Net Worth of the specified year
6	Manpower Strength	The bidder must have at least 15 full time technical resources on its payroll as on submission due date	Certificate from HR head on the company letter head to this effect and EPF Challan of the last 6 month mentioning the subscriber count. (Deputy Collector Emergency Sundaragr has the right to verify the same by any mode)
7.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory.
8.	Blacklist	The Agency shall not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies.	Undertaking by the Authorized Signatory
9.	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney (Notarized on a Rs. 100/- Non-Judicial stamp Paper)
10.	Cost of Tender/ Tender Fee	The Agency shall furnish a Tender Fee of Rs. 5,000/- (Rupees Five Thousand Only), in the form of Demand Draft in favour of	Original Demand Draft

		COLLECTOR , SUNDARGARH , drawn on any nationalized bank at Sundargarh	
11.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 1,60,000/- (Rupees One Lakhs Sixty Thousand Only) in the form of Demand Draft in favor of ' COLLECTOR , Sundargarh ', and payable at Sundargarh.	Original Demand Draft

10. NOTE:

- i. The photocopies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time during evaluation till signing of the MOU.
- ii. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above shall lead to rejection of the bid.
- iii. Submission of forged documents shall 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.
- iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.
- v. Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.

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2. Documents / Formats for submission along with Technical Proposal

The bidder must furnish the following documents duly signed in along with their Technical Proposal:

1. Filled in Bid Submission Check List in Original (Annexure-I)
2. Covering letter (TECH – 1) on bidder’s letterhead requesting to participate in the selection process
3. Bid Processing Fee & EMD as applicable
4. Copy of Certificate of Incorporation/ Registration
5. Copy of PAN
6. Copy of Goods and Services Tax Identification Number (GSTIN)
Copy of Goods and Services Tax Identification Number (GSTIN) return for the last 6 month up to month of December 2023.
7. Copies of IT Return for the last three financial years (FY 2020-21,2021-22 & 2022-23)
8. General Details of the Bidder (TECH – 2)
9. Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction
10. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder or Board of Directors
11. List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients
12. Self-Declaration regarding Conflict of Interest (TECH - 6)
13. TECH - 7 till TECH – 11
14. Note:
 - i. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.
 - ii. 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.
 - iii. The photocopies of documents submitted for Technical Proposal are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as

non-responsive, at any time during evaluation till issuance of Supply Order / signing of MOU.

- iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.

3. Bid Processing Fee

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to Rs. 5, 000/- (Rupees Five Thousand only) in shape of DD from any Nationalized/Scheduled Bank in favour of “ COLLECTOR ,SUNDARGRH ”. Proposals received without bid processing fee will be out rightly rejected.

4. Earnest Money Deposit (EMD)

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 1,60,000/- (One Lakhs Sixty Thousand only) in shape of DD from any scheduled/nationalized bank in favor of “COLLECTOR , SUNDARGRH, ” payable at Sundargarh.
2. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.
3. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.
4. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
5. The EMD will be forfeited on account of the following reasons:
 - i. Bidder withdraws its proposal during the bid validity period as specified in RFP.
 - ii. Bidder does not respond to requests for clarification of its proposal.
 - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
 - iv. If the bidder fails to:
 - a. Provide any clarifications to the Client.
 - b. Sign the contract within the prescribed time period. Furnish

required Performance Bank Guarantee in time.

- v. Any other circumstance which holds the interest of the Client during the overall selection process.

5. Validity of the Proposal

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the Technical Proposal. The Client reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

6. Pre-Proposal Queries

1. The Client invites queries from applicant Agencies (if any) as per the details mentioned in the Fact Sheet of this document.
2. The Applicants must ensure that their queries shall reach Deputy Collector Emergency Sundargarh, on or before last date mentioned in Fact Sheet of this document only through the e-mail of the Client i.e., **deoc.sundargarh@gmail.com**.
3. The queries shall necessarily be submitted in the following format:

SI No	Page No	Section No	Content of RFP requiring clarification	Change/Query/Clarification requested	Remarks

4. Client shall not be responsible for ensuring that the Applicant's queries have been received by them.
5. Any requests for clarifications post the indicated date and time may not be entertained by the Client.
6. The purpose of query clarification is to provide the Applicants with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project.
7. However, the Client reserves the right to hold or re-schedule the process.
8. Responses to Queries and Issue of Corrigendum:
 - a. The Authorized Representative of the Client will endeavour to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor

does undertake to answer all the queries that have been posed by the Applicants.

b. At any time prior to the last date for receipt of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFP Document by a corrigendum.

c. The Corrigendum (if any) and clarifications to the queries from all Applicants will be uploaded on the website [http:// sundargarh.nic.in](http://sundargarh.nic.in). Any such corrigendum shall be deemed to be incorporated into this RFP. Hence all Bidders are requested to visit the website from time to time .

d. To provide prospective Applicants reasonable time for taking the corrigendum into account, the Client may discretionally extend the last date for the receipt of Proposals.

e. The Client is: **Addl.District Magistrate, Sundargarh .**

7. **Submission of Proposal**

Bidder must submit their proposals by **Registered Post / Speed Post/Courier only** to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected by the Client.

The procedure for submission of the proposal is described below:

1. Technical Proposal (Original):

The envelope containing technical proposal shall be sealed and superscripted as "***Technical Proposal - Selection of an agency for Operation and Management of Call Center at Sundargarh, under District Mineral Foundation (DMF) Sundargarh***" and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information must be furnished as part of technical proposal.

2. Financial Proposal (Original):

The envelope containing financial proposal shall be sealed and superscripted as "**Financial Proposal - Selection of an agency for**

Operation and Management of Call Center at Sundargarh , under District Mineral Foundation (DMF) Sundargarh". The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected.

The "**Technical Proposal**" and "**Financial Proposal**" must have to be submitted in two separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document. The first envelope must be marked as "**TECHNICAL PROPOSAL (Selection of an agency for Operation and Management of Call Center at Sundargarh, under District Mineral Foundation (DMF) Sundargarh)**".

The second envelope must be marked as "**FINANCIAL PROPOSAL Selection of an agency for the Operation and Management of Call Center at Sundargarh , under District Mineral Foundation (DMF) Sundargarh**" and it should contain Financial Proposal only. Both the above envelopes must be sealed and placed inside a third main envelope with proper labelling of following information in bold:

NAME OF THE ASSIGNMENT:
RFP NUMBER AND DATE:
DEADLINE FOR SUBMISSION OF BID:
NAME OF THE BIDDER:
NAME AND ADDRESS OF THE BIDDER:
CONTACT NUMBER OF THE BIDDER:
EMAIL ID OF THE BIDDER:

Any deviation from the prescribed procedures / information / formats / conditions shall result in out-right rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

8. Opening of the Proposal

The **FIRST ENVELOPE** containing **TECHNICAL PROPOSAL** will be opened in the initial stage by the Client in presence of the bidder's representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The **SECOND**

ENVELOPE containing **FINANCIAL PROPOSAL** only of the technically qualified bidders will be opened after completion of technical evaluation stage.

9. Evaluation of Proposal

A Three stage evaluation process will be conducted as explained below for evaluation of the proposals:

1. Preliminary Evaluation (1st stage) *: Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Submission of following documents / information will be verified:

1. Filled in Bid Submission Check List in Original (**Annexure-I**)
2. Covering letter (**TECH 1**) on bidder's letterhead requesting to participate in the selection process
3. Bid Processing Fee and EMD as applicable
4. Copy of Certificate of Incorporation/ Registration.
5. Copy of PAN
6. Copy of Goods and Services Tax Identification Number (GSTIN)
7. Goods and Services Tax Identification Number (GSTIN) return for the Last 6 month up to the month of December, 2023
8. Copies of IT Return for the last three Financial Years (**FY 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 as applicable duly signed and certified as per the instruction
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 copies of contracts / work orders / completion certificate from previous Clients
13. Self-Declaration on Conflict of Interest (**TECH 6**)
14. Duly filled in Technical Proposal Forms (**TECH 7 to 11**)
15. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder

*Bids not complying to any of the above requirement, will be out rightly rejected at the discretion of the Client's authority.

2. **Technical Evaluation (2nd Stage):** Technical proposal will be opened and evaluated for those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for proposal evaluation:

	Criteria	Maximum Marks
1	Turnover	10 Marks
1.1	<p>Average annual turnover of the last three financial years, i.e., FY 2020-21, 2021-22 and 2022-23</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> • INR 40 Lakhs up to 45 Lakhs = 2 marks • More than INR 45 Lakhs up to INR. 50 Lakhs = 4 marks. • More than INR 50 Lakhs up to INR 55 Lakhs = 6 marks. • More than INR 55 Lakhs up to INR 60 Lakhs = 8 marks. • More than INR 60 Lakhs = 10 marks. 	10 Marks (Original copy of TECH 3)
2	Experience of the Bidder**	60 Marks
2.1	<p>The bidders should have executed "Similar Project" of minimum value of Rs. 10 Lakhs in a single project (in any Central/State Govt Department or Central/State PSUs or any other Govt (Central/State /PSU/ULBs /Smart cities Call Center) in India in last five (5) years on the due date of proposal submission (Without considering due date extension)</p> <p>Per Project 5 Marks</p> <p>Maximum 4 projects</p>	20 Marks (TECH 5)
2.2	<p>Total Years of Experience of Operations and Management of Call Centers in Govt / PSU / Registered Private Sector / Trusts/NGO etc.</p> <p>(Marks awarded will be dependent on the summation of years of experience of all projects, i.e., $Y = Y1 + Y2 + Y3 + \dots + Yn$)</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> More than 3 years up to 5 years of experience = 5 Marks More than 5 years up to 7 years of experience = 10 	15 Marks (TECH 5)

	Marks More than 7 years of experience = 15 Marks (Maximum 15 Marks)	
2.3	Organisation Strength	10 Marks
	The bidder should have quality certification <ul style="list-style-type: none"> • ISO 9000/9001- 1 Marks • ISO 20000- 2Marks • ISO 27000- 2 Marks • CMMi Level -3- 2 Marks • CMMi Level- 5- 3 Marks = 10 Marks (Maximum 10 Marks) 	10 Marks (Photocopy of Quality Certificates with proper authentication)
2.4	Human Resource Strength	15 Marks
2.4.1	The bidder should have Technical Professionals on its payroll as on proposal submission date <ul style="list-style-type: none"> • More than 15 Resources to 20 Resources- 5 Mark • More than 20 Resources to 25 Resources- 10 Mark • More than 25 Resources - 15 Mark 	15 Marks Copy of latest PF Deposit Challan with Proof of Designation should be provided by the bidder
3	Technical Presentation	30 Marks
3.1	Presentation on Approach, Methodology and Work Plan <ul style="list-style-type: none"> • Understanding of the Assignment and Issues/Challenges (10 Marks) • Approach, Methodology, Work Plan and Work force (10 Marks) • Dashboard, Implementation of DBMS (Data Base Management System) & (5 Marks) • Schedule & Resource Management (5 Marks) 	30 Marks Technical Presentation (TECH 8 and 9)
	Total (1 + 2 + 3)	100 Marks*
4. Note: 1. * The minimum qualifying mark is: 60 (60%).		



2. ** Photocopies of work orders / experience certificates from the clients / MOU / MOA / agreements etc must be submitted as a proof for each assignment. No assignment should be repeated across various categories of evaluation parameters. Ongoing assignments will be considered for evaluation only if 6 months of the project period have elapsed.
3. All the claims shall be mandatorily subntiated via submission of all the supporting photocopies of relevant documents as per TECH 5.
4. The Agency must submit the detail of Manpower power along with the supported document on required Education qualification and relevant experience certificate signed by the competent Authority.
4. Valid certificate means the certificates should be valid on the date of opening of technical bid.
5. Client at it's own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.

3. Financial Evaluation (3rd Stage): The Financial Proposals of only those applicant firms, qualifying the technical evaluation i.e., the 2nd stage who are scoring at least 60 marks from 100 total marks only, shall be considered for opening of financial proposals. The financial proposals shall be opened in the presence of the bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

10. Evaluation of Financial Proposal

1. QCBS method will be followed during the overall selection process. The financial bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder's representatives.
2. Financial Proposals of only those applicant Agencies who are technically qualified (i.e., obtain minimum 60 marks in Technical Evaluation) shall be opened.
3. The financial bid will be opened only of the shortlisted/qualified bidders. Accordingly, the financial score (F) for each of these shortlisted/qualified bidders will be calculated. The lowest bidder would be awarded a financial score of 100. The Cumulative score (C) will be evaluated based on the following ratio 70 (T): 30 (F).

Financial score (F)	:	$(\text{Lowest price quote}/\text{Price quote of the bidder}) * 100$
Cumulative score (C)	:	$\{70 * (T) + 30 * (F)\}/100$

4. The bidder getting highest Cumulative score (C) based on technical and financial evaluation will be awarded the contract.

5. For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the Client shall make payment to the Agency including overhead expenses.

11. Contract Negotiation

1. Negotiations will be held (if necessary) at the office of **Additional District Magistrate , Sundargarh**. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.

1. **Technical Negotiations:** Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, penalties, and any suggestions made by the selected Agency to improve the Terms of Reference. The Client and the selected Agency will finalize the Terms of Reference, staffing schedule, work schedule, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the selected Agency.

2. **Financial Negotiations:** After the technical negotiations are over, financial negotiations will be carried out to discuss any changes in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical negotiations. Under ordinary circumstances, the financial negotiation shall not result in any increase in the proposed budget. However, in case of exceptional reasons/circumstances, the client may consider an increase/modification in the budget.

12. Conclusions of Negotiations:

Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the selected Agency will initial the agreed Contract. If negotiations fail, the Client will invite the next-ranked Agency to negotiate a Contract.

13. Award of Contract

After completing negotiations, the Client shall issue a Letter of Intent (LOI) / award of contract / offer letter for to the selected Agency, for signing of the contract.

1. The Client shall notify all applicant Agencies who have submitted proposals about the decision taken.
2. The selected Agency will sign the contract after fulfilling all the formalities/pre-conditions including submission of the Performance Bank Guarantee within fifteen (15) working days of issuance of the Letter of Intent (LOI).
3. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.
4. The contract shall be valid for Three (3) years i.e., Thirty-six Months from the date of effectiveness of the contract.
5. The contract can be extended for next Two (2) years ie Twenty-four months, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.

14. Performance Bank Guarantee (PBG)

1. Within Seven (7) working days of notifying the acceptance of a proposal for award of contract/ LOI, the qualified bidder shall have to furnish a Performance Bank Guarantee amounting to **5% of the contract value** from a Scheduled / Nationalized Bank situated in Sundargarh in favour of **“Collector, Sundargarh,”**, as per the format at Annexure- II, for a period of **Sixty (60) days** beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of **60 days** beyond the contract period) as its commitment to perform services under the contract.
2. The bank guarantee must be submitted after award of contract/LOI but before signing of contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any.
3. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to the selected Agency, and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract.
4. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

5. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure II.

15. Conflict of Interest

Conflict of interest exists in the event of:

1. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
2. Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Client directly or indirectly.
3. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract..

16. Disclosure

1. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
2. Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
3. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 1. A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
 2. Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
 3. Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

17. Recovery:

Whenever under the contract, any sum of money shall be recoverable from or payable by the agency, the same may be deducted from any sum then due or which at any time thereafter may become due to the agency under the contract or under any other

contract with Addl.District Magistrate, Sundargarh or from his security deposit, or the agency shall pay the claim on demand without any terms & conditions.

18. Anti-corruption Measure

1. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.

2. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

19. Language of Proposals

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the **English** language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

20. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

21. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Civil Court of Sundargarh only.

22. Governing Law and Penalty Clause

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and

obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of India / Government of Odisha. Failure on bidder's part to perform the assigned services will enforce a penalty @ **1% per week subject to maximum of 10% of the total contract value**. The amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

23. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Bidder/Agency of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Client's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Client, the Bidder/Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

24. Amendment of the RFP Document

At any time before submission of proposals, the Client may amend the RFP by issuing an addendum through NIC Sundargarh website. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Client may, at its discretion, extend the deadline for the submission of the proposals.

25. Client's right to accept any proposal, and to reject any or all proposal/s

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding / provide additional time period for submission of missing documents / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

26. Copyright, Patents and Other Proprietary Rights

Addl. District Magistrate, Sundargarh and DMF Sundargarh, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, about Documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Client's request, the Bidder/Agency shall

take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

27. Force Majeure

For purpose of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency. If a Force Majeure situation arises, the agency shall promptly notify Client in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Client in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The agency shall advise Client in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Client reserves the right to cancel the contract without any obligation to compensate the agency in any manner for whatsoever reason.

28. Settlement of Disputes

The Client and the Agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within Thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Sundargarh, Odisha, and the language of such proceedings and that of all documents and communications between the parties shall be in English. District Magistrate and Collector -cum- Chairman and Managing Trustee DMF Sundargarh, Govt of Odisha shall be the final authority to resolve the dispute arising between and the Client and the Agency.

29. Disqualification of Proposal

The proposal is liable to be disqualified in the following cases as listed below:

1. Proposal submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.

3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.
6. Proposal is not accompanied by all the requisite documents / information.
7. Bids with any conditional technical and financial offer.
8. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
9. Proposal is not properly sealed or signed.
10. Proposal is not conforming to the requirement of the scope of the work of the assignment.
11. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
12. If, any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. Any other condition / situation which holds the paramount interest of the Client during the overall section process.

30. Damage for Mishap/Injury

1. The service provider shall be fully responsible damages of any kind or for any mishap/injury/accident caused to any person/property of the service provider/Agency
2. All liabilities, legal or monetary, arising in that eventuality shall be borne by the service provider/Agency
3. The service provider shall keep the client indemnified against damages from all of the above mishaps/injuries/accidents.

Section III: Terms of Reference

1. Introduction

1.1 Project Background & Objectives

District Mineral foundation (DMF), Sundargarh proposes to establish a multi-tasking Call Centre to improve the efficiency of Mother and child services by providing single contact point for information related to pregnancy and child immunization; and also to provide reliable mechanism for monitoring and ensuring traceability of every pregnant women and child in the Sundargarh District. DMF is making constant and concerted effort to formulate and execute schemes to ensure adequate health care services to the people.

The Call centre initiative leverages on cutting edge technologies to address the Health care ICDS & other emergency requirements across the Sundargarh District by providing Health care information and medical advice to peripheral public health personnel round the clock. The proposed Call Centre will have provision of Tele Helpline no. which aims to reduce the minor ailment load on the public health system, Adolescent Health Counseling and Grievances Redressal of the beneficiaries. CDM & PHO, Sundargarh would like to implement the following broad services under this project of Comprehensive call center:

Service Calls/Reminder Calls/Verification Calls/SMS alerts/ Voice messages to beneficiaries as well as Health Workers related to MCTS application.

- Providing Information/Instructions to the Health Care providers, Medical Officers working in government health care system during epidemics and other health campaigns as well (In form of helpline on various National Health Programs).
- Health Advice Counselling and distribution of Iron Folic Acid (Adolescent Health)
- Health related Grievance Redressal
- Information about availability of Hospitals/ Health facilities.

Other emergency requirements

Goal

Beneficiary - The prime beneficiary of this project would be pregnant woman and child up-to 5 years of age. The Call Centre is envisaged to validate the records of beneficiaries and provide appropriate assistance to them including educating beneficiaries about maternal and child care and the benefits they can avail from government schemes and programs.

Health/ICDS Workers (ANM/ ASHA/AW etc.) Call Centre is envisaged to verify the records of the health workers (ANM/ ASHA/AW etc.). Further it is also expected to resolve the queries of health workers who were called by the Call Centre/Helpdesk Agents. The project will also assist them by informing them the services due, services overdue status of their jurisdiction.

Health Department, Woman & Child Department Call Centre/Agency will provide the report of the interaction they have with beneficiaries and health workers along with their

feedback and record validation report. This would further help the Collector & Chairperson, DMF, Sundargarh as well as Sundargarh District to improve the health service delivery in the field, data quality in MCTS, identifying gaps and in taking corrective actions.

The call center will also leverages to address the other line department to follow with different beneficiaries and collect required information under different schemes implemented across the district.

The Emergency Control room of the Collectorate under Rev & disaster dept will also function at Call Center.

Tele Help Line no. for reducing minor ailment load on the public Health system including Adolescent Health Counseling: The objective of Tele helpline is to reduce the minor ailment load on the public health system including adolescent health counseling. At the cost of a phone call, any citizen can render medical information and advice, avail counseling services, request directory information, or lodge a service complaint against any public health facility.

Grievance Redressal Mechanism –Grievance Monitoring Mechanism to solve the Public Grievances which is accessible. The Call Centre application will be integrated with the grievance monitoring system and all the grievances will be registered online through the Call Centre. The Complaints/Grievances will be forwarded to the concerned Nodal Officers/Departments for Redressal. For monitoring the actions taken by the concerned departments, there is provision in the application to monitor the status of grievances by the higher authorities. The Call Centre will coordinate/follow with the concerned departments through Online Application and the complaint will finally be disposed off by the Call Centre after resolving the grievance.

2. Brief details of the Scope of Work

The Successful Bidder is expected to provide the following services under the scope of work for Operationalization & Management of Call Centre initially for a period of 3 years which may be further renewed for another 2 years subject to satisfactory performance and requirement of the client on mutual agreed condition between Addl.District Magistrate, Sundargarh, Odisha and Successful Bidder.

The proposed Call Centre shall be operated through an extensive open workspace for call centre executives, with workstations that include a desktop for each agent, headset connected to a desktop USB port, and one or more supervisor stations. It can be independently operated or networked with additional centres, linked to a corporate computer network and LANs. Addl.District Magistrate, Sundargarh will provide the adequate room space, furniture, network, Internet & electricity, where the Call Centre will be set up.

Call Centre will be operational for 24 x 7 x 365 (in 3 shift) from Deputy Collector Emergency Sundargarh provided Location/Space. ()

Successful bidder shall arrange the Call Centre Operation facilities for all shifts with necessary IT & Non-IT infrastructure and Facility as follows.

- 1) Maintenance of all type of computer hardware & supply of software required to run the Call Centre.
- 2) Understanding the current business processes and functions pertaining to the business.
- 3) Complete setup of call centre including design, size, procure, deploy, and manage the call centre solution in a web enabled environment areas included in the scope.

- 4) Develop the future business processes (facilitated by the proposed call centre solution)
- 5) Configuration of multilevel IVRS.
- 6) Configuration of Voice logger, ACD etc.
- 7) Operation & Maintenance of the overall system solution for three (3) years.
- 8) Migration of existing data from old server to new proposed server.
- 9) The complete system should be scalable beyond the initial requirement of 15 seats.

3. Operation and Maintenance of Call Centre Software

The Call Center Helpline is currently using CONVOX Call Centre Software which has the capability of Call Routing, IVRS, Automatic Call Distribution, Computer Telephony integration, Call recording etc. The bidder may obtain the latest version License of this software or propose any other software with support valid for entire duration of the project for operation of the Helpline.

The bidder is responsible for operation and maintenance of the Helpline on day-to-day basis. This includes but not limited to the following:

1. Installation & Configuration of Call center software on all devices and systems.
2. Providing support and troubleshooting for the Call center software, including addressing any technical issues or bugs that may arise.
3. Obtain the support license for the Call center software to ensure that it remains up-to-date and effective.
4. Maintaining and monitoring the performance of the Call center software with regular updates and upgrades, to ensure that it is functioning properly and meeting the needs of the call center.
5. Providing training and support to call center staff on the use of Call center software.
6. Coordinating with vendors & other stakeholders as necessary to ensure effective Helpline service delivery.
7. Assist in the early restoration of the Helpline services in the event of any issues or disruptions.
8. In case, there is an upgradation required for any module/functionality of the call centre software, the bidder needs to provide the indent and specification to Deputy Collector Emergency Sundargarh and after due approval of Deputy Collector Emergency Sundargarh, the item will be procured by Deputy Collector Emergency Sundargarh following due procurement process.

4. Implementation Phase

I. Call Centre Setup

The successful bidder will procure and install as per scope of work. The key features of this setup shall be:

- a) Successful bidder will maintain all necessary IT Hardware like Server/EPABX/Desktop/Networking etc. required to setup Call Centre at provided location by Addl. District Magistrate, Sundargarh.

- b) Appropriate Manpower should be made available by successful bidder for the configuration and maintenance of the CRM/IVR/CTI/Recording Solution etc.
- c) Successful bidder shall also provide Operation and maintenance during contract period.

II. Operational requirement for Call Centre

The operational scope is detailed out below:

- a) Call Centre already setup at Addl.District Magistrate,Sundargarh will follow the per-seat model.
- b) If the requirement arises, Addl.District Magistrate,Sundargarh shall give an order for increase or decrease of the number of seats.
- c) **Toll Free Number:** Deputy Collector Emergency, Sundaragr, will provide the toll-free number for operationalization of call centre. If required, the successful bidder has to arranged the new toll-free no and make it operational in the call center.
- d) The fees paid for the acquisition of the toll-free number and applicable rentals shall be paid on actuals by Deputy Collector Emergency, Sundaragr.
- e) The tariff and the rental charges (toll free number, Internet and the telephone lines) negotiated with the Telecom Service Providers should be in consultation with Addl.District Magistrate,Sundargarh as per actual.
- f) The toll-free number shall be used for outgoing & incoming calls to citizens and department for follow-ups, quality feedback, etc.

III. Call Center Service

This call centre should offer following services in the five categories

- a) Grievances & Resolution
- b) Information Services
- c) Enquiry Services
- d) Request Services
- e) Training & periodic interaction

Note:

Addl.District Magistrate,Sundargarh may add additional related or similar services to this list, upon notice to the successful bidder. The successful bidder is expected to draft formal process manuals and call flow to handle all above requests and submit for approval. The successful bidder is required to provide all services related to call centre onsite at Deputy Collector Emergency, Sundaragr 's premises.

As part of the establishment of the call center, , the Successful Bidder will be customize and integrate the requirements of Deputy Collector Emergency, Sundaragr. These applications will include:

- Intelligent routing of calls
- ACD (Automatic Call Distribution)

- CDR
- Voice Logger

The Successful bidder shall be responsible for customizing the IP-PBX solution and integrate the IVRS as per the need. The system should have following features after the integration.

- Call will be automatically routed to the free CCEs or GROUP.

- If all CCEs are busy customized voice message will be played till the operator is free.
- Voice logging will be the part of the system.
- CLI will be displayed on Screen.
- Easy reporting facilities.
- GUI based configuration interface.
- Scalable (License pattern).
- All call logger reports should be available on the Call Centre Portal for officers depending upon the access.
- Incoming call lines should be increased or user waiting services to be accommodate. (Existing PRI connection consists of 30 concurrent channels)

5. Features of PBX Gateway

The Gateway should have the facility of accepting PRI connection, with 15 extensions/agents as per the below mentioned features.

I. (Auto call Distribution)

The ACD Key Features includes ANI/DNIS based routing, managing multiple Queues, Welcome greeting message, Hold-on Music (User Defined), Office hours configuration, Compliant with standard PBX, Media Gateways & Phones, Different user defined reports, Web access facilitating remote agent login, Skill-based Call Routing, Wait time notification and integration with Voice logger. Also have the ACD Queues facilities.

Key Features:

- Ability to display a script for the CCE to read with fields like name, address, etc. filled-in
- Ability to set a campaign to auto-dial and send live calls to available CCE
- Ability to transfer calls with customer data to a closer/verifier on the local system
- Ability to open a custom web page with user data from the call, per campaign
- Ability to park the customer with custom music per campaign
- Ability to set outbound Caller ID per campaign or per list
- Ability to take inbound calls gathering Caller ID
- Ability to function as an ACD for inbound and fronter/closer verification calls
- Ability to have an CCE take both inbound and outbound calls in one session(blended)
- Ability to call up to two other customer numbers manually or automatically for the same lead
- Custom Music-On-Hold for all calls.

II. IVR (Level-3 Voice Messaging)

Level-3 IVR should have Self-help service with IVR Node Flow Designer with Scripting Capabilities, Multi-language Support, Email/SMS Integration (SMS API is required), Customizable IVR prompts and Agent Greetings facility.

Key Features:

- Create and implement flexible IVR menus for handling incoming calls.
- Optionally add a direct number (DID) for each IVR menu independent of the main company call handling.
- Create multiple IVR menus per account, including sub-menus.
- Easily customize inbound call routing and telephone prompts for after-hours / Holidays and Voicemails

III. Call Centre Solution

The CCS should be GUI based. It includes Instant Messaging Client, Operator Panel, Conference Administration, pop-up agent workbench screen, Unified Customer Interface for call handling, Call disposition, Conferencing, N-way Call Transfer and Missed Call Alerts.

Key Features:

- Web-based administration
- Ability to add custom call dispositions per campaign
- Recycling of specified status calls at a specified interval without resetting a list
- Multiple campaigns and lead-lists are possible
- Ability to fetch Outbound/Inbound Reports
- All calls are logged and statuses of calls are logged as well as CCE time breakdowns
- Several real-time and summary reports available
- Real-time campaign display screens
- 3rd party conferencing
- 3rd party blind call transfer
- 3rd party conferencing with CCE drop-off
- Ability to set user levels and permissions for certain features and campaigns
- Ability for managers to listen-in on CCE conversations
- Ability for managers to enter conversations with CCE and customers
- Ability for managers to change the selected queues for an CCE
- Ability for managers to view Missed calls on real time screen
- Ability for CCE to select a Pause Code when they are not active
- Ability for CCE to view the statuses of other CCE on the system
- Ability for CCE to view details for calls in queue that the CCE is selected to take calls from
- Ability for CCE to select and click to take calls in queue from their CCE screen
- Full call logging, inbound and outbound

- DID, phone and carrier trunk provisioning through the web interface

IV. Real Time Agent Monitoring

The Solution should be provided with facility of Barging, Listening and monitoring the calls.

V. Voice Logger

There should be provision of Pre-integrated Active Voice Logging, 100% Blind Recording, Multi-format Voice Recording (Wav, GSM, MP3), Automatic Compression and Archiving and Web-based Remote Access (Only through VPN) to Voice Logs. Facility for quick and easy retrieval of Voice file according to the calls made.

Key Features:

- Web based Remote Login to view call records
- Ability to fetch recordings date/time wise and CCE wise.
- Ability to fetch Voicemail recordings
- Ability to record calls in multiple formats (gsm, wav,mp3 etc.)
- Ability to download recordings in bulk using archive
- Backup and Delete option for all call records

VI. Reporting Application

It should have the provision of Generation of business-oriented comprehensive reports at Agent, Campaign, System and Resource levels, Real-time and Historical Data Analysis and Automatic Maintenance and Backup Management.

VII. Supervisor Application

There must be the facility of Supervision architecture on telephony, agent, dialer and lead performance, independent supervisor interfaces for Inbound & Outbound campaigns and Complete MIS management for device, voice log, services and systems.

VIII. Voice Recording & Storage

There should be the facility of taking backup of System, Agent, Queue, and instant automatically with time interval. Graphical interface to maintain the storage location. The implementing agency will maintain the voice recording library. Incoming call recording facility to be implemented for further evaluation of complaints.

IX. CRM Module

CRM integration with IVR & ACD should be facilitated to enable customer profiling, Integration with any third-party database, CRM or tool for smooth and seamless functioning and having Web-Agent facility. (Can be integrated with the dialer only with the help of Deputy Collector Emergency, Sundaragrh portal development team along with the dialer developers).

X. Headphones for CCEs

The solution provider needs to facilitate the Head Phones with advance features for the CCEs. It should have the facility of Volume Control, Mute Button, Over-The-Head Noise-Cancelling Headset, Clear Sound quality, Extension Jack.

XI. Call Centre Statistics

The Proposed Solution can able to give Queues/Agents Deputy statistics and real time status, Inbound/Outbound Graphs, .CSV and PDF Data Export and Windows, Mac, and Linux Desktop Applications support.

Key Requirements:

- Real-Time Main Report
- Real-Time campaign Summary
- Inbound Report
- Inbound Report By DID
- Inbound IVR Report
- Outbound Calling Report
- Export Calls Report
- Export Leads Report
- CCE time Detail
- CCE status Detail
- CCE Performance Detail
- Team Performance Details
- Missed Call Report
- Campaign status Report
- CCE stats Report on daily basis

6. Operations & Maintenance Phase

I. Period of Operations and Management Phase

Post commissioning, the Call Centre shall enter the operations and management phase which shall have to run as per details given hereunder for three years from go-live. The contract will be extendable on a year-to-year basis solely at the discretion of the purchaser on same terms and conditions up to maximum extension of two years.

II. System Maintenance

The Successful Bidder shall be responsible for Call Centre solution and infrastructure maintenance during the operations and maintenance phase which shall include:

- Annual Technical Support Services including application patch, updates and deployment
- Application Customization (including IVR Tree expansion)

7. Go-Live

Go-Live refers the commissioning of the Call centre and shall be accomplished when all Activities including:

1. Setting up (Installation Testing & Commissioning) of hardware & software infrastructure.
2. Floor-readiness of Call Centre agents.
3. Training of Call Centre Executives
4. Preparation and validation of content and scripts, SOP for all services of Deputy Collector Emergency, Sundargarh
5. Incorporation of all feedback received during the UAT.

8. Software Enhancement Services

Change requests beyond the scope of work will be incorporated in the application as software enhancement services after obtaining due approval from Addl.District Magistrate,Sundargarh . Payments to such assignment will be as per the man month rate provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and Addl.District Magistrate,Sundargarh. The indicative activities which shall be treated as change request are as follows

- 1.Functional changes in the application
- 2.Development of new module/sub-module/Form/Report in the developed system
- 3.Changes in the core application functionality
- 4.Additional resources in the project operation

The procedure for executing the change request is as follows:

Analysis: Service Provider will analyse the changes suggested and submit an effort estimation/cost including timeline to Deputy Collector Emergency, Sundargarh.

Approval: Addl.District Magistrate,Sundargarh shall do the due diligence and provide approval on the effort and timeline suggested

Incorporation: After receiving the approval from Addl.District Magistrate,Sundargarh, Service provider team will incorporate the changes in the application as per the quoted rate for software enhancement.

The Software Enhancement Service component of financial bid is not a part of the present scope and payment for such services will be considered when such a requirement arises in the project.

The bidder has to quote man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.

9. Scalability

- a) The scope of Call Center Helpline may expand in the future to cater to the requirements of Line Departments. Deputy Collector Emergency, Sundargarh reserves the right to scale the hardware and software infrastructure & manpower requirement of the Call Centre as and when required, based on the official requests received from Line Departments.

- b) Deputy Collector Emergency, Sundargarh may consider scaling up the existing Helpline setup to include the specific requirements for hardware, software, and additional resources necessary for the implementation of the new schemes, if required.
- c) In such case, the bidder shall agree to scale up the operation with minimum agreed timeline.
- d) The bidder shall supply, install and commission the additional infrastructure and deploy the resources as per the requirement for the scaled up operation.
- e) Payment shall be made the additional provision as per the discovered cost and terms & conditions this RFP process.

10. Special Conditions

- a) The entire financial liability towards persons deployed for Addl. District Magistrate, Sundargarh shall be of the bidder and Addl. District Magistrate, Sundargarh shall not be liable. It will be the responsibility of the bidder to pay to the person deployed as per the cost discovered in the tender.
- b) In no case, there shall be a relationship of employer and employee between the Addl. District Magistrate, Sundargarh /Govt. of Odisha and the manpower deployed by the bidder.
- c) Neither the bidder nor its personnel/resources can be treated as employees of Addl. District Magistrate, Sundargarh /Govt. of Odisha for any purposes. They are not entitled for any claim, right, preference, etc. over any job/employment (temporarily /ad-hoc/daily wages/regular capacity) of Addl. District Magistrate, Sundargarh /Govt. of Odisha. The bidder or its resources shall not at any point of time have any claim whatsoever against Addl. District Magistrate, Sundargarh /Govt. of Odisha.
- d) The bidder shall undertake to indemnify Addl. District Magistrate, Sundargarh against any such claims by the manpower deployed by them.

11. Security through password

The system should be able to provide a critical security against unauthorized access.

1. All functions and data files should be protected. The administrator should be able to control access by assigning security privileges to agents/users.
2. Before entering into system, each user/agent should enter a valid user ID, biometric/ proximity card and password. Once validated, the user/agent should be granted access to only those functions permitted within the prescribed security level.
3. The system should support the setting of an automatic threshold (number of attempts within a specific time period) for access to system management ports. If this threshold is exceeded the system must automatically disable the login.
4. The system should keep all the Audit log of user/agent actions and should present reports of the changes made by individual users.
5. Login schemes of agent and users (type of user and privileges) will be finalized with the approval of Deputy Collector Emergency, Sundargarh . All logins & logouts should be monitored & reported. Agents should be able to log on

from any desk within the call centre

12. Call Centre Resources

I. Call Centre Agents Criteria and Responsibility

- 1) Call centre agent shall consist of Sr. Call Centre Executive cum supervisor and Call Centre Executives.
- 2) Agency shall deploy call centre agents on the day of Go-Live/ Fully operational of the Call centre at Deputy Collector Emergency, Sundaragrh provided Location/Space.
- 3) Agency shall ensure presence of the call centre agents to meet the SLA and to ensure smooth operational of the call centre 24 x 7 x 365.
- 4) The bidder shall deploy manpower in the Call centre service, which typically includes tasks such as answering customer inquiries, providing information and assistance, troubleshooting problems, and handling customer complaints. It may also involve making outbound calls to provide information about different Government schemes/Programs, follow up with citizens, conducting surveys, counselling etc. and submit consolidated report to the Deputy Collector Emergency Sundaragrh .
- 5) The bidder is responsible for implementing and maintaining quality control standards, tracking and analysing call center metrics, and providing training and support to call center agents.
- 6) Bidder shall take appropriate measures to comply with relevant laws and regulations. This might include creating policies and procedures for ensuring compliance with labor laws, training employees on compliance issues, conducting regular audits to identify potential areas of non-compliance, and taking appropriate corrective actions, if necessary.
- 7) The bidder shall deploy 15 number of Call Centre personnel initially to provide the services uninterruptedly throughout the decided duration in a day as indicated in this document. The manpower shall have adequate knowledge in operating computers, good communication skills, listening skill as well as soft and polite manners.
- 8) Buffer manpower: Bidder will also have sufficient additional manpower for managing absence due to leave, sickness, recess, interval, training, etc.
- 9) The indicative list of call center manpower requirement, educational qualification and roles and responsibilities are as follows.

**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	Senior Call Centre Executive	1	36			
	Total Manpower Cost	15				

- Reporting to Deputy Collector Emergency Sundargarh on daily/weekly/monthly or as and when required
- Team Management
- All type of administrative activities
- Coordination with Different department regarding to citizen grievance
- Grievance Monitoring
- Receive and respond to inbound calls and make outbound calls as per requirement.
- Capture all relevant data related to the calls in the existing CRM software of Helpline Call Centre.
- Follow-up and tracking of complaints/ grievances for closure and response to citizen.

B. Call Centre Executive Responsibilities:

- Receive and respond to inbound calls and make outbound calls as per requirement.
- Capture all relevant data related to the calls in the existing CRM software of CM Helpline Call Centre.
- Follow-up and tracking of complaints/ grievances for closure and response to citizen.
- Provide reports on all the above activities to Deputy Collector Emergency Sundargarh, Odisha as and when required.

III. Deployment & Replacement of Call Centre Agents

1. At the time of deployment of all resources in call centre by the agency, the agency should submit the details of documents supporting the eligibility of qualification and experience with details to Addl.District Magistrate,Sundargarh.
2. The agency shall not replace any of the proposed resources during the contract period without prior information of Addl.District Magistrate,Sundargarh Odisha. Before assigning any replacement member to the provision of the Services, agency shall comply with the following:
3. Provide with a detail information about the candidate that is reasonably requested by Addl.District Magistrate,Sundargarh; and an opportunity to interview the candidate.
4. Provide replacement resource of equal or better qualification and experience. If Addl.District Magistrate,Sundargarh, Odisha objects to the appointment, Agency shall not assign the candidate to that position and shall seek an alternative candidate.
5. Replacement of personnel at request of Addl.District Magistrate,Sundargarh, Odisha can be done under following conditions:
6. Addl.District Magistrate,Sundargarh, Odisha can ask the agency to replace any of its agent(s) on the ground of non-performance anytime during the project period. In such cases the agency needs to replace the resource with an equivalent or better resume. Addl.District Magistrate,Sundargarh, Odisha shall be presented the resume of such candidate and Addl.District Magistrate,Sundargarh shall be free to interview the shortlisted candidate.

7. The agency needs to replace the resource in maximum two weeks from date of intimation by Addl.District Magistrate,Sundargarh, Odisha including minimum one weeks of handover time. The handover process needs to be documented and duly certified by agency and Addl.District Magistrate,Sundargarh, Odisha. (One week of handover time shall be without any additional cost to Addl.District Magistrate,Sundargarh Odisha).
8. In case the agency is not able to provide a suitable replacement within the above stipulated time then the agency shall be charged a penalty as per the terms defined in the SLAs.
- I. . If performance of any resource is not satisfactory, then the bidder shall immediately, on the advice of the Deputy Collector Emergency Sundargarh , remove such resource with suitable replacements.
 - II. The Call Centre will operate in three shift from 7 AM to 2 PM, 2 pm to 10 PM, 10 PM TO 7 AM on all working days in a week 24x7 on all 365 days (366 days in a leap year) including national holidays, Sundays, etc. may be changed as per requirement
 - III. The Call Centre personnel/Executives are required to be available during all this period of time. Depending on call flow, Addl.District Magistrate,Sundargarh, may consider extending a few seats beyond the 15 nos. of resources on request of the Addl.District Magistrate,Sundargarh.
 - IV. In such case, the bidder shall engage additional manpower in the Call Centre for smooth management of calls for the requested period and the bidder shall be in a position to scale up their operations, at the request of the Addl.District Magistrate,Sundargarh.
 - V. Transportation for Call Centre staff etc. will be the responsibility of the bidder. The Call Centre Executives will use the commonly used languages viz. – Hindi, English and Odia.

13. Sample Shift timing for Call. Centre Executive:

TIME SLOT	
	1ST SHIFT
	2 ND SHIFT
	3 RD SHIFT
Resource	7.00 am to 2 pm
	2.00 pm to 10.00 pm
	10.00 pm to 07.00 am

This is a tentative Shift scheduled, it will change as per the requirement

14. Compliance to various Government Act., Law and guidelines

- I. For all the manpower resources deployed as a part of the project, the agency shall be responsible to pay the manpower and shall meet or exceed the minimum wages as per minimum wages Act and comply with labour laws of Govt. of Odisha.
- II. The Agency should at all times indemnify Addl.District Magistrate,Sundargarh, Odisha against all claims, damages or compensation under the provisions of Payment of Wages Act; Minimum Wages Act. Employer's Liability Act. The Employees Compensation Act; Industrial Disputes Act, Maternity Benefit Act or any modification thereof or any other Labour laws relating thereto and rules made here under from time to time Addl.District Magistrate,Sundargarh will not own any responsibility in this regard.
- III. Agency shall be required to have insurance cover protecting the Agency against all claims applicable under the Employees compensation Act, 1923 as amended from time to time. Addl.District Magistrate,Sundargarh shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability/ claim falling on Addl.District Magistrate,Sundargarh, same shall be indemnified by the agency.
- IV. The Agency shall be required to maintain particulars of EPF, ESI etc. of its manpower resources deployed under this RFP to Deputy Collector Emergency Sundargarh offices. The agency shall ensure proper deduction of PF, EPF, Odisha labour Welfare Fund, medical insurance etc. for all the resources deployed.
- V. The Agency shall issue duly signed and authorized salary slip to all deployed manpower on monthly basis accordingly. PF slips shall be issued to on timely basis.
- VI. Additional District Magistrate ,Sundargarh will not entertain any complaint or request from any of the deployed manpower in this regard.
- VII. Additional District Magistrate , Sundargarh reserves right to seek any supporting documents in this regard.

15. Increase /Decrease of resources

Agency may plan adequate extra resources for manning the project as contingency.

Shifting of the Call Centre location

Shifting of Call Centre, Addl.District Magistrate,Sundargarh, Odisha may consider to change the Call centre location during the contract period as per department decision. Addl.District Magistrate,Sundargarh, Odisha will not consider for any addition cost to pay for the relocation /shifting.

16. Exit Management

The service provider shall submit systematic Exit Plan 6 months prior to the end of the contract. The exit management plan should be discussed with Addl.District Magistrate,Sundargarh and finalized prior to its execution. In case of termination, the Exit plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to operate the project without affecting its services. Service provider needs to submit the following deliverables as part of the exit management.

17. Information Security and Privacy

1. The systems shall be designed in a way that guarantees that information is collected directly from the caller, and shall only be used for the specific purpose for which it was collected. Privacy of citizen information guidelines shall be made available to Call Centre agents to ensure that callers are told how their personal data will be used, and that they be given the chance to access the information and to correct it, if necessary.
2. System must maintain log including date, time, terminal number of each operation, done by every user/group and the separate log should be maintained.
3. Anti-virus system and personal firewall shall be installed on all agent and supervisor workstations.
4. There shall be a complete and comprehensive security against unauthorized access and misuse,
5. The system shall support encryption of data during exchange for both internal and external systems. Data stored on call Centre's systems shall also be encrypted using enterprise grade resources.
6. All data and information collected and accessed by the call centre shall be owned by the Additional District Magistrate , Sundargarh and shall not be used for any other purpose than for delivering the services as mentioned earlier.
7. The Additional District Magistrate , Sundargarh reserves the right to appoint third parties to audit information security procedures, processes, systems put in place by the call centre at any time without giving prior notice.
8. The call centre shall not carry and/or transmit any written material, information, layouts, diagrams, storage media (hard disk/tapes) or any other goods/materials in physical or electronic form, which are proprietary to or owned by the department out of Call Centre premises without prior written permission from the Additional District Magistrate , Sundargarh .
9. The Call Centre shall acknowledge that all data and other proprietary information or materials, whether developed by Additional District Magistrate , Sundargarh or being used by Additional District Magistrate , Sundargarh pursuant to a license agreement with a third party (the foregoing collectively referred to herein as — proprietary information) are confidential; and call centre agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by call centre to protect its own proprietary information. Call centre may come into possession of such proprietary information, even though call centre does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Call centre shall use such information only for the purpose of performing the said services.
10. Call centre shall, upon termination of this agreement for any reason, or upon demand by Addl.District Magistrate,Sundargarh, whichever is earliest, return any and all information provided to call centre Deputy Collector Emergency, Sundargarh and

gathered during the entire engagement period, including any copies or reproductions, both hardcopy and electronic.

18. Reporting

The call centre solution shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online and GUI based. The system shall generate various statistical reports (hourly, daily, monthly), based on Call completion of agent position/groups.

The call centre vendor shall provide advanced analytics and dashboards in electronic format which is end- user specific, periodic (daily, weekly, monthly, quarterly) and multi-level (serves various levels of PMU/ Department).

An indicative list of reports needed to be supported includes:

- a. Reports to provide evidence of all SLAs
- b. Average time taken to answer the call for calls serviced through Agents
- c. Average Speed of Answer
- d. Maximum time in queue for each type of service & Longest Delay before answered
- e. Average holding time, also agent, service wise
- f. Number of call abandoned for a defined time period & Abandoned Call Rate
- g. Number of calls answered for a defined time period & Average Talk Time
- h. Number of calls made for a defined time period
- i. Average Delay Before Abandon
- j. Longest Delay Before Abandon
- k. Total number of calls landed in the system, offered to the agents, answered by the agents within norms, abandoned by the caller, for a given user defined period.
- l. Average and total number of calls in a queue
- m. Average and total number of unanswered calls
- n. Agent activity reports, both real-time and historical
- o. Average and total number of free agents
- p. Average and total call duration for different agents
- q. Average and total queuing time
- r. After Call Work (Wrap Up)
- s. Root cause analysis of most frequent (e.g. Top 10) queries/complaints
- t. Analysis of wise trends in queries/complaints

The Vendor and Additional District Magistrate , Sundargarh will mutually agree on the format of the reports to be submitted by the Vendor to Additional District Magistrate , Sundargarh. If Additional District Magistrate , Sundargarh requests the Vendor to provide customized reports, the Vendor will provide customized reports at no cost to the Purchaser. The reporting tool shall be capable of exporting report details into various formats such as MS Excel, MS Word etc.

19. Roles & Responsibilities

I. Responsibilities of Deputy Collector Emergency, Sundargarh

Deputy Collector Emergency, Sundargarh shall act as the Nodal Agency & will have the overall responsibility for the smooth implementation of the whole project. Deputy Collector Emergency, Sundargarh would be responsible for monitoring the project as a whole and shall responsible for: -

1. Providing necessary office space, including flooring, internal cabling, furniture, air conditioning, toilets, power backup for establishing the call centre
2. Providing necessary infrastructure for communication including PRI Connectivity and internet connectivity. However, it shall be the sole responsibility of the Agency to manage and maintain the infrastructure.
3. Facilitating process changes as required for Application deployment.
4. Providing acceptance & sign-off for the deployed system and Deliverables for respective Phases with recommendations if required.
5. Processing the payments to the bidder after acceptance and necessary approvals.
6. Payment against the invoices received from selected bidder. Payments will be made post deduction of taxes.

II. Responsibilities of Service Provider

1. Execute work as per the scope of work defined in the tender document and contract.
2. Timely submission of reports to the management as per desired formats.
3. Provide human resources as per the requirement.
4. The vendor shall be governed by all relevant Acts (Central, State and Local Bodies) as applicable on the Call Centre operation. Every personnel of the vendor will comply with the applicable law in force.
5. The vendor shall obtain approval of the client for (i) Number of person shifts (ii) Changes in structure of Shifts and (iii) Arrangement of duty hours of call agents.
6. The vendor shall perform the services described in 'Scope of work' and carry out his obligations there under with due diligence and efficiency in accordance with generally accepted professional techniques and practices, and observe sound management techniques.
7. He will employ appropriate advanced technology, safe and effective equipment, machinery and methods. He shall at all times safeguard client's (Addl.District Magistrate,Sundargarh) legitimate interests in any dealings with third parties.
8. The vendor should provide the services throughout the period of assignment without any breach of any of the clauses agreement and breaks in the services. The vendor shall be liable to pay to the client compensation equal to the value of resultant damages to the client in case of any breach of the agreement or leaving the services incomplete before expiry of the contract.
9. The remuneration of the vendor pursuant to this Agreement hereof shall constitute the vendor's sole remuneration in connection with this Agreement or the Services. The vendor shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or to the Services or in the discharge

of his obligations hereunder, and the vendor shall make his best efforts to ensure that any of his personnel and agent shall not receive any such additional remuneration.

10. The vendor agrees that, during the term of this Agreement the vendor and any entity affiliated with the vendor shall be disqualified from providing goods, works or services for any project affecting the Services.

11. The vendor shall not engage and shall cause his personnel not to engage, either directly or indirectly in any business or professional activities in the State of Odisha and elsewhere, which would conflict with the activities assigned to him under this Agreement.

12. The vendor and his personnel shall not, either during the term or within three (2) years after the expiration of this Agreement, disclose any proprietary or confidential information relating to the project, services under this Agreement or the Client's business or operations without the prior written consent of the Client.

13. The vendor shall at his own cost protect personnel, hardware, software, structures & assets etc., against any likely damage. He (i) shall acquire insurance covers at his own cost to safeguard against loss, damage and threat to life and (ii) shall provide evidence to the client immediately on his demand, showing such insurance policies and that the premiums due there for have been paid.

14. The vendor (i) shall keep accurate and systematic accounts and records in respect of the Services and expenditure, hereunder, in accordance with the accepted accounting principles and in such forms and details as will clearly identify all the relevant charges and cost, and the basis thereof; and (ii) shall permit the Client or his designated representatives periodically, and up to two years from the expiration or termination of this Agreement, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Client.

15. The CCA shall establish, maintain and operate the call centre in compliance to best in class specifications and norms. He is required to submit details of the arrangements made for safety/security of employees including their conveyance arrangements and other amenities viz. breakfast, lunch, dinner tea/coffee etc. as may be required; the entire cost of which would be borne by the vendor. The breaks for lunch and breakfast etc. shall not in any way adversely affect the services provided to the callers under this agreement.

16. CCA shall ensure minimum/no use of mobile phones by Call Centre executives during shift(s), except during emergency cases.

17. CCA shall provide identity card to the persons engaged for the work. This card shall be given by Call Centre Agency and approved by Deputy Collector Emergency, Sundargarh to work in the premises of Call Centre.

18. CCA shall be responsible for appropriate insurance coverage of the personnel engaged by the Agency for the job at his own cost as may be required for successful completion of the job

19. CCEs shall not be allowed to indulge in small talk or arguments with callers even if the callers are being abusive or offensive. Agents are required to address the caller as per the script given to them for talking to callers during their training. If an agent is found to be doing otherwise, the bidder has to replace the agent immediately, without delay.

20. CCA will ensure proper training for new CCE

22. CCA shall share training module and calendar with Deputy Collector Emergency, Sundargarh.

23. The CCA shall ensure that all CCE follows a decent dress code.