




Bid Document for Call Centre



Punjab State e-Governance Society
O/o Directorate of Governance Reforms and Public Grievances
Plot no. D-241, Industrial Area,
Phase 8B (Sector-74), S.A.S Nagar (Mohali)

I. Notice Inviting Bids

1. Punjab State e-Governance Society under the aegis of Department of Governance Reforms, Government of Punjab invites bids through email (password protected PDF/Excel files) on prescribed forms from reputed BPO/call centre companies having requisite experience for establishing call centre to address the issues related to day to day requirements of essential goods during current lockdown because of Coronavirus.
2. The bidder shall deposit Rs. 500/- (non refundable) as a cost of bid documents alongwith EMD of Rs. 20,000/- during submission of bid, failing which his bid shall not be opened.
3. The Cost of bid & Earnest Money for an amount as specified above shall be deposited through RTGS/NEFT in following account:
Bank name: Punjab National Bank
Acc no.: 4425000105090736
IFSC Code: PUNB0442500
Branch: CHANDIGARH
4. Agencies fulfilling Eligibility Conditions for the bid, are eligible to apply for tender.
5. The bidders are requested to submit their bids strictly as per terms and conditions forming part of this document. Conditional bids shall not be accepted.
6. Any corrigendum/clarification shall be posted on <https://dgrpg.punjab.gov.in/> website.
7. The bid documents shall be submitted in the following format: -
 - a. Technical Bid in form of PDF File
 - b. Commercial bid in excel sheet (Password protected)
8. Password protected bids must be sent to parminder.sandhu@punjab.gov.in on or before 13th April 2020 11:00 AM

9. Technical Bids shall be opened at 11:30 hours on the same day in the presence of the bidders through joining WebEx on (<https://dgrpunjab.webex.com/meet/parminder.sandhu>).
10. After evaluation of the technical bids, the financial bids (Password protected excel sheets) of only those agencies who fulfill the eligibility criteria specified in the bid documents shall be opened at 3:00 PM on same day. Passwords of excel sheets by bidders shall be shared through Whatsgroup. Link of Whatsapp group shall be shared to participants bidders by PSeGS. Bidders are required to join the group on 13th April 2020. A mobile number having whatsapp installed should be shared in technical bid preforma.
11. The decision of PSeGS regarding evaluation/fulfillment of eligibility criteria shall be final and binding.
12. Any bid received later than the time and date of opening of Technical bids shall be rejected and returned to the bidder unopened.
13. Any bid received without Earnest Money and/or the cost of bid document in the form as specified in bid documents shall not be considered and shall be summarily rejected.
14. PSeGS reserves the right to cancel the bid or postpone the bid and to accept/reject any or all bids without assigning any reasons thereof.

II. Eligibility Conditions

Reputed Agencies/Organizations fulfilling following conditions are eligible for bidding: -

1. Should have experience of atleast three (03) years in establishment and management of Help lines and call Centres services
2. Should have Minimum annual turnover of atleast Rs. 20 Lakh (average) for last three years.
3. Should have average positive net worth in last three financial years.
4. Should have atleast 50-seater setup running as on date.
5. Should have given call centres services to atleast 5 clients.
6. Should have atleast 30 employees on its own payroll for more than last 6 months.
7. The bidder should have ensure to fulfill all types of the statutory compliances.
8. Should have allotted GST Number.
9. Rates should be exclusive of all Taxes. Taxes will be paid extra as applicable.
10. Submission of bid by a Joint Venture or Consortium is not permitted.
11. The company should have office in Chandigarh/Punjab.

III. Terms and Conditions

1. Agencies fulfilling eligibility conditions can submit their bids.
2. Bidder may carefully note that they are liable to be disqualified at any time during bidding process in case any of the information furnished by them is not found to be true. In addition the EMD of such bidder shall be forfeited. The decision of the Member Secretary, PSeGS in this respect shall be final and binding.
3. The bidder shall bear all costs associated with the preparation and submission of the bid and the PSeGS will in no case be responsible or liable for these costs regardless of the conduct or the outcome of the bidding process.
4. The bid prepared by the bidder and all documents related to the bid shall be written in English.
5. While filling up the rates in the Price Bid, bidder shall ensure that there is no discrepancy in the rates mentioned in figures and words. In case of any discrepancy, the unit rate mentioned in the words shall be taken as final and binding.
6. The Earnest Money of the unsuccessful bidders shall be discharged and returned within one month from the date of issue of Letter of Acceptance. The Earnest Money Deposit of the successful bidder shall be retained and adjusted against security deposit.
7. The bid duly filled must be received by PSeGS at the email id specified not later than the date and time mentioned in the Notice Inviting Tender and in this document. A bid received later than the deadline prescribed for submission of bid is liable to be rejected.
8. The bidder must submit all necessary authentic data with necessary supporting certificates (self attested) of the various items of evaluation criteria.
9. PSeGS reserves the right to accept, split, divide, negotiate, cancel or reject any bid or to annul and reject all bids at any time prior to the

award of the contract without incurring any liability to the affected bidders or any obligation to inform affected bidder, the grounds of such action.

10. **Selection of bidder:** L1 basis (Per Full time equivalent).

11. **Period of contract:** 3 months extendable to 1 year on the rates mentioned in financial proposal.

12. In case of any query/help, bidders can send their queries on email on above mentioned email IDs on or before 11.04.2020 06:00 PM. No query shall be entertained after the prescribed date and time.

13. **Penalties:**

- In case of any deficiency in services in execution of work defined in scope of work, 5% amount of monthly payment shall be deducted. PSeGS may take any other punitive actions as deemed necessary.
- Any damage caused to the reputation of the Purchaser or the Government of Punjab due to any mismanagement in the event (inbound or outbound call) handling or execution of the event by the Successful Bidder or its representatives, it will be liable to pay 5% of the total contract value of that month to the Purchaser (PSeGS) within 15 days or else Purchaser will take legal action against the Successful Bidder. Purchaser will decide whether to impose penalty or take legal action or to give warning in this case. Decision of the Purchaser will be final in this case.
- If the Successful bidder after taking up the work for an event, leaves it incomplete/ delayed due to any reason, the successful bidder would have to pay 20% of the total contract value to the Purchaser and Purchaser will be at liberty to take legal action against the selected bidder. Decision to impose the penalty or the legal action or both will be decided by the Purchaser. This decision will be in addition to the forfeiture of the EMD.

14. The tender should be submitted by authorized signatory of bidder company.

IV. Scope of Work

1. The call Centre shall have at least one dedicated number for the PSeGS Call Centre to be established for the purpose of:
 - a. To give information to general public regarding essential services, medical assistance or any other information as decided by State Govt. to be provided by call centre.
 - b. To lodge complaints
 - c. To take feedback with regard to resolution of each complaint
 - d. The time of resolution
 - e. Daily reports as and when required by Govt. in prescribed formats
2. The Call Centre should have state of the art equipments available as on date and should have the scalability to accommodate/ create the additional number of seats, if so required by PSeGS.
3. Number should be accessible from anywhere in India and from other network operators also;
4. Call centre must have automated call distributor of all incoming calls to executive. System should be able to intelligently route the callers to Executives as defined by the PSeGS.
5. The Call Centre should be extendable to support IVRS, which shall logically be front-end for all incoming calls and process them in accordance with a pre-configured call-flow.
6. Call centre should have necessary CRM Software and Complaint handling software. The software would maintain complete history of all queries received at the call Centre. The Executives would be capturing all the relevant caller information in this application. The application should have the following features:
 - a. Software should track all interactions with customers and store call and customer information in a database for easy retrieval;

- b. The software should automatically generate a unique number for each call;
- c. Software shall support storing general information of the caller such as mobile number, name, email, age, gender, location etc, the application should be customized to store information as and when required;
- d. Query escalation facility shall be provided so PSeGS and other authorities can provide solution for unsolved queries;
- e. The application would also have the provision to build database of related FAQs and their standard answers; FAQ and Answers shall be provided by PSeGS.
- f. It should be possible to escalate the grievance/ query lodged by automatic generation of emails;
- g. Knowledge Management of documents, data provided by PSeGS.
- h. Reports as and when required to PSeGS and other Govt. authorities.

PSeGS will also assist the selected company in development/customization of software, if require.

- 7. **No. of Seats required:** 100 seater (Full Time Equivalent) call centre is required.
- 8. **The call centre to be operational within 7 days of letter of award.**
The selected company will be required to operate the call centre with atleast 25-30 seats within 2 days which shall be gradually increased by 100 seats in 2 shifts.
- 9. **Hours of Operation:** 06:00 AM to 10:00 PM (2 shifts of 50 each).
- 10. **Languages:** Punjabi, Hindi
- 11. All infrastructure (IT/Non-IT/Civil/Telecom) shall be provided by Company.
- 12. **Calling requirement:** Both In-bound and Out-bound calling required.
- 13. Training to executives shall be provided by company trainers. Trainers will be trained by PSeGS or any other Govt authority.

14. The selected Executives should be well qualified and expected to be knowledgeable. He/ she should listen to the citizen and respond promptly, politely and clearly. They should have basic awareness about computers.
15. Suitable reporting software should be available to generate standard report formats to measure performance of Executives, Systems etc.
16. The company shall bear all types of cost including payments to employees, setting up of infrastructure required for operations of call centre, all types of recurring charges etc.
17. The company should also take regular backups of Call Centre data, logs and software on external media. The backups should be regularly checked for consistency and readability and copy of complete backup shall be given by the company to PSeGS.
18. PSeGS shall facilitate selected company in getting necessary curfew passes for manpower, if required.

19. SETTLEMENT OF DISPUTES

Any difference, disputes, controversy or claim which may arise between the parties hereto of or in relation to or in connection with this agreement or as to their rights, duties or liabilities hereunder other than a dispute for which provision is specifically made in this agreement, shall be settled by the parties by mutual negotiations and agreement. If for any reason such dispute cannot be resolved amicably by the parties hereto within 15 days of dispute being notified by one party or other, the same can be settled by way of Arbitration proceedings by a Sole Arbitrator appointed by PSeGS. The arbitration proceedings shall be in accordance with the Arbitration and Reconciliation Act 1996 or any subsequent enactment or amendment thereto. The language of the arbitration and the award shall be English. The arbitration proceedings shall be held at a place decided by the Arbitrator. During the pendency of arbitration proceedings, the Bidder

shall not stop working. The Bidder shall endeavour to finish the work within stipulated time.

20. **JURISDICTION OF COURT:** The Jurisdiction of Courts for any disputes pertaining to this contract will be Mohali only.

21. **Termination of Contract or Work Orders:**

Termination of Contract for default:

- The Purchaser (PSeGS) without prejudice to any other remedy for breach of Contract, by a written notice of not less than 7 (Seven) days sent to the Successful Bidder may terminate the Contract/ blacklist in whole or in part for any of the following reasons:
 - ✓ If the Successful Bidder fails to deliver and perform any or all the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser; or
 - ✓ If the Successful Bidder fails to bid or respond for three consecutive bid given by the Purchaser without assigning any satisfactory reason to Purchaser in writing or on email; or
 - ✓ If the Successful Bidder fails to perform any other obligation(s) under the contract; or
 - ✓ Laxity in adherence to standards laid down by the Purchaser; or
 - ✓ Discrepancies/deviations in the agreed processes and/or Services; or
 - ✓ Violations of terms and conditions stipulated in this RFP.
- In the event the Purchaser terminates the Contract in whole or in part for the breaches attributable to the Successful Bidder, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Successful Bidder shall be liable to the Purchaser for any increase in cost for such similar Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated.

- If the contract is terminated under any termination clause, the Successful Bidder shall handover all documents/ executable/ Purchaser data or any other relevant information to the Purchaser in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Purchaser.
- During the transition, the Successful bidder shall also support the Purchaser on technical queries/support on process implementation or in case of any provision for future upgrades.
- The Purchaser right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.
- In the event of failure of the Successful Bidder to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Purchaser at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Purchaser shall give prior notice to the existing Successful Bidder. The existing Successful Bidder shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Successful Bidder shall render all reasonable assistance to the new Service Provider within such period prescribed by the Purchaser, at no extra cost, for ensuring smooth switch over and continuity of services. If existing Successful bidder is breach of this obligation, they shall be liable for paying a penalty of as provided in Penalty Section of this document, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee. Purchaser or the "Successful Bidder" can terminate the contract in the event of default of terms and conditions of this RFP or the contract by the other party by giving 1 month written notice.

Termination of contract for Convenience:

Purchaser or the “Successful bidder” reserves the right to terminate, by prior written 1 months’ notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for the concerned party’s convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

Termination of contract for Insolvency, Dissolution, etc.:

Purchaser may at any time terminate the Contract by giving written notice to the Successful bidder, if the concerned “Successful bidder” becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the “Successful bidder” provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Purchaser.

V. Proforma for Technical bid

Sl. No.	Particulars	Attach self-attested copy of the documentary proof against each item
1.	Full Name & Address of Agency/Organisation: (i) Head Office: (ii) Branch Office (if any) :	
2.	email address : Website:	
3.	Telephone Number (s) : Mobile No. :	
4.	Date of establishment of the agency/Organisation :	
5.	A copy of the certification/declaration relating to the registration of the Agency/Organisation.	
6.	Agency/Organisation must have a minimum turnover of Rs. 20 Lakh in average from last 3 years: 2016-17: 2017-18: 2018-19: Average:	
7.	Certified copy of concerned balance sheets/certificate from CA	

	must be attached showing turnover and networth.	
8.	Relevant Proof of 50 seaters call centre	
9.	Relevant proof of giving services to atleast 5 clients (Word Orders/Completion certificate)	
10.	Undertaking that firm is not blacklisted by any Govt. Organization and no complaint/enquiry/ court case is pending against firm.	
11.	Details of manpower of Agency/Organisation. Relevant proof of atleast 30 employees on its payroll	
12.	GST No. of Agency/Organisation :	
13.	PAN card of the Agency/Organisation :	
14.	Bank Account Details :- Account Holder Name : Account Number : IFSC Code : Bank Name : Bank Address :	

Certified that I/We have read the above terms and conditions of this tender document and these are acceptable to me/us. I/We have attached all the supporting documents/certificate copies as required in this tender document.

Signature: _____

Designation : _____

Complete Address of the Firm :

Date : _____

- Commercial quotation to be put separately in excel sheet.

VI. Proforma for Financial Bid

1. To Be Filled in Excel Sheet.
2. Excel Sheet name shall be “Financial bid-Firm Name-DDMMYYY”. It should be password protected.
3. Password shall be shared through whatsapp group on 13/04/2020 at 3 PM.

Sl. No.	Description of service	Unit of measurement	Unit price (in Rs.) excluding taxes (A)	Qty (B)	Total Price (C = A * B) (in Rs.) excluding taxes	Total Price in words (excluding taxes)
1.	Call Centre Executives	Per head		100 executives		
2.	Outbound calling *	Per minute		45,000 calls per month		
Grand Total (in Rs.)						

Note: “Grand Total” will be used for declaring L1. Bidders must use the above format for bidding. Non-conforming bids will be rejected. Payments for number of seat and number of outbound calls to the selected bidder shall be made on actual on monthly basis on submission of invoices and supporting documents.

For evaluation purposes, we are assuming the cost of 100 seats and 45000 outbound calls

* Time of each call will be rounded up to the full minute

Taxes will be paid as per actuals

Certified that I/We have read the above terms and conditions of this tender document and these are acceptable to me/us. I/We have attached all the supporting documents/certificate copies as required in this tender document.

Signature: _____

Designation : _____

Complete Address of the Firm : _____

Date : _____