



**Office of the Chief Executive Officer**  
**Chhattisgarh State Skill Development Authority, Raipur**  
**Old PHQ Campus, New Raj Bhavan G.E. Road, Raipur, Chhattisgarh**  
**Phone No. 0771-4090020 Email –cssda.cg@gov.in**



Ref. No. CSSDA/SANKALP/Notice/RFP/2022-23/ 61

Date 21.04.2022

**Invitation of Request for Proposals (RFP)**

Chhattisgarh State Skill Development Authority, Raipur Invites Proposals for the “SELECTION OF SERVICE PROVIDER/AGENCY FOR OPERATING AND MAINTAINING A CALL CENTRE” in Chhattisgarh under Skill Acquisition and knowledge Awareness for Livelihood Promotion (SANKALP), from the eligible Service Provider/Agency having a proven track record in conducting work in area of “SELECTION OF AGENCY FOR OPERATING AND MAINTAINING A CALL CENTRE” in Chhattisgarh.

The Scope of work and other terms and conditions etc. are mentioned in the Request for Proposals(RFP). Document, which can be downloaded from the official website cssda.cg.nic.in. Interested Agencies/Academic institutes which meet the eligibility criteria may send their proposal to the given address along with required documents (self-attested) and a non-refundable processing fee of Rs. 5000/- (Rupees five thousand only) in the form of a Demand Draft in favor of “Chief Executive officer, Chhattisgarh State Skill Development Authority”. Raipur drawn on a Nationalized bank/Scheduled Commercial Bank and payable at Raipur. The proposal must be sent in sealed envelope along with the covering letter duly signed by Authorized signatory on before-...23.../05./ 2022 by 3:00 PM by the registered post/Speed post only. The name of the proposal must be written on top of the sealed envelope.

**Address-**

**To,**

**The Chief Executive officer**  
**Chhattisgarh State Skill Development**  
**Old PHQ Campus, New Raj Bhavan**  
**G.E. Road, Raipur, Chhattisgarh**  
**Pin- 492001**

Modifications/amendments/corrigenda. If any, shall also be made available on the aforementioned website, The Chief Executive officer reserves all rights to reject any or all proposal(s) without assigning any reason therefore.

**The Chief Executive officer**  
**Chhattisgarh State Skill Development**  
**Raipur (CG)**



**Chhattisgarh State Skill Development Authority  
(CSSDA)**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**“SELECTION OF SERVICE PROVIDER/AGENCY FOR SETTING UP A CALL  
CENTRE AND MANAGING ITS OPERATIONS”**



**Chhattisgarh State Skill Development Authority**  
CSSDA Building, Old PHQ, Civil Line, Raipur - 492001Chhattisgarh

RFP Notice No.....

Date: .....

## Request for Proposal (RFP)

### Disclaimer

This Request for Proposal (RFP) document is neither an agreement and nor is an offer to the prospective bidders. The purpose of this RFP document is to provide prospective bidders information that may be useful to them in the formulation of their bid for qualification pursuant to this RFP document. The assumptions, assessments, statements and information contained in this RFP document may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP document and obtain independent advice from appropriate sources. Information provided in this RFP document to the bidders is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. CSSDA office accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Office of CSSDA, or its employees or representatives make no representation or warranty and shall have no liability to any bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP document. CSSDA also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever, caused arising from reliance of any bidder upon the statements contained in this RFP document. It may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP document. The issue of this RFP document does not imply that the Office of CSSDA is bound to select and to appoint the Selected Bidder for Establishing, Operating and Maintaining Call Centre. Office of CSSDA reserves the right to reject all or any of the bids without assigning any reason whatsoever.

### Introduction

CSSDA has decided to outsource a good set-up Call Centre to facilitate the Skill Development Programme currently being undertaken by CSSDA. The Call Centre shall help in dissemination of the information about the various Skill Development Programmes/ schemes running in the State of Chhattisgarh State, eligibility criteria for the targeted beneficiaries, processes for enrolments, training, assessment, certification, placement, expected remuneration and post placement support. The Call Centre shall also act as a channel for Grievance Redressal Mechanism. The Centre shall assist in resolution of the issues faced by the various Stakeholders. Call centre should have a ready solution for managing grievances & complaints. Call Centre will act as the First Point of Contact for the public in general. However, for complex issues, the Call Centre will refer the matter to CSSDA internal specialists / experts for resolution. As per direction, Proposal against the RFP are invited from BPOs/Service Providers for setting up a Call Centre to facilitate the applicants/citizens of Chhattisgarh State under Chhattisgarh State

Skill Development Authority regarding various skill development programmes. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP document.

**1.1 About Chhattisgarh State Skill Development Authority ("CSSDA")**

Chhattisgarh State Skill Development Authority ("CSSDA") was registered on 17 September, 2013 under the Societies Registration Act, 1973 to function as an autonomous organization under Department of Skill Development, Technical Education and Employment, Government of Chhattisgarh. Through a Government of Chhattisgarh State notification dated 01 October, 2013.

**1.2 The Objectives of CSSDA are:**

1. To increase the employability of the youth and empower them to take part in the economic growth of Chhattisgarh State and India and thereby reduce unemployment, under-employment, poverty and socio-economic inequality;
2. To provide skill development training to the youth of the State;
3. To develop self-employment and entrepreneurial skills for youths of Chhattisgarh State
4. To assist in creating an enabling environment to attract investment in professional and skill development sector;
5. To assist the State Government in formulating appropriate policy, legislations and/or measures to fulfill the skill gap;
6. To monitor the costs and quality of training imparted to produce targeted number of high quality skilled personnel across various strata of youth and workers, especially from amongst the disadvantaged sections of the society;
7. To create effective convergence between school education, professional courses and various skill development efforts of Central and State Governments;
8. To promote and carry out, on its own or on behalf of the State Government, activities to generate awareness, research and study on skill demand;
9. To increase the skill training facility in the state of Chhattisgarh State.

**SELECTION OF SERVICE PROVIDER/ AGENCY FOR OPERATING AND MANAGING ITS' OPERATIONS**

**1.3 About the Call Centre**

CSSDA has decided to provide the third party Call Centre/BPO set-up for facilitation to people regarding skill training queries & information and post placement activities under CSSDA. The details of the activities to be undertaken by the call centre are as given in the scope of work as mentioned 7.1.

**2 RFP:-**

**2.1 EMD and RFP Fee:-**

<b>Earnest Money Deposit (EMD)</b>	<b>Non Refundable RFP Fee</b>
Rs. 1 Lakh (either in a Demand Draft or Bank Guarantee)	Rs. 5,000/- (In the form of a demand draft only)

- 2.2 Bidders are advised to note the eligibility and minimum qualifying criteria specified in the Instruction to Bidders , Section 5 & "Evaluation and Qualification Criteria" of the bid document" Section 6.

- 2.3 Bidding documents: The bidder can download the RFP document(s) from the website <http://cssda.cg.nic.in>. The non-refundable RFP fee will be submitted through a bank demand draft of Rs. 5,000 (Rupees Five thousand only) drawn in favor of "Chief Executive Officer, Chhattisgarh State Skill Development Authority" payable at "Raipur" from a scheduled commercial bank. The RFP fee of Rs. 5,000/- must be submitted along with the bidder's proposal (Proposal). Proposals received without or with inadequate RFP fees shall be rejected summarily.
- 2.4 It will be the responsibility of the bidder to download all bid related documents including all addendum/corrigendum issued in this regard from website from time to time and to ensure the timely submission of signed RFP and all addendum/corrigendum along with the proposal.
- 2.5 Earnest Money Deposit (EMD): Bidders shall submit an EMD of Rs. 1.00 Lacs (Rupees One Lakh Only), in the form of a Demand Draft or Bank Guarantee FDR (in the format specified in Appendix) issued by a scheduled commercial bank in favor of "Chief Executive Officer, Chhattisgarh State Skill Development Authority" payable at "Raipur", and must be valid for 3 months from the last date of submission of proposal against the RFP.
- 2.6 **Last Date of Submission of Proposal:**  
Last date of Receipt of proposal (In the form of Hard Copy) along with EMD and RFP Fee, Technical Document: 23/05/22 up to 03.00 PM and EMD & RFPDD in hard copy. EMD and RFP Fee as specified in the RFP must be submitted at one of the addresses specified below:

Name & Address	Chief Executive Officer, Chhattisgarh State Skill Development Authority, CSSDA building, Old Police Head Quarter, Civil Line, Raipur – 492001
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- 2.7 Address for Communication: Interested eligible bidders may obtain further information from the following address:  
Chief Executive Officer, Chhattisgarh State Skill Development Authority, CSSDA building, Old Police Head Quarter, Civil Line, Raipur – 492001  
Email ID: [cssda.cg@gov.in](mailto:cssda.cg@gov.in), Phone: 0771-4099953

### 3. Fact Sheet

Publication of RFP Document	<u>22/04/22</u>
Last date & time of submission of bid	<u>23/05/22</u> ...at 3:00PM
Place, Time & Date of bid Opening (Technical Bid)	<Date> at 3.05 PM, CSSDA Building, Old PHQ, Chhattisgarh State Skill Development Authority, Civil Line, Raipur - 492001.
Address for communication	<b>Chief Executive Officer,</b> Chhattisgarh State Skill Development Authority, CSSDA building, Old Police Head Quarter, Civil Line, Raipur – 492001 Email ID: <a href="mailto:cssda.cg@gov.in">cssda.cg@gov.in</a> , Phone: 0771-4099953

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Non Refundable RFP Fee (In the form of DD)	Rs. 5,000 (Rupees FIVE Thousand Only.)
Submission of EMD	Rs. 1 Lakh DD/ BG/ FDR
Order Place Date	<Date>
Go live Date	<Date>
Bid Validity	180 days from last date of Bid Submission

#### 4 General Information Background:

##### 4.1 Issuer

Chhattisgarh State Skill Development Authority (CSSDA), invites proposals from leading firms having experience and knowledge in setting up and operation of the Call Centre. The duration of the project shall be over a period of 36 months or up to the duration of SANKALP Project in the State of Chhattisgarh from the date of Go-Live.

##### 4.2 Enquiries & Clarifications

The format of submission of the pre-bid queries is printed below:

S. No.	Section No	Page No.	RFP document reference(s) (Section page number)	Content of RFP requiring clarification(s)	Points of clarification
1					
2					

The prospective bidders shall submit their questions through e-mail ([cssda.cg@gov.in](mailto:cssda.cg@gov.in)) within 07 working days from the date of notification of Bid. Any queries submitted beyond the deadline and apart from the prescribed format will not be entertained. The responses will be conveyed to all the prospective bidders (by way of publishing amendments / clarifications on the website <https://cssda.cg.nic.in>).

Pre bid queries/ clarifications, if any, shall be addressed to:

Chief Executive Officer,  
Chhattisgarh State Skill Development Authority, CSSDA building, Old Police Head  
Quarter, Civil Line, Raipur – 492001  
Email ID: [cssda.cg@gov.in](mailto:cssda.cg@gov.in),  
Phone: 0771-4099953

##### 4.3 Procurement of RFP Documents

The Bidder will download the RFP document(s) from the website <https://cssda.cg.nic.in>. The RFP fee should be submitted through a non-refundable bank demand draft of Rs. 5,000 (Five thousand rupees only) drawn in favor of "Chief Executive Officer, Chhattisgarh State Skill Development Authority " payable at "Raipur" issued by a scheduled commercial bank. The demand draft of RFP document fee

must be submitted with the proposal. Proposals received without (or of lesser value) RFP fees shall be rejected summarily.

#### 4.4 Venue and deadline for Bid submission

Proposals, in its complete form in all respects as specified in the RFP along with any addendum/ corrigendum must be submitted offline mode before the last date and time of submission as mentioned above under "Last Date and Time of Submission" section.

The EMD & RFP Fees to be submitted in original to the CSSDA at the address specified below:

<b>Addressed To</b>	Chief Executive Officer,
<b>Address</b>	Chhattisgarh State Skill Development Authority, Raipur – 492001

CSSDA shall not be responsible for any delay in uploading the documents. No further correspondence on this matter will be entertained.

#### 4.5 Earnest Money / Performance Security Deposit

The General cum Technical Bid should also contain relevant supporting documents and Earnest Money Deposit (EMD) as per details given below, by Bank Guarantee (valid for 90 days from the last date of submission of the Bid) from any nationalized bank, drawn in favor of "Chief Executive Officer, Chhattisgarh State Skill Development Authority" payable at "Raipur". EMD amount for this project is Rs. 1, 00,000/- (Rs. One Lakh Rupees Only). The Earnest Money Deposit of the unsuccessful bidders will be refunded without any interest within three months from the declaration of successful bidder. The EMD would be forfeited, in case:

1. The bidder withdraws the bid prior to validity period of the bid;
2. The bidder refuses to accept and sign the contract as specified in this document

In the case of bidder whose bid is accepted for undertaking the work assigned for this RFP, this successful bidder will submit a Performance Bank Guarantee as per the format provided in Appendix VIII. Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Bank Guarantee.

"Proposal for "SELECTION OF SERVICE PROVIDER/AGENCY FOR  
SETTING UP A CALL CENTRE AND MANAGING ITS  
OPERATIONS"

### 5 Instruction to Bidders

#### 5.1 General Terms & Conditions

- 5.1.1 The CSSDA expects the bidders to adhere to the terms of this Request for Proposal (RFP) and subsequent corrigendum / addendums (if published) and shall not accept any deviations to the same. Under exceptional circumstances, Request for deviations from RFP, if any, can be submitted to CSSDA. The CSSDA reserves its right to accept or reject such deviations from the RFP terms.

- 5.1.2 Agency appointed through this RFP shall be solely responsible for discharging all responsibilities as mentioned in the RFP notwithstanding the fact that the vendor may appoint / procure services of third party suppliers (including software providers) to perform all or part of the obligations. CSSDA shall not enter into any other agreement with any other agency except the vendor as appointed through this RFP.
- 5.1.3 Unless agreed to specifically by the CSSDA in writing for any changes to the RFP issued, the vendor's queries/ clarifications/ suggestions/ objections etc. would not be incorporated automatically in the RFP document.
- 5.1.4 Unless expressly overridden by the specific agreement to be entered into between the CSSDA and the vendor, the RFP shall be the governing document for arrangement between the CSSDA and the vendor.
- 5.1.5 Each bidder can offer one specific solution only. Bidders are not allowed to propose multiple solutions.
- 5.1.6 In the event the bidder has not quoted for any mandatory or optional items as required by the bidder to complete the job or to full fill his duties/responsibilities, the same will be deemed to be provided by the Vendor at no extra cost whatsoever.
- 5.1.7 All out of pocket expenses, traveling, boarding and lodging expenses for the entire duration of the contract should be a part of the financial bid submitted by the bidder to the CSSDA. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the CSSDA. The bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the CSSDA for the same.
- 5.1.8 The Bidder is requested to quote in Indian Rupees. Bids in currencies other than INR would be summarily rejected.
- 5.1.9 **The prices quoted by the bidder shall include all applicable taxes, including statutory taxes, levied, cess , excise and custom duties etc. that need to be accounted.**
- 5.1.10 The selected agency must confirm that the proposed Call centre solution, related Documentation and/or use of the same by the CSSDA shall not violate or infringe the rights of any third party or the laws, regulations, decision or order of any governmental or judicial.
- 5.1.11 The CSSDA would not be liable to pay any expenses incurred by the bidder for preparation of the response to this RFP.
- 5.1.12 Any publicity by the selected agency in which the name of the CSSDA is to be used should be done only with the explicit written permission of the CSSDA.
- 5.1.13 The CSSDA also reserves the right to change any terms and conditions of the RFP and its subsequent addendums/ corrigendum as it deems necessary at its sole discretion. CSSDA will publish/notify such changes in the public domain by means of uploading corrigendum/ addendum/ response to queries etc.



5.1.14 Subcontracting & Consortium won't be allowed under the purview of this RFP.

## 5.2 Contract Commitment

The CSSDA intends that the contract, which is contemplated herein with the vendor, shall be for a period of 3 years; post go-live of the call centre solution.

## 5.3 Call Centre Access Numbers (PRI lines/GSM Gateway)

The selected agency will subscribe to and provide the telephone lines/GSM to the call centre. The lines will be accessible across India via multiple telephone networks on a single toll – free access number.

## 5.4 Payment Terms

The vendor must accept the payment terms proposed by the CSSDA. The financial bid submitted by the vendor must be in conformity with the payment terms proposed by the CSSDA. Any deviation from the proposed payment terms would not be accepted.

## 5.5 Information Ownership

All information processed, stored, or transmitted by Vendor belongs to the CSSDA. By having the responsibility to operate the proposed call centre solution, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information. The Vendor understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. For this the vendor has to enter into an agreement with the CSSDA that all the information on customer data will be protected using appropriate security measures. Any legal issues due to leak or disclosure of information of the citizen's data will be vendor liability and any cost on the issue will be borne by the vendor.

## 5.6 Right to alter Call Centre agent strength

The CSSDA will be free to either reduce or increase the number of agents to be hired on the same terms and conditions. The CSSDA reserves the right to alter the required numbers at any stage of the engagement period.

All quantities mentioned in this RFP are indicative. The number of calling agents to be deployed as part of this RFP can be varied by the CSSDA at per agent per seat quoted monthly price. Change in number of agents required will be communicated at least one month in advance by CSSDA and formal consent must be taken. As per the requirement, CSSDA has the right to deploy as many calling agents at the discovered rate.

## 5.7 Termination

CSSDA & Vendor will be entitled to terminate the agreement at any time by giving sixty (60) days prior written notice to the second party.

## **5.8 Contents of the RFP**

The following are the appendices attached as a part of this RFP:

- I. Technical Requirements
- II. Format - Covering Letter
- III. Format -Organization's Details
- IV. Format - Financial Capability Statement
- V. Information on Call Centre Operator (All-India including Chhattisgarh State)
- VI. Format of Bank Guarantee for Earnest Money Deposit
- VII. Format of Financial Proposal
- VIII. Format for Performance Bank Guarantee
- IX. Format of Affidavit
- X. Technical Bid Evaluation
- XI. Financial Bid Evaluation

## **5.9 Dispute Resolution**

- o The Selection Process shall be governed by, and construed in accordance with, the laws of India and the District & Session Court, Raipur Chhattisgarh shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- o In case of a legal dispute the jurisdiction for its settlement will be that of a Court of Law having Jurisdiction at Raipur.
- o The dispute can also be resolved through the Alternate Dispute Redressal (ADR) by means of Arbitration, Mediation and Conciliation.
- o CSSDA, at its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;
  - suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
  - retain any information and/or evidence submitted to CSSDA by, on behalf of, and/or in relation to any Bidder; and/or
  - Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.

## Evaluation and Qualification Criteria

### 6.1 Pre-Qualification (PQ) Criteria

S. No.	Basic Requirements	Specific requirements	Documents required
1	Legal Entity	Should be a Company registered under Companies Act, 1956 The company should be registered with GST Company should have valid OSP License from DoT.	Certificates of incorporation /GST Registration Certificate OSP License for domestic calling.
2	Experience	The Vendor should have been in business of Call Centre /BPO/IT/ITES. The Call centre must have existing Inbound/Outbound call services to a Central Government or any State Government or any private organization in India with minimum 20 Agents at single location in IVRS/GSM gateway pattern.	Work Order
3	Turnover	Should have average annual turnover of Rs. 2 Crore in the past 3 years	IT returns / CA Certificate with CA's Registration Number/ Sealed / Audited balance sheet.
4.	Legal documents	Company should be registered under EPF/ESIC/GST/Valid PAN card	All Registration Certificate should enclose with RFP documents.

### 6.2 Bid Opening and Evaluation (General Instructions):

- a) The bidder needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result into immediate rejection of the proposal.
- b) The bidder is required to provide all supporting documents against each of the points for eligibility evaluation. General cum technical bid not accompanied by relevant supportive documents will not be considered for evaluation.
- c) The Vendor has to structure its response in the following order:
  - d) The bids shall be submitted in hard copy by speed/ registered post to "CEO, Chhattisgarh State Skill Development Authority, OLD PHQ Premises, Civil Line, Raipur-492001, with the followings:
    - 1) General cum Technical Bid along with Annexure (except Financial Format)
    - 2) Financial Bid
  - e) The Financial Bids of only the technically qualified Bidders will be opened at CSSDA.
  - f) The vendor should have local office in Chhattisgarh and relevant certificate has to be enclosed.
  - g) If company has ISO Certificate 9001 and data security certificate 27001, it is must to submit it with technical bid.

- h) EPF registration is mandatory and company has to have minimum 20 persons. List should be enclosed with technical bid. The Bidder representatives may be present during the bid opening.
- e) Any conditional bid would be rejected.
- f) The Bidders must have all Certifications/registrations (like GST No., EPF No., ESIC No, OSP License, Central Labour License, etc.) in order to comply all rules, regulation, acts of the governing / regulatory authorities.

### 6.3 Technical Bid Evaluation Criteria:

S.N	Criteria	Basis for evaluation	Max Marks	Supporting Documents
1.	Turnover	Average Annual Turnover for last 3 years: 2 to <2.5 Cr – Marks 05 2.5 to < 5Cr – Marks10 5 to <10 Cr <– Marks 15 10+ Cr – Marks 20	20	Certificate from the statutory auditor
2.	Quality of Service	ISO Certification 1-ISO 9001 :10 Marks 2-ISO 27001 : 10 Marks	20	Valid ISO Certificate
3.	Number of employee	00- 20: 00 Mark 21- 50: 10 Marks 51- 75 15 marks 75 + 20 Marks	20	Letter from HR certifying number of call centre operators including copy of the Pay roll in 2019-20 and 2020-21
4.	Company Incorporation	If the company/ organization is in IT & ITES / call centre business/ industry for: >2 but <= 3 years: 5 Marks >3 but <= 5 years :10 Marks >5 Years: 15 Marks	15	Submit proof
5.	Call Centre Services-	No. of project in operation: 2.5 Marks per project upto max. 25 Marks	25	Copies of the Agreement/ Work order letters from clients
<b>Total Score</b>			<b>100</b>	

Bidders, qualifying on Pre-Qualification Criteria and score at least 70% (70/100) in the above defined scoring mechanism would be considered technically qualified.

The final selection of Applicant entity shall be Quality & Cost Base Selection (QCBS) where, the total score shall be calculated by weighting the technical and financial scores in the ratio 70:30. The Applicant entity achieving the highest combined technical and financial score will be awarded the Contract.

#### a. Financial Bid

The bidders who will qualify the General and Technical Bid criteria will be eligible for Financial Bid opening. Financial bid will be submitted by the bidder in prescribed format as mentioned below:

Sl. No	Item Description	Type of Unit	Unit Rate (a)	Quantity (b)	Total Price (a*b)
1.	Call Centre Executives	Monthly		10 seats	
2	Data Analyst	Monthly		02 Person	
Total Price (1+2)					
Total Price (1+2) in words					

**Note: The prices quoted by the bidder shall include all applicable taxes, including statutory taxes, levies, cess, excise and custom duties etc. that need to be accounted.**

The financial bid has to be provided based on the format provided in the RFP. Call Centre agent costs including the required infrastructure are to be quoted as agent per month for 10 agents for the duration of 36 months. CSSDA reserves the right to place an order for increase or decrease the number of Agents at the unit price quoted in the Financial Bid at the time of proposal. The unit price remains same during the three (03) years' period. After the 3 years' contract period the contract may be extended by 1 year upon mutual agreement and performance. Replacement of seats to be done immediately if required.

#### 6.4 Evaluation of Financial Proposals

- 6.4.1 Financial Proposals will be opened in the presence of bidders / representatives who are authorized to attend the financial bid opening.
- 6.4.2 CSSDA representative will open the financial proposal of each bidder whose Technical Proposal is qualified. Such representative will read out aloud the name of the Agency and the total price shown in the Agency's Financial Proposal. This information will be recorded in writing by the CSSDA representative. The price quoted by agencies shall be ranked as L1, L2, and L3 etc.

#### 6.5 Final Evaluation of Technical and Financial Proposals: -

- 6.5.1 Quality and Cost Based Selection (QCBS) method shall be used:

The Financial Proposal with the lowest financial bid will receive the maximum score of 100 marks. The score will be computed as follows:

$$SF = 100 \times FM / F$$

Where:

SF is the financial score of the Financial Proposal being evaluated, FM is the L1 of the lowest priced Financial Proposal, and F is the Financial Bid under consideration.

- 6.5.2 Following completion of the evaluation of Technical and Financial Proposals, the final ranking of the Proposals will be determined. This will be done by applying a weightage of 0.70 (70%) and 0.30 (30%) respectively to the technical and financial score of each evaluated qualifying Technical and Financial Proposal and then computing the relevant combined total score for each Agency.

**Formula for Final Bid Evaluation is  $FB = 0.7 (TM) + 0.3 (SF)$**

Where, FB is total marks of the bidder in consideration,  
TM is Technical Marks of the bidder in consideration, and  
SF is Normalized financial score of the bidder in consideration

- 6.5.3 The highest ranked Agency based on the cumulative technical and financial evaluation ranking will be awarded the Contract.
- 6.5.4 In the event the composite bid scores are "tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the contract.

**Errors & Rectification:**

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

The financial quote of the participating bidder whose quote is the lowest will be declared as L1 vendor and awarded the Contract. Please note that failure or refusal on part of the selected vendor to accept the offer the services at the price committed shall result in forfeiture of the EMD. CSSDA reserves the right to reject any or all proposals.

**Notes:**

- 1 Cost of PRI/GSM usage bills to be borne by Call Centre Agency on the actual basis
- 2 Prices quoted by Vendors should be inclusive of all applicable taxes (such as, statutory taxes, levies, cess, excise and custom duties, installation, insurance etc.) that need to be incurred.
- 3 All the prices and other terms and conditions of this response should be valid for a period of <180 calendar days> from the date of submission of response i.e. the Bid shall remain valid for minimum period of <180 Days> from last date of submission of the Bid.
- 4 Apart from the above commercials if the operations time increases to 12 hours (eg. 8 am- 8pm/ 9 am-9 pm etc.) of service requirement from usual 8 hours shift then it will have a proportional (hourly basis) increase in unit rate.
- 5 Cost of associated hardware/ software required to operate call centre shall be borne by Call Centre Agency.

## **7 Term of Reference (T.o.R)**

### **7.1 Overall Scope of Work**

The overall scope of work can be covered under the following heads:

- i. This project on turnkey basis would be understood to mean that the call centre vendor shall have the complete responsibility to design, establish, operate and maintain the complete setup at CSSDA office and provide agent based cost.
- ii. Recruitment and Deployment of Manpower
- iii. Procurement of requisite hardware and software
- iv. Preparation of Operations Manual and Training of manpower
- v. Call centre operation and maintenance
- vi. Quality Control and Escalation management
- vii. Collection and intelligent analysis of data collected. Minimum 02 analytical reports in a month shall be produced. Other reports on calling shall be produced as and when required.
- viii. The call centre will handle the following:

#### **Inbound calls-**

1. Queries regarding information about skill development
2. Queries regarding registration process of training providers
3. Queries regarding trained students by employers
4. Queries of training partners of Livelihood Colleges

#### **Outbound calls-**

1. Placement tracking
2. Feedback from trainees and training Centre's
3. Post Placement support
4. Other calls required time to time by CSSDA
- ix. Complaints - To create data base for logged complaints from various stages and generate ticket ID and send to authority for action.
- x. To provide information with inbound /outbound to respective students about scheme.
- xi. Call Centre Agency has to provide above mentioned services in Hindi, English and Chhattisgarhi languages.
- xii. Call centre vendor will keep minimum of two data analysts to analyses data from inbound and outbound calls. Minimum of two analytical reports shall be produced before CEO, CSSDA in a month.

### **7.2 Recruitment and Deployment of Manpower**

The vendor will initially deploy 10 Agents (can be increased/ decreased to depending on the requirements) for 8 hours of operations. Over and above this, there should be 02 Data Analysts and 01 Supervisor.

All the agents should have the following qualifications

1. The agents must have experience in handling and managing in-bound and out-bound calls
2. Ability to handle and track calls in a timely manner

3. Excellent verbal communication skills in Hindi, Chhattisgarhi and English

**Note:** Minimum education qualification for all the Agents: Cleared Senior Secondary (10+2) Examination

*Agent wise job roles:* The agent strength should be mixed in the following manner to handle the operations in an efficient way:

**General (Agents)** –These agents shall solve minor technical / inquiry based difficulties / Queries of the beneficiaries/citizens. Should have at least 06months of call centre experience as a caller.

**Supervisors**–These agents should have a better understanding of schemes. They should have analytical skill to understand the situation and explain to the beneficiaries/prospective applicants ensuring satisfaction. Should have at least 5 years of call centre experience out of which 3 years as a team lead.

**Data Analysts** – Master Degree in Economics/ Statistics/ Mathematics/ Computer Science/ Data Science with 2 years of related work experience.

#### **7.3.1 Procurement of requisite hardware and software**

The entire required infrastructure for operation of call centre as per CSSDA's requirements is to be arranged & managed by Vendor. CSSDA will provide office space to setup Call Centre in CSSDA Premises. The vendor will dedicate a single point of contact for all technical and implementation related activities.

The successful bidder shall provision the following to meet their business requirements:

- ☑ Any Physical and Technical infrastructure such as Servers, Storage, Printers, Fax, EPABX etc.
- ☑ Network Connectivity: Internet, LAN, Leased line connectivity to Data centre etc.
- ☑ BPO Hardware/Software as required.
- ☑ Support infrastructure: Air-conditioner, Headsets, UPS, Generator, Desk-Chairs, etc. as required.
- ☑ Commission and map a Toll Free number to the Call Centre Location at Raipur (Chhattisgarh State). Payment for all the incoming and outgoing calls will be paid by vendor.

#### **7.3.2 Preparation of Operations Manual and Training of manpower**

CSSDA expects the service provider to ensure an end to end process delivery by generating a ticket number for each unique query which can be forwarded to the back end as a link for further perusal and finally lead to the conclusion. Concerned Officer/Nodal Officer can view the remarks on the call centre application for every ticket number generated (all subsequent responses will be shown in thread to a particular ticket number). At different stages of process (ticket generation and resolution), system will send an automated message to the caller number with details of ticket (number, expected time of resolution etc.)

In order to achieve these, service provider is expected to create a process for each and every activity to be offered through the call centre and to link it to concerned person/sections involved at the back-end processing.

As part of the manual the vendor needs to create the following:

- To create a database of Frequently Asked Questions, different types of complaint and their solution for ready reference.
- Training to the agents on any specific aspects must be provided by the selected agency in consultation with the CSSDA at the call centre premises. The selected agency will be responsible for developing all kind of training materials/modules to train their calling agents from time to time.
- Trainings like soft skill training, technical training on general application usage and applications provided which are not related to functionality of the process and client applications would have to be provided by the selected agency.
- Training will be provided by CSSDA Raipur to the call centre agents of selected agency.
- Calling data will be provided by the CSSDA to callers engaged.

### 7.3.3 Inbound Call Flow

- ☐ Caller calls in via a Toll Free number.
- ☐ Callers will be provided language options (Hindi, English and Chhattisgarhi).
- ☐ After language selection the caller speaks to an agent, if some information is required, it is provided or/and his complaint is registered with the relevant details. Complaint number will be provided for all types of complaints.
- ☐ The complaint will be recorded in the CRM and will be forwarded to concerned authorities for their necessary actions.
- ☐ MIS reports for the inbound / outbound calls will be provided to CSSDA.

### 7.3.4 Other Salient Points

- ☐ **Single Contact number:** The vendor should design, create, launch and manage a "Single Contact Number" for the facilitation and prompt redressal of public grievances for CSSDA.
- ☐ **Reaching the helpline service:** Any citizen seeking helpline services shall be able to reach the call centre by phone. The call centre must be able to support in Hindi, Chhattisgarhi and English languages. The Helpline should be accessible from all privately and PSU operated landline/mobile telephone lines.
- ☐ **Reception of calls:** In order to receive the calls, dedicated and trained manpower is the key requirement. People who are well acquainted with the subject should receive the calls, record the call details and provide the response instantaneously. The persons who receive the calls not only have to be conversant with the subject but also be courteous and patient and must endeavor to satisfy the citizen.
- ☐ **Database:** A database of all the call information will be created. This database will be used in future to identify the citizen and also to maintain the records of the nature of complaints, severity levels and various other analytics to be carried by the regulatory or any third party to make this service more effective.
- ☐ Call data base will be provided by CSSDA

- ② **Security through passwords:** All functions, records and data files should be protected. The security codes should grant or deny access according to assigned security levels. Before entering into system, each agent should enter a valid user ID, biometric, proximity card and password. Once validated, the agent should be granted access to only those functions permitted within the prescribed security level.
- ② **Recording:** All calls are to be recorded and stored for a period of 60 days on same server and archive for 60 months (secondary storage server), Setting up and Maintenance of the required infrastructure for recording and storing the audio files along with the storage of audio files shall be the responsibility of the selected agency.
- ② Immediate Acknowledgement of receipt of Complaint/Grievance – When the complaint is registered, immediately it is given a unique number (Token Number) and automatically acknowledgement receipt with all details will be sent to the concerned authorities through email and SMS within 4 Hours of the receipt of the complaint. This number can be the reference used for all future communications and feedback.
- ② **Accountability & Transparency** –Once the grievance has been received by department, the concerned officer looks into the merit of the complaint and forwards the same for action in case collaborative effort to solve the case is required or directly takes the action.
- ② **Tracking & Escalation** - Once the matter has been marked to the concerned officer for action, it is tracked till the necessary actions are taken. If the complaint is not acted upon within the specified timeframe, the senior officer gets a notification either by email or through outbound calls (Issue Escalation). The officer who is supposed to take action on the complaint will also get reminders via email/ call before the issue gets escalated. This ensures the accountability of all persons in the chain.
- ② **Confirmation calls/ mails** - Once the necessary actions have been taken, complainant gets the call / SMS confirmation containing the details of the complaint and related actions taken.
- ② Automatically generates reports as may be required by the department including as to which issues are pending and where.
- ② Conference call – Inbound /Outbound calls will be made if required for better counseling with district/ state authorities or VTP or Assessing bodies' coordinators.

The price finalized shall remain valid for a period of 36 months from the date of fully operation of the call centre. After the completion of the 36th month, the contract may be renewed or a fresh agreement may be executed with mutually agreed terms and conditions.

#### 7.4 Quality Control and Escalation management

A daily/weekly/monthly report shall be submitted for monitoring of the Helpline system to find out the quality of performance of the system and the level of satisfaction of the users of the Helpline. An index of satisfaction of callers may be developed and used to evaluate -wise the working of the Helpline system.

Vendor should provide a detailed escalation management and quality control plan.

## 7.5 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 and quarterly).

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 serviced through Agents
- c. Maximum time in queue for each type of service & Longest Delay before being answered
- d. Average holding time, agent & service wise
- e. Number of calls abandoned for a defined time period & Abandoned Call Rate
- f. Number of calls answered for a defined time period & Average Talk Time
- g. Number of calls made for a defined time period
- h. Average Delay before Abandon
- i. Longest Delay before Abandon
- j. 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.
- k. Average and total number of calls in a queue
- l. Average and total number of unanswered calls
- m. Agent activity reports, both real-time and historical
- n. Average and total number of free agents
- o. Average and total call duration for different agents
- p. Average and total queuing time
- q. After Call Work (Wrap Up)
- r. Root cause analysis of most frequent queries/complaints

The vendor will provide *customized reports as and when demanded by CSSDA*. The reporting tool shall be capable of exporting report details into various formats such as MS Excel, MS Word etc.

## 8 General terms

### 8.1 Call Centre Services

CSSDA reserves the right to amend the service list as per his requirement by forwarding an intimation letter to the selected agency. The selected bidder must prepare and submit the formal

process manuals for providing each of the services. In case CSSDA finds the processes drafted to be contrary to the department's policies and procedures, the selected agency will modify or create a new process to ensure compliance.

## **8.2 Language Support**

The call centre shall be able to support in Hindi, English and Chhattisgarhi.

## **8.3 Operational Days**

The call centre will be operational for 6 days a week while the hours of operation will be 10 AM to 6 PM (8 hours). It is bidder's responsibility to ensure agent availability for the time period mentioned (100% availability of agent for the operational time mentioned)

CSSDA reserves the right to increase/decrease the agents strength depending upon the requirement of the various schemes from time to times.

### **8.3.1 Mode of payments-**

The call centre payments will be paid on monthly basis after adjusting for penalty (if any) as per Call Centre Cost given by bidder. The Cost will be computed by multiplying the number of persons deployed every month (language wise & Domain wise) with that of cost of per person per month rate.

The payments to be released to the agency will be subject to submission of monthly reports.

### **8.3.2 Quality Management-**

The Respondent will deploy exclusive quality management team which will continuously audit the systems and procedures of operations and management of the Call Centre. This team will also suggest systems to improve the ratings against SLA parameters. The Respondent will present information about its internal audit and quality assurance practices in all areas of operations, including human resources in periodical review meetings.

CSSDA authorized resources will inspect / audit the Call Centre facility any time with or without notice to the Respondent.

CSSDA's authorized resources will inspect the procedures, reviews of agents etc.

## **8.4 Technical Infrastructure**

### **8.4.1 Call Centre Technology**

The vendor is expected to deploy the latest technology in the proposed Call Centre solution.

#### **8.4.2 Auto Dialer:**

A predicative/Preventive/Manual dialer for outbound calls would be required; it should also be able to support specific programs if being run for the target segment, dialer must be capable to route the call while choosing option by citizen to speak with agent in IVR/SMS Blast case.

For transparency & citizen satisfaction, at different stages (ticket generation, complaint resolution) of compliant disposal, system will send an automated message to the caller number with details of ticket (number, expected time of resolution etc.) and the resolution if any.

#### **8.4.3 Computer Telephony Integration (CTI):**

The IVR shall be able to link ACD, IVR, call recording etc. to information held on a CRM database about the inbound caller.

It should be able to support the following information messages and options that are related to voice callers while they are waiting in queues or put on hold by the contact centre CCEs:

- a. Any Specific message requirement given by the CSSDA/ Other Departments engaged in Skill Development
- b. Music
- c. Any Information related to special campaigns/ targeted calling of CSSDA/ Other Departments engaged in Skill Development
- d. It should transfer relevant information about the individual caller and the IVR dialog from the IVR to the CCE desktop using a screen pop based on CLI(Caller Line Identification)/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence) when caller gets connected

It should be suitably integrated with CRM and other communication media (phone/email/SMS) to send/receive data which needs to be populated on CCE screen and must also update the IVRS usage details into the CRM as the caller traverses through the IVRS and reaches the CCE

CTI should perform following functions including but not limited to:-

- a. It indicates that the call has entered the setup phase
- b. Call is connected or delivered to CCE when the call starts ringing
- c. Call establishes when call is answered
- d. Call is cleared when the voice connection is terminated
- e. Call is completely ended when the logical call appearance (including call data) is complete
- f. Call can be moved from the active to held state or the call is removed from hold
- g. Call can be transferred to another CCE or Team Leader (escalation of call)
- h. IVRS solution should have capability to transfer the internal and external calls

#### **8.4.4 Interactive Voice Response System (IVRS)**

When a call lands on the CCA system, the caller should be greeted with a pre-recorded welcome note in Hindi/English/ regional language

It should support voice and DTMF (touch tone shortcuts that can be used in sequence) signaling based menu service. Caller can access the information more quickly or opt to talk to CCE, without having to "drill down" through the menu structure with every call

It should change the IVR route based on the language selected (If required)

It should retrieve CCE availability from Automatic Call Distribution and announce to the caller the expected wait time to talk to an available CCE.

#### **8.4.5 Voice Logger**

The system should record voice conversation between CCE and Citizen. The call centre should have facility to record, replay and monitor all calls for a period of at least 3 years.

Also, recording solution should log at least the following information:

- a. Date/ Time
- b. Call Duration
- c. CCE ID
- d. Caller Number
- e. Service Request Number
- f. Number Dialed for Inbound/Outbound Calls
- g. Call Rejection status by CCE/ Trainee
- h. Inbound/Outbound Identifier - System Generated

The CCE ID and call record should be linked to the recorded query. The recorded query can be viewed & listened by CCE/ Auditor but cannot be modified.

The system should also record the Inbound/outbound communication of CCE and the caller at the time of providing answer and Information in the Trainee/other queries and should be supported for retrieval & playback on the basis of following:

- a. Date/ Time
- b. CCE ID
- c. Service Request Number
- d. Caller Mobile Number

Basic information about every caller should be recorded and stored in a database by CCE. This database shall be updated every time a new caller calls up.

#### **8.4.6 Internet Connectivity**

Internet connectivity is required to access e-mails and client applications.

#### **8.4.7 Business Continuity**

Business continuity is to be provided at the system and telecom infrastructure level to ensure that the Uptime SLA is met. It is critical to ensure that the records are not lost. The vendor should have proper Business continuity Plan and process in place.

## 9. Performance Specifications

### 9.1 Performance Bank Guarantee:

The successful bidder has to submit Performance Bank Guarantee (PBG) of 10% of total work order.

### 9.2 Penalty for delayed implementation

The successful bidder must strictly adhere to the delivery dates as indicated in this RFP for operation of the proposed Call Centre. Failure to meet the delivery dates, unless it is due to reasons entirely attributable to CSSDA, may constitute a material breach of the Bidder's performance.

As a deterrent for delays during implementation, CSSDA may levy penalties for delays attributable to the successful bidder. The reasons like non-familiarity with the site conditions, will not be considered as a reason for delay. Penalty based on following table will be levied for delay in meeting the delivery date (as specified in Scope of Work) from the date of work order.

Delay	Penalty
Upto 10 days	0.5% of project outflow for 1st year
10 days to 20 days	2%
20 days to 25 days	2%
25 days to 30 days	3%
+ 30 days	4%

S

A cap of 4% of the Projected Outflow would be reserved as penalties against any delay in meeting milestones.

### 9.3 Parameters for Service Level Agreements & Compliance

The Respondent will ensure meeting of following SLA parameters and will enter into an agreement with CSSDA on SLA parameters indicated below. SLA performance compliance will have to be achieved by the Call centre.

CSSDA will review the performance of the Call Centre services provided on a monthly, quarterly and annual basis.

#### 9.4 List of SLAs and Measurement System.

SN	SLA	Definition	Measurement Interval	Reporting Period	Target	Penalty
1	System uptime (Voice response available to citizen)	It will be calculated based on formula —Total uptime in Minutes / Total minutes of operations in a month. This will be calculated for window of service for 8- hour, 6 days/ week. For example, If the system was down for 2 hours in March or up for 206 hours; Uptime will be $[(206 / (26 \text{ days} \times 8 \text{ hours})) \times 100] = 99.04 \%$	Monthly	Monthly	>=97%	
2	Average Speed to Answer	This is the percentage of calls that are answered by the call centre operators within a specified time period.	Monthly	Monthly	>80% Of the Calls Answered in 20 seconds	
3	Call abandon rate (unanswered call)	This measures % of calls that requested for an agent but gets disconnected before being answered by the agent. (Only calls that get disconnected after 30 seconds from transfer from Automatic Call Distributor (ACD) will be considered for computation of this SLA.)	Monthly	Monthly	Less than 5%	
4	Average Handle time	This is a measure that refers to how long it takes to manage a call. AHT shall be calculated as the sum of the average talk time, hold time and wrap time.	Monthly	Monthly	Less than 300 seconds	
5	Average Hold	This is a measure that refers to how long does the agent keep the caller on Hold for any reason	Monthly	Monthly	Less than 30 seconds	

### 9.5 Penalty on non-compliance of SLAs

- a. The Service Provider shall obtain report in terms of satisfactory/unsatisfactory from the designated reporting officer for a period ending 25th day of each month.
- b. In case of unsatisfactory report of 10% of the personnel deployed, a deduction of 1 % of the monthly bill shall be made.
- c. In case of unsatisfactory report of 20% of the personnel deployed, a deduction of 2% of the monthly bill shall be made.
- d. In case of unsatisfactory report of 40% or more of the personnel deployed, the agency shall be given a notice for termination of contract. If services are not improved, the agreement shall be terminated.

The Agency is required to provide and facilitate medical insurance, insurance cover for death and disability to all Service Centre Operators recruited. THE AGENCY will be responsible for facilitating management of the insurance claim from initiation to final claim payment.

### 10. Payments

By 10th of each month the Agency will submit the Invoice to CSSDA. The invoice shall be processed only after receiving of analytical reports from call centre vendor.

### 10. Information Security & Privacy

- ☐ 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.
- ☐ System must maintain log including date, time, terminal number of each operation, done by every user/group and the separate log should be maintained.
- ☐ Anti-virus system and personal firewall shall be installed on all agent and supervisor workstations.
- ☐ There shall be a complete and comprehensive security against unauthorized access and misuse.
- ☐ 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.
- ☐ All data and information collected and accessed by the call centre shall be owned by the CSSDA and shall not be used for any other purpose than for delivering the services as mentioned earlier.

- ② The CSSDA 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.
- ② 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 CSSDA.
- ② The Call Centre shall acknowledge that all data and other proprietary information or materials, whether developed by CSSDA or being used by CSSDA 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.
- ② Call centre shall, upon termination of this agreement for any reason, or upon demand by CSSDA, whichever is earliest, return any and all information provided to call centre by CSSDA and gathered during the entire engagement period, including any copies or reproductions, both hardcopy and electronic.



**APPENDIX – I**

**Technical Requirements**

S.N	Requirements	Vendor's Response	Remarks
1.	Hardware		
2.	Mention the technology hardware would be based upon (If you have specific hardware in the proposed solution, Please give brief details)		
3.	Please provide make and model of proposed hardware and software (Please list the brand and model)		
4.	Brand of phone sets is the proposed solution Compatible		
5.	Solution to monitor the SLA		

In addition, the following is to be submitted by the bidder along with the technical bid

S.N	Project Infrastructure	Supporting Document Required
i	<b>Calling Facilities:-</b>	
1.	The calling/ floor area for 10 agents should be as per the regulatory guidelines. The calling area should be echo free. There should be locker facilities for each agents and team leader	Floor plan of the calling area including separate seating arrangement for team
2	Automatic Dialing and call receiving, facility through a dialer/ receiver	Self-Declaration with dialer Specification.
3	Extra ports should be there in the QC bay that extra ports can be utilized in monitoring live calls and to listen Vox files(recorded clipping) to check quality of call.	Declaration on barging facility, periodical transfer of Vox files and internal quality control.
4	To insure voice quality the dedicated lease line prepared over VOIP. Connection but VOIP facility should be available as back up connection <i>head</i> phone with microphone, desktop, wireless mouse etc.	Agreements with service provider and deceleration on each component specification.
ii	<b>Safety and Security</b>	
a	The entire floor area/ calling area including QC bay should be covered under IP based CCTV Surveillance	Declaration on the same
	Access Control: - Biometric access system should be available to avoid unauthorized access.	Declaration on the same
	None of the calling station should have a pen drive/ CD facility	Declaration on the same

**APPENDIX – II**

**Format – Covering Letter**

To,  
Chief Executive Officer,  
Chhattisgarh State Skill Development Authority,  
Old PHQ, Bhawan Civil Line, Raipur Chhattisgarh

Dear Sir,

**Subject: Proposal for setting up 10 Seat Call Centre**

This is in response to the RFP issued by the Chhattisgarh State Skill Development Authority Society (Ref No. ....) dated ....., We .....  
..... (Name of the Bidder) are keen to setting  
up 10 seater call centre and hereby express our interest in being considered for the same.  
Please find enclosed of our Proposal.

We hereby confirm that:

1. The RFP is being submitted by ..... which is the "Bidder" in accordance with the conditions stipulated in the RFP.
2. We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by CSSDA and in any subsequent communication sent by CSSDA. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from CSSDA.
3. The information submitted in our RFP is complete and correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our RFP. We acknowledge that CSSDA will be relying on the information provided in the RFP and the documents accompanying such RFP for Selection of Bidders for setting up 10 seater call centre, and we certify that all information provided in the application is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such RFP are true copies of their respective originals.

4. We acknowledge the right of CSSDA to reject our RFP without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
5. We declare that we satisfy all legal requirements and meet all the eligibility criteria laid down in the RFP.
6. This RFP is unconditional and we hereby undertake to abide by the terms and conditions of the RFP.
7. We understand that any work sanctioned in pursuance to the setting up the call centre detailed in this RFP shall be on the terms and conditions specified in the Letter of Award / Work Order / Agreement pertaining to such work, which shall be thoroughly reviewed and accepted by us before undertaking such work.
8. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

For and on behalf of:

Signature:

Name:

Designation:

Mo. No.:

(Company Seal)

(Authorized Representative and Signatory)

Note:

*The Covering Letter is to be submitted by Company Secretary / Authorized*

*Representative and Signatory on the organization's letterhead with his/her dated signature and seal.*

**APPENDIX – III**

**Format – Organization's Details**

*(To be provided by Company Secretary or Authorized Signatory on letterhead with his/her dated signature and company seal)*

SN	Description	Details
1	Name of the Organization	
2	Full Address	
3	Contact Person's details with E-mail& Mobile Number	
4	Legal Status of the Organization	
5	Type of Organization(Indian/Foreign Company)	
6	Date & Place of Incorporation	
7	ISO Certifications	
8	Total number of Call Centre Operators	

For and on behalf of:

Signature:

Name:

Designation:

Mo. No.:

Date:

(Company Seal)

(Authorized Representative and Signatory)

*Note: Copy of appropriate registration / incorporation certificate along with a copy of PAN card should be appended as a part of this form. Copies of all documents should be appended in the same order as mentioned in the table.*

**APPENDIX – IV**

**Format – Financial Capability Statement**

*(Duly signed by the Authorized Representative and certified by a Chartered Accountant)*

On the basis of audited financial statements, I/We hereby submit that \_\_\_\_\_ (Name of Bidder), having registered office at \_\_\_\_\_, has annual turnover, net profit / loss, net worth and annual turnover from call centre activities, in past three consecutive financial years ( 2018-19, 2019-20,2020-2021), as follows:

(Rs. in Lakhs)

SN	Financial Year	Annual Turnover	Net Annual Profit / Loss	Net worth
1.	2018-19			
2.	2019-20			
3.	2020-21			
TOTAL				
AVERAGE				

For and on behalf of:

Signature:

Name:

Designation:

Mo. No.:

Date:

(Company Seal)

(Authorized Representative and Signatory)

Note:

1. Bidder is required to submit the audited financial statements for the past three years (2018-19,2019-20,2020-21).
2. Bidders who have not been in existence for three financial years may provide details pertaining to the duration of their existence.
3. All supporting documents should be duly certified by a Chartered Accountant.

APPENDIX – V

**Format – Information on Call Centre Operator  
(All-India including Chhattisgarh State)**

Record for last Financial Years

Name of the Location	Name of the Client Organization	No. of Seater	Number of Call Centre Operator

For and on behalf of:

Signature:

Name:

Designation:

Mo. No.:

Date:

(Company Seal)

(Authorized Representative and Signatory)

APPENDIX – VI

**Format- Bank Guarantee for Earnest Money Deposit**

To,

Name

Designation

Address

Phone No.

E-mail id

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to CSSDA

We<<>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the CSSDA (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document; or
  - (b) Fails or refuses to participate in the subsequent RFP process after having been short listed;

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

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid upto<<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

**APPENDIX – VII**

**Format of Financial Proposal**

**Covering Letter**

Location,

Date

To:

Name & Designation

Address

Phone Nos.

E-mail id

**Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>**

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial Proposals). Our Financial Proposal is attached.

The rate of call agent and data analysis is attached:

Sl. No	Item Description	Type of Unit	Unit (a)	Rate	Quantity (b)	Total Price (a*b)
1.	Call Centre Executives	Monthly			10 seats	
2	Data Analyst	Monthly			02 Person	
Total Price (1+2)						
Total Price (1+2) in words						

**1. PRICE AND VALIDITY**

- All the prices mentioned in our RFP are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.

- ▣ We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.

We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

**1. UNIT RATES**

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

**2. RFP PRICING**

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in RFP documents.

**3. QUALIFYING DATA**

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our RFP, we agree to furnish the same in time to your satisfaction.

**4. BID PRICE**

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our RFP as part of the RFP.

**5. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the <Appendix III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our RFP is made in good faith, without collusion or fraud and the information contained in the RFP is true and correct to the best of our knowledge and belief.

We understand that our RFP is binding on us and that you are not bound to accept a RFP you receive.

Thanking you

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

APPENDIX – VIII

**Format for Performance Bank Guarantee**

To,

-----,  
-----,  
-----.

In consideration of <name of the purchaser> having its registered office at <Address of the purchaser> (hereinafter referred to as "Purchaser") having agreed to purchase services for Call Centre project on outsourced model (hereinafter referred to as "Goods") from M/s -----

----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dated ----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the Call centre solution, as per the terms and conditions of the said contract, to be offered by the contractor and also guaranteeing the operation & maintenance, by the contractor, call centre solution as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs----- (Rupees-----only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser <by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.>

Notwithstanding anything to the contrary, the decision of the purchaser as to whether the contractor has failed to operate and maintain call centre solution as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other.

2) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).

3) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

4) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

5) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

6) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other Banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

7) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

8) Notwithstanding anything contained herein:-

i) Our liability under this Bank Guarantee shall not exceed Rs----- (Rupees-----only);

ii) This Bank Guarantee shall be valid up to -----; and

We are liable to pay the guaranteed amount or any part thereof under this Bank

Guarantee only and only if you serve upon us a written claim or demand on or before -----  
----- (date of expiry of Guarantee).

9) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2018 at ----- For and on behalf of -  
-----Bank.

sd/- -----



APPENDIX – IX

**Format of Affidavit**

AFFIDAVIT

- 1) I, the undersigned, do hereby certify that all the statements made in the required attachment are true and correct and if found fake/forged, the undersigned will be liable for infliction upon the FIR and lawful punishment as well as black listing.
- 2) The undersigned also hereby certifies that neither our firm M/s .....has been black listed nor has abandoned any work in any government department, India nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.
- 3) The undersigned hereby authorizes and request(s) and bank, person, firm or corporation for furnish pertinent information deemed necessary and requested by the Department to verify this statement or regarding my (our) competence and general reputation.
- 4) The undersigned understand and agrees that further qualifying information may be required and agrees to furnish any such information at the request of the Department project implementing agency.

(Signed by an Authorized Signatory of the Firm)

Title of Officer

Name of Firm

Date

**APPENDIX – X**

**Technical Bid Evaluation Criteria**

S. N.	Criteria	Basis for evaluation	Max Marks	Obtained Marks (Self-Evaluation)	Supporting Documents	Supporting Doc.
1.	Turnover	Average Annual Turnover for last 3 years: 2 to <2.5 Cr – Marks-5 2.5 to < 5 Cr – Marks10 5 to < 10 Cr<- Marks 15 10+ Cr – Marks 20	20		Certificate from the statutory auditor	(Page No...)
2.	Quality of Service	ISO Certification 1 ISO 9001 : 10 Marks 2 ISO 27001 : 10 Marks	20		Valid ISO Certificate	(Page No...)
3.	Number of employee	0- 20: 0 Mark 21- 50: 10 Marks 51 – 75 15 marks 75 + < 20 Marks	20		Letter from HR certifying number of call centre operators including copy of the Pay roll in 2018-19 and 2019-20	(Page No...)
4.	Company Incorporation	If the company/ organization is in IT & ITES / call centre business/ industry for: >2 but <= 3 years: 5 Marks >3 but <= 5 years :10 Marks >5 Years: 15 Marks	15		Submit Proof	(Page No...)
5.	Call Centre Services	No. of project in operation: 2 Marks per project upto max. 25 Marks	25		Copies of the Agreement/ Work order letters from clients	(Page No...)
<b>Total Score :</b>			<b>100</b>			

**APPENDIX – XI**

**Financial Bid Evaluation**

The bidders who will qualify the General and Technical Bid criteria will be eligible for Financial Bid opening. Financial bid will be submitted by the bidder in prescribed format as mentioned below:

<b>Sl. No</b>	<b>Item Description</b>	<b>Type of Unit</b>	<b>Unit Rate (a)</b>	<b>Quantity (b)</b>	<b>Total Price (a*b)</b>
1.	Call Centre Executives	Monthly		10 Seats	
2	Data Analyst	Monthly		02 Person	



1910

### Financial Statement

The undersigned hereby certifies that the above is a true and correct statement of the financial condition of the above named person or organization as of the date hereon stated.

Witness my hand and seal this \_\_\_\_\_ day of \_\_\_\_\_, 1910.

\_\_\_\_\_  
Secretary