REQUEST FOR PROPOSAL
(RFP)

For

Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre

Tender Reference Number: **OCAC-SEGP-SPD-0011-2018/23046**

OCAC
Odisha Computer Application Center

(Technical Directorate of E&IT Department, Govt of Odisha)
Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013
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URL: http://www.ocac.in

DISCLAIMER

OCAC on behalf of Electronics & IT Department, Government of Odisha, is procuring services related to Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre. OCAC is the Tender inviting authority for this tender.

The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of OCAC, or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by OCAC or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each bidder may require.

This RFP document may not be appropriate for all persons, and it is not possible for OCAC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. OCAC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

e-Nivida is the complete process of eTendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under **https://enivida.odisha.gov.in**

Bidder Enrolment can be done using **"Bidder Enrollment".**

The instructions given below are meant to assist the bidders in registering on the e-Nivida Portal, and submitting their bid online on the portal as per uploaded bid.

More information useful for submitting online bids on the eNivida Portal may be obtained at: **https://enivida.odisha.gov.in**

GUIDELINES FOR REGISTRATION

1. Bidders are required to enrol themselves on the eNivida Portal **https://enivida.odisha.gov.in** or click on the link **"Bidder Enrollment"** available on the home page of e-tender Portal by paying the Registration fee of Rs.2,500/- + ApplicableGST.

2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.

4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate **(Only Class III Certificates with signing + encryption key usage)** issued byany Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.),with their profile.

5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.

8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id **odishaenivida@gmail.com**, for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.

2. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing sizeof the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.

5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction inthe time required for bid submission process. Already uploaded documents in this sectionwill be displayed. Click "New" to upload new documents.

SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that itgets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.

3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.

4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changingthe filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.

8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time ofsubmission of the bid with all other relevant details.

9. The tender summary has to be printed and kept as an acknowledgement of the submissionof the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.
   Please feel free to contact eNivida Helpdesk (as given below) for any query related to e-tendering. **Phone No. 011-49606060 and Mail id: -** odishaenivida@gmail.com

1. FACT SHEET AND KEY EVENTS

Sl. #	Item	Description
1	Project Title	Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre
2	Name of Purchaser	OCAC on behalf of E&IT Department, Government of Odisha
3	Contact Person, Address and Email	General Manager (Admin) Plot No. N-1/7-D, Acharya Vihar, RRL Post Office, Bhubaneswar, Odisha – 751013, gm_ocac@ocac.in
4	Date of Publication	12.06.2023 (www.enivida.odisha.gov.in, www.ocac.in & www.odisha.gov.in)
5	Selection Method	QCBS (70% Weightage on Technical and 30% Weightage on Commercial Evaluation) **Consortium not allowed**
6	Last date for submission of queries by Bidders	17.06.2023
7	Pre-bid Meeting	19.06.2023, 12 Noon
8	Pre-bid clarifications/ Corrigendum by OCAC (if any)	22.06.2023
9	Last date and time for receipt of proposals from Bidders	04.07.2023, 2 PM in e-Nivida Portal (www.enivida.odisha.gov.in)
10	Opening of Prequalification & Technical Proposals	04.07.2023, 4 PM
11	Technical Presentation	To be notified later
12	Opening of Commercial Bids	To be notified later
13	Bid Validity Period	180 Days
14	Project Term	60 Months after award of work
15	Bid Document Fee	₹ 5,600 including GST 12%
16	EMD	As per the PBG format mentioned in clause no. 15.3 of this RFP/ online/ DD

The Bid document fee of Rs. 5,600/- can also be paid online on the eNivida portal through e-Payment Gateway, at any time before Tender Closing.

(Online Bid submitted on e-Nivida portal will only be treated as valid).

2. STRUCTURE OF THE RFP

This RFP document for <u>"Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre"</u> comprises the following.

a) Instructions on the Bid process for the purpose of responding to this RFP broadly covers:

    i) General instructions for bidding process

    ii) Bid evaluation process including the parameters for Pre-qualification, Technical Evaluation and Commercial Evaluation for determining bidder's suitability as the Service Provider

    iii) Commercial bid and other formats

b) Functional and Technical Requirements of the project - the contents of the document broadly cover the following areas:

    i) About the project and its objectives

    ii) Scope of work

    iii) Deliverables

    iv) Project Schedule

    v) Service levels for the Agency

    vi) Timeline of Project implementation

The bidders are expected to examine all instructions, forms, terms, project requirements andother information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in rejection ofthe proposal.

3. BACKGROUND

3.1. *Basic Information*

Odisha Computer Application Centre (OCAC), Bhubaneswar on behalf of E&IT Department, Government of Odisha, invites responses ("Proposals") to this Request for Proposals ("RFP") for "Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre" as per Scope of Work described in Section-7 of the RFP.

The selected bidder shall provide necessary infrastructure (hardware & software) and deploy adequate resources necessary and as required by the Sanjog Help Line.

OCAC will award the contract to the successful bidder whose proposal has been determined as the best value proposal based on Pre-qualification, Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

3.2. *About Sanjog Helpline*

Sanjog Helpline Call Centre provides Call Centre service for different Government services. The configurable CRM of Sanjog Helpline also provides a platform for collating citizen's grievances relating to a government schemes and channelizes them for their problem solving through an approved escalation mechanism of the respective Government department.

The Sanjog Helpline Call Centre is presently operating at 3rd floor, OCAC Tower and is accessed through Toll Free Number 18003456770/155335. Citizens can avail the Sanjog helpline service by calling this Toll Free Number between 9:30 AM to 06:30 PM. Call Centre Agents of the Sanjog Helpline receive calls on issues/queries relating to the Government services offered in Sanjog helpline and provide necessary clarification/ guidance/ information relating to the scheme. In case of escalation based schemes, the Agents also register the grievances and the system ensures that the grievance is tracked by the use of ICT & pursues the status of grievance with the action taking authority of respective Departments for disposal. It also has built-in-MIS for monitoring, decision making and necessary preventive actions by authorities.

Sanjog Helpline service has been successfully used for the following Government initiatives :

1. Student Academic Management System (SAMS)
2. Scholarship portal
3. DBT for Other Construction Workers
4. eDistrict
5. Voter List Management
6. Odisha One
7. OPID
8. eDespatch
9. Aadhaar
10. COVID19
11. eGovernance initiative of OPSC

Etc.

4. Instructions to the Bidders

4.1. *General*

i) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.

ii) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.

iii) No commitment of any kind, contractual or otherwise shall exist unless and until a formalwritten contract has been executed by or on behalf of the OCAC. OCAC may cancel this public bid process at any time prior to a formal written contract being executed by or on behalf of the OCAC.

iv) This RFP supersedes and replaces any previous public documentation & communications,and Bidders should place no reliance on such communications.

4.2. *Complaint Proposals / Completeness of Response*

i) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

ii) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
   a. Include all documentation specified in this RFP;
   b. Follow the format of this RFP and respond to each element in the order as set outin this RFP
   c. Comply with all requirements as set out within this RFP.

4.3. *Pre-Bid Meeting and Clarifications*

The Bidder shall be deemed to have carefully examined the Terms & Conditions, Scope of work, Service levels, Specifications, and Schedules of this RFP. If the Bidder has any doubt as to the meaning of any part of these conditions or of the specifications, the Bidder shall submit the queries in given format and participate in the pre-bid meeting as per the schedule specified in this RFP. The purpose of the meeting is to provide Bidders with any clarifications regarding the RFP. It will also provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP.

4.3.1. *Pre-Bid Meeting*

i) OCAC shall hold a pre-bid meeting with the prospective bidders on 19.06.2023 at 12 Noon through online mode.

ii) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to" The General Manager (Admin),OCAC" only by email (gm_ocac@ocac.in)with a copy to kalpana.biswal@ocac.in and sujit.mohanty@odisha.gov.in on or before 17.06.2023.

iii) The link of VC shall be shared through the mail to the prospective bidders those have submitted the pre-bid queries.

iv)   The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

Sl #	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

v)   OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

4.3.2. Responses to Pre-Bid Queries and Issue of Corrigendum

i)   The Nodal Officer notified by the OCAC will endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all   the queries that have been posed by the bidders. OCAC also does not guarantee that the suggestion(s) made by any prospective bidder through pre-bid query or otherwise shall be accepted.

ii)   At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether on its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

iii)   The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on   www.ocac.in, www.odisha.gov.in and https://enivida.odisha.gov.in.

iv)   Any such corrigendum shall be deemed to be incorporated into this RFP.

v)   In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

4.4.   Key Requirements of the Bid

4.4.1. Right to Terminate the Process

i)   OCAC may terminate the RFP process at any time and without assigning any reason thereof. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

ii)   This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result in OCAC selecting the bidder to engage towards execution of the contract.

4.4.2. RFP Document & Processing Fee

The RFP document can be downloaded from www.ocac.in, www.odisha.gov.in and https://enivida.odisha.gov.in. The bidders are required to submit the Document Fee of **Rs. 5,600 (including GST of 12%)** online through eNivida portal. Proposals received without or with inadequate document and bid processing fee shall be rejected. The fee can also be paid through electronic mode to the following:

Bank A/c No: 149311100000195

Payee Name: OCAC Training

Bank Name & Branch: Union Bank of India, Acharya Vihar, Bhubaneswar

Account Type: Current Account

IFSC: UBIN0814938

4.4.3. Earnest Money Deposit (EMD)

i) Bidders shall submit, along with their Bids, EMD of ₹ 2,00,000/- (Rupees Two Lakh) submitted through electronic mode to the following account details or in the form of Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP.

Bank A/c No.	: 149311100000195
Payee Name	: OCAC Training
Bank Name / Branch	: Union Bank of Inidia, Acharya Vihar, Bhubaneswar
Account Type	: Current Account
IFSC	: UBIN0814938

ii) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

iii) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

iv) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

v) The EMD may be forfeited:

   a. If a bidder withdraws its bid or increases the quoted prices after opening of the Proposal and during the Bid validity period or its extended period, if any.

   b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

   c. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.

   d. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP

   e. If bidder's proposal contains deviations/conditional offers/partial offers.

4.4.4. Proposal Preparation Cost

i) The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

ii) OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.4.5. Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

4.4.6. Submission of Proposals

4.4.6.1. General Instruction to Bidders

i) The bidders should submit their responses as follows:
   a. Compliance to Pre-Qualification Criterion
   b. Technical Proposal
   c. Financial Proposal

ii) The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.

iii) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.

iv) The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initiated by the person (or persons) who sign(s) the proposals.

v) In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder for resubmission of such documents.

4.4.6.2. Late Bids

i) Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.

ii) The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

iii) OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.

iv) OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

4.5. Evaluation Process

i) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders

ii) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.

iii) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

iv) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required. The bidders shall submit their clarification, if any, through eNivida portal.

v) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.5.1. Tender Opening

The Proposals submitted up to 04.07.2023, 2 PM will be opened on 04.07.2023 at 4 PM in e-Nivida portal by Proposal Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in and sujit.mohanty@odisha.gov.in enclosing the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

4.5.2. Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the opening of commercial bid. However, validity of the price bid of selected bidder will be for entire contract period including extension period as mentioned in the RFP and the extension period, if any.

5.   Tender Evaluation

i)   Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive if Proposals:
   a.   are not submitted as specified in the RFP document
   b.   are found with suppression of details
   c.   with incomplete information, subjective, conditional offers and partial offers submitted
   d.   submitted without the documents requested in the checklist
   e.   with lesser validity period

ii)   All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

5.1.   Criteria for Evaluation

i)   Tenders for this contract will be assessed in accordance with QCBS - Quality & Cost Based Selection (70:30) i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.

ii)   All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, for only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents.

iii)   The Evaluation Committee will examine and compare the technical aspect of the proposals on the basis of information provided by the bidder, taking into account the following factors:
   a.   Overall completeness and compliance with the requirement
   b.   Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents
   c.   Any other relevant factors, if any, listed in RFP document or OCAC deem necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the Pre-qualification criteria and Technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing more than 70% marks in the Technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence disqualified from being considered for financial evaluation.

5.2.   Prequalification criteria

Only competent bidders meeting the pre-qualification requirement stated hereunder shall be prequalified for the project. Consortium / Joint Venture is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl No	Basic Requirement	Specific Requirement	Documents Required
1	Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of Call Centre operation & software development of at least 10 (Ten) years as of 31st March 2023.	— Copy of Certificate of Incorporation/ Registration. — Valid GSTIN and PAN, copy of GST Registration Certificate.
2	Certification	Bidder should have ISO 9000/9001, 20000, 27000 and CMMi level 3 (or higher Certification) from CMMi Institute *(verifiable from https://cmmiinstitute.com/)*	Copy of certificate with validity by accredited organizations
3	Sales Turnover	The bidder should have Annual Average Turnover of at least 10 (Ten) crores during the last three financial years ending at 31st March 2022.	Certificate from the Statutory Auditor
4	Positive Networth	The bidder should have positive net worth in the last three financial years (2021-22, 2020-21, 2019-20)	Statutory Auditor Certificate
5	Similar nature project experience.	The bidder must have successfully completed/ongoing at least the following numbers of call centre setup and management projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2023 and value specified below. 1 project not less than 8 Cr. OR 2 projects not less than 6 Cr. each OR 3 projects not less than 4 Cr. Each	Work Order & Completion Certificates from the client;
6	Manpower Strength	Responding Firm/ Company must have at least 200 full time technical resources in its payroll	Certificate from HR Head on the company letter head to this effect and EPF challan of the last 3 months mentioning the subscriber count.

Sl No	Basic Requirement	Specific Requirement	Documents Required
7	Blacklisting	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by authorized representative of Bidder
8	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an Operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head
9	Bid Processing Fee	The bidder must furnish Tender Document Fee of 5,600/- including GST of 12%) & Bid processing fee of Rs. 5,900/- (Including GST of 18%)	As mentioned in the RFP
10	EMD	Submission EMD	As per the PBG format mentioned in clause no. 15.3 of this RFP/ online/ DD

5.3. Contents of the Technical bid

The bidder should give details of the supporting documents as per Technical Evaluation Criteria, project plan, operation & management plan with team structure in technical bid document.

5.4. Technical Evaluation

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation.

5.5. Technical Evaluation Criteria and Marks

SI#	Parameters	Max Score	Supporting Document
1	**Experience**	**40**	
1.1	Revenue generated only from Call Centre operations during the last five (5) financial years ending on 31.03.2022. = Rs. 10 Crores : 7 Mark 1 mark each for average turnover of additional Rs. 5 Cr. during last 3 years subject to maximum 10 marks	10	Statutory Auditor Certificate
1.2	Numbers of years of experience in call centre operations : 5 years : 10 marks 5-7 years : 12 marks 7-9 years : 14 marks >= 10 years : 15 marks	15	Work order and project completion /ongoing certificate from user department
1.3	The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience. Turnkey projects handled in last 5 years 5 Projects or more / worth Rs 200 lakh or more : 15 Marks 4 Projects / worth Rs 160 Lakh : 12 Marks 3 Projects / worth Rs 110 Lakh : 9 Marks 2 Projects / worth Rs 70 Lakh : 6 Marks 1 Project / worth Rs 30 Lakh : 3 Mark	15	Order copy & completion /onging certificate from the user department
2	**Organization Strength**	**30**	
2.1	Quality Certification ISO 9000/9001 – 2 Mark ISO 20000 – 2.5 Mark ISO 27000 – 2.5 Marks CMMi Level-3 - 2 Marks CMMi Level-5 – 3 Marks	10	Copy of Certificate
2.2	Resource strength (payroll having PF) 200 resources including minimum 20 IT professionals with qualification BTech/BE/MCA or higher – 7 Mark 1 mark for additional 50 resources	10	Copy of latest PF deposit challan showing the no. of subscribers

Sl#	Parameters	Max Score	Supporting Document
2.3	Experience in of local Call Centre operation & Software Development in Odisha. • One Call Centre project: 3 mark 1 mark for each additional similar project subject to maximum 7 marks • 1 mark for each software Development project subject to maximum 3 marks	10	Details of the address
3	**Presentation**	**30**	
3.1	Understanding of TOR, Methodology and Work Plan	10	Presentation
3.2	Approach, Methodology and Crisis Management Plan	10	Presentation
3.3	Schedule and Resource Management	10	Presentation
Total		**100**	

5.6. Technical Evaluation Formula

i) All the bidders who secure a Technical Score of more than 70% will be declared as technically qualified

ii) The bidder with highest technical bid (H1) will be awarded 100% score

iii) Technical scores of other than H1 bidders will be evaluated using the following formula

Technical Score of a Bidder ={(Technical Bid score of the Bidder / Technical Bid Score of H1) X 70} % (Adjusted up to two decimal places)

iv) The Commercial bids of only the technically qualified Bidders will be opened for further processing.

5.7. Financial bid Evaluation Criteria

i) The Financial Bids of the technically qualified bidders (those have secured equal or more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives

ii) The bid with lowest Financial (L1) i.e. "lowest price quoted" will be awarded 100% Score

iii) Financial Scores for other than L1 Bidders will be evaluated using the following formula Financial Score of a Bidder=

{(Financial Bid of L1/ Financial Bid of the Bidder) X 30}% (Adjusted up to two decimal Places)

iv) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

v) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.

vi)   Any conditional bid would be rejected

vii)   Though cost quoted in Software Enhancement Service and Support resources will be added in total cost and will be considered during financial bid evaluation, payment will be made based on total man-month consumed/number of resources engaged as per actual.

viii)   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".

5.8.   Combined evaluation of Technical and Financial Bids

i)   The technical and financial scores secured by each bidder will be added to compute a composite Bid Score.

The technical and financial scores secured by each bidder will be added using weightage of 70% (Technical) and 30% (Financial) respectively to compute a Composite Bid Score.

$B_n = 0.70 * T_n + 0.30 * F_n$
Where
B_n = overall score of bidder
T_n = Technical score of the bidder (out of maximum of 100 marks)
F_n = Normalized financial score of the bidder

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
A	B	C	D	E	F

ii)   The Bidder securing Highest Composite Bid Score will be adjudicated with the Best Value Bidder for award of the project.

iii)   In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

6. Appointment of Service Provider

6.1. *Award Criteria*

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. The selected bidder shall sign a Master Service Agreement (MSA) with OCAC for execution of the contract.

6.2. *Right to Accept Any Proposal & Reject Any / All Proposal(s)*

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

6.3. *Purchaser's Procurement Rights*

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

a. Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
b. Change any of the scheduled dates stated in this tender.
c. Reject proposals that fail to meet the tender requirements.
d. Exclude any of the module(s)
e. Remove any of the items at the time of placement of order.
f. Increase or decrease no. of resources supplied under this project.
g. Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
h. Make typographical correction or correct computational errors to proposals
i. Request bidders to clarify their proposal.

6.4. *Notification of Award*

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by email (in shape of issuing Letter of Intent), that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD (if any).

6.5. *Contract Finalization and Award*

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

6.6. *Signing of Contract*

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue work order and an agreement shall be executed among OCAC and the

successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Master Service Agreement (MSA) would be signed for entire project period & value.

Contract duration will be 60 months from the start of operation which may be extended based on the requirement & performance of the bidder, on mutual agreement between OCAC and SI.

6.7. Performance Guarantee
i) The selected bidder will submit a Performance Bank Guarantee (PBG), within 30 days from the date of notification of award.
ii) Submission of PBG will be as per latest FD circular of Government of Odisha and should be valid for the stipulated period of the project plus 90 days.
iii) The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.
iv) In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.
v) OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.8. Failure to Agree with the Terms and Conditions of the RFP
Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG of the most responsive bidder and/or initiate action as deemed proper.

7. Scope of Work
The broad scope of work for the Selected Bidder during the period of contract/ engagement shall include:

i. Operation and management of Sanjog Helpline, the State Call Centre, in Bhubaneswar to offer Helpline services for the schemes of Government departments, in the following categories:

    a. Information Services
    b. Enquiry Services
    c. Request Services
    d. Feedback services
    e. Grievances recording & monitoring as per requirement

    Etc. introduce

ii. Upgrade and maintain the Sanjog Helpline Portal for the entire duration of the project with migration of existing data.

iii. Onboarding of new schemes in Sanjog Helpline

    a. Collaborating with the government departments and agency to understand the details and requirements of the scheme.

    b. Developing a plan for integrating the scheme into the Sanjog Helpline service

    c. Working closely with the government agency to attend to queries and gather feedback, if any.

    d. Make any necessary improvements in the Portal for integration of the scheme.

iv. Providing training and support to the helpline staff/user department as and when required.

7.1. *Providing Manpower Support*

1. The bidder shall deploy manpower in the Sanjog Helpline to provide Call centre service, which typically includes tasks such as answering customer inquiries, providing information and assistance, troubleshooting problems, and handling customer complaints. It may also involve making outbound calls to provide information about different Government schemes/Programs, follow up with citizens, conducting surveys, counselling etc. and submit consolidated report to the user department/OCAC.

2. The bidder is responsible for implementing and maintaining quality control standards, tracking and analyzing call center metrics, and providing training and support to call center agents.

3. The bidder shall take appropriate measures to comply with relevant laws and regulations. This might include creating policies and procedures for ensuring compliance with labor laws, training employees on compliance issues, conducting regular audits to identify potential areas of non-compliance, and taking appropriate corrective actions, if necessary.

4. The bidder shall deploy 15 number of Call Centre personnel initially to provide the services uninterruptedly throughout the decided duration in a day as indicated in this document. The manpower shall have adequate knowledge in operating computers, good communication skills, listening skill as well as soft and polite manners.

5. Buffer manpower: Bidder will also have sufficient additional manpower for managing absence due to leave, sickness, recess, interval, training, etc.

6. The indicative list of call center manpower requirement, educational qualification and roles and responsibilities are as follows.

Manpower	No of persons	Qualifications	Responsibility
Call Centre Manager/ Call Centre Supervisor	1	• Minimum Graduate with Management background as per industry standard preferred and should have experience of more than 5 years in BPO/ Call Centre Operation • Excellent communication skill in English, Hindi & Odia	i. To maintain the Call Centre operation without any disruption of its services and supervise the work of Call Centre executives i. To ensure that the Call Centre executives have the knowledge about various schemes and skills required to execute their services. Also make the plan for their

			coaching, training and retention. ii. To interact regularly with the nodal officer of OCAC and Department authorities to provide feedback, implement the instructions and actions as per suggestions received. iii. To help in the recruitment of additional resources as and when required. iv. Handle the issues faced by the Call Centre executives. v. Manage calls during exceptional situations. vi. Other duties as assigned
Call Centre Executive	14	• Graduate in any discipline with minimum 1 year of BPO/Call Centre experience. • Good communication skill in English, Hindi & Odia	i. Handle inbound calls where citizen will call to ask for information or to put complain for redress of grievances. ii. Handle Outbound calls as per requirement of schemes iii. Answer calls based on the Scheme related information. iv. Identify and escalate issues to the concerned department for information and action as per requirement. v. Maintain call logs and reports vi. Other duties as assigned

7. If performance of any resource is not satisfactory, then the bidder shall immediately, on the advice of the OCAC, remove such resource with suitable replacements.
8. The Call Centre will operate in one shift from 9 AM to 6 PM on all working days in a week. If required, the Call Centre shall operate 24x7 on all 365 days (366 days in a leap year) including national holidays, Sundays, etc. In such cases, the Sanjog Helpline will operate in 2/3 shifts.
9. The Call Centre personnel/Executives are required to be available during this period of time. Depending on call flow, OCAC may consider extending a few seats beyond the 15 nos. of resources on request of the departments. In such case, the bidder shall engage additional

manpower in the Call Centre for smooth management of calls for the requested period and the bidder shall be in a position to scale up their operations, at the request of the OCAC.

10. Transportation for Call Centre staff etc. will be the responsibility of the bidder.
11. The Call Centre Executives will use the commonly used languages viz. – Hindi, English and Odia.

7.2. *Operation and Maintenance of Call Centre Software*

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

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

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

7.3. *Operation and Maintenance of Sanjog Helpline Portal*

Sanjog Helpline Portal (sanjoghelpline.odisha.gov.in) is accessed both by citizens and Govt. officials. The bidder shall upgrade the Portal to provide the following :

    i.   Dashboard for the participating departments to provide high-level status of the helpline service offered in terms of queries asked, complaints registered, calls made to citizens etc.

    ii.   Public dashboard on schemes under Sanjog Helpline, Features etc.

    iii.   District & Block wise view

    iv.   FAQs on the onboarded schemes

    v.   Any other feature as per requirement for effective helpline service

The bidder is responsible for the activities but not limited to the followings.

- Provide maintenance support of the Sanjog Helpline Portal
- Ensuring that the portal is functioning properly and efficiently
- Troubleshooting and resolving any technical issues that may arise.
- Provide interface for each participating department to create users and add, update, view and delete FAQs relating to their schemes. The call center operators shall have the view

rights only on the FAQs updated by concerned user department. Based on the FAQs the call center operator shall answer the queries of the citizen.

- Providing training and support to the Department users
- Minor & cosmetic changes to the Portal
- Monitor application to ensure that the application does not suspend, hang etc.
- Coordinating with State Data Centre for hosting of Portal
- Provide remote support on application configuration, upgrade and patches
- Quality/Cyber Security audit compliance
- Maintaining accurate records and documentation

7.4. *Development of new modules for Sanjog Helpline*

- Collaborating with the OCAC/User Department to understand their needs and requirements for new modules
- Designing and implementing the new modules in accordance with industry best practices and standards
- Testing the new modules to ensure that they are functioning properly and meeting the needs
- Providing documentation and user guides for the new modules
- Providing training and support to the helpline staff/user department to ensure that they are able to effectively use the new modules
- Working closely with the helpline staff/user department to gather feedback and make any necessary improvements to the new modules.
- The financial implications towards development of new module shall be handled through Software Enhancement Services as mentioned in this RFP clause No 8.

7.5. *Onboarding of new schemes in Sanjog Helpline*

- Collaborating with the government departments and agency to understand the details and requirements of the scheme.
- Developing a plan for integrating the scheme into the Sanjog Helpline service
- Create roles for the department/agency to add, update, view and deletion of FAQs of their schemes.
- Developing and implementing a department-specific dashboard for the participating departments for tracking and reporting on the scheme to the higher authority. Further, a public dashboard is to be developed to show the department specific count of number of queries received/pending/under process/disposed.
- Testing and troubleshooting the integration of the scheme into the software to ensure that it is functioning properly
- Providing training and support to the helpline staff/user department to ensure that they are able to effectively use the software to manage and track the schemes.
- Working closely with the government agency to gather feedback and make any necessary improvements to the integration of the scheme into the software

7.6. *Supply of Infrastructure (Hardware, Software & other items) & Operation of Call Centre*

The bidder is responsible for the following :

- Supply of the hardware, software license and other items as specified in this document with warranty support which includes installation/ un-installation/ configuration etc. without any additional cost.

- General upkeep of the existing systems and other equipment
- Report to Client for replacement of infrastructure (if required)
- In case of procurement of new hardware or system software, it is the responsibility of the bidder to raise indent to OCAC for procurement of the same in due time. OCAC shall purchase the hardware/system software and the bidder shall be responsible for operation & general upkeep of the same during the contract period.

7.6.1. Infrastructure Requirement

The selected bidder shall supply the following infrastructure and is responsible for installation and commissioning of the same as per specification herein.

Sl#	Items	Specification	Unit	Qty
a.	Server	Server Hardware	Nos.	1
b.	Contact Centre Solution	Unified Communication Telephony Server with ACD, CLI, IVR features	Nos.	45
c.	Laptop	i5, latest generation	Nos.	1
d.	Access Switch (Optional – to be supplied as per requirement)	24 Port Layer-2 Switch	Nos.	1
e.	Head Phone	Noise-Cancelling Mike Gooseneck Flexible Heads	Nos.	20

Note: The equipment (except headphone) supplied under this RFP must have 5 years on-site comprehensive warranty with spare and labour.

7.6.2. Minimum Technical Specifications

Technical Specification for Server		
Sl. No.	**Features**	**Description**
1.	Operating System	Open source
2.	Architecture	Intel
3.	Form Factor	Rack Mountable
4.	Processor	Dual Intel/AMD latest 16-core @2.0 GHz or higher with Latest Version Chipset Compatible with Processor
5.	Memory	64GB RAM using minimum 16GB or higher DDR5 memory modules with 4800 MHz Memory Speed.
6.	RAM Speed	2666MT/s
7.	HDD	3 X 1 TB HDD-SAS Hot Pluggable 10kRPM with RAID support

8.	Optical Drive	DVD R+W
9.	Expansion Slots	Up to 6x PCIe 3.0
10.	Front Bays	Up to 8 x 3.5" SAS/SATA (HDD/SSD), max 112TB (Also supports up to 8 x 2.5" SAS/SATA (HDD) in 3.5" hybrid drive carrier)
11.	NetworkInterface	4x 1GbE ports std
12.	Power supply	Redundant
13.	Warranty	Five Years with spare & labour

Technical Specification for Contact Centre Solution (with Five years validity)		
Sl. No.	**Features**	**Description**
1.	Call Centre Management	– Call Logger: System shall record detailed call information such as date, time, call duration, operator ID, callernumber, customer ID, identifier and the system shall provide advanced searching capabilities – Call Processing: The call entry shall provide a unique identifier for each call taken. – Call Closure: The system shall automatically generate call back lists when complaint has been resolved – It shall provide the below list of MIS reports. – Number of call abandoned. – Number of calls answered. – Average and total number of calls in a queue. – Average and total number of unanswered calls. – Agent Activity Reports, both real-time and historical. – Average and total number of free agents. – Average and total queuing time

2.	Inbound Call	– Receive calls from the citizen
		– Provide relevant information to the citizens if available or may inform about the source from where the information can be availed
		– Reply to inbound emails received
		– Register the feedback received from the citizens through mails and voice calls
		– Update status of a particular complaint in grievance module
		– Generate required reports and submit the same to the concerned authority
		– Interacting with citizens through Voice calls
3.	Outbound Dial	– Outbound Dialers shall enable the operators to place outbound calls to citizen for collecting feedback.
		– It shall also facilitate conference calls between the citizen and Identified Department Authority as and when required.
		– It shall have provision for Executives to dial identified numbers
		– It shall support outbound preview dialing (either automated or user-initiated)
		– It shall have the capability to track the missed calls for outbound dialing
4.	Automatic Call Distribution (ACD)	– The Automatic Call Distributor shall be capable of handling high call volumes and distributing the calls amongst the operators.
		– ACD shall support relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold.
		– It shall support Skill based routing with standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.
		– System should allow queuing or holding the call for an operator if none is immediately available
		– System should keep callers informed as to the status of the call and provide information to callers while they wait in queue
		– System should do Skill Based Routing, which is sending the call to the appropriate service operator at call centre
		– System should have functionality where Supervisor can observe and monitor the executives.
		– System should be capable to identify User availability and route the call to the identified executive.
		– System should support for multiple announcements be played to a caller on queue.
		– System should be able to block nuisance callers against list of numbers captured in master database.
		– System should be feasible to scale up

5.	Computer Telephony Interface (CTI)	– The CTI shall facilitate transfer of operator's screen in case of call transfers within the Contact Centre.
		– The CTI shall be capable of activating the fast dialing feature of the ACD.
		– CTI shall enable a computer application to take control of the call flow & also allow the computer application to decide the most suitable action / operator for an incoming call
		– CTI shall be suitably integrated with the department applications to send/receive data which needs to be populated on operator screen and also update the IVRS usage details as the customer traverses through the IVRS and reaches an operator
		– CTI link shall pass events & information of operator states & changes in operator states as well as incoming calls to the computer applications
		– CTI should have web-based GUI console for administration, configuration & management of the system, Real-time information or alerts and reports regarding health status e.g. up or down status, performance & resource utilization statistics etc. of the system shall be available through this console.
6.	Call Recording	– Facility of recording the calls on real time basis
		– The recorded voice files must be encrypted to avoid any tampering.
		– Facility for 100% voice call recordings for inbound & outbound calls.
		– Rules-based storage and recording Facility of classifying call with user-defined labels for simplified search and replay
		– Open storage platform that can provide instant access to any recording with any amount of storage desired.
		– Facility to store voice in format of wav, mp3 etc in any database or file system.
		– Archival system to offline/network storage.
7.	Interactive Voice Response Solution (IVRS)	– IVR shall be used during Out-bound calls to distribute communications to citizens.
		– The IVR system should enable to make agent less outbound calls and blast calls to citizens.
		– System should play IVRS menu in the language selected by the caller using IVRS option
		– The IVRS shall have a GUI based tool to develop Call trees / applications, configure customer types, configure messages by time of day, week
		– IVRS shall support text-to-speech capability for English and Hindi. The IVRS shall be able to retrieve information databases, convert it to voice and play it back to the caller in relevant desired language
		– IVRS shall answer enquiries by prompting callers to input data

onto the touch-tone keypad look up the records in a database and speak back information in Hindi/English. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database

– There shall be option available to the caller to opt for talking to operator by pressing pre-defined digit any time during the IVRS announcements

– IVRS shall retrieve operator availability from ACD and announce expected caller's queue waiting time when he/she has requested for operator and is waiting to be attended by one

– System shall send & populate operators' computer with Screen pop containing call history with respect to interaction of the caller with the IVRS

– IVRS shall maintain log of all services offered for auditing and

– IVRS shall integrate with the rest of the proposed solution to provide seamless call center performance

– IVRS shall support Outbound blast of Voice (pre-recorded)

– IVRS shall have provision for integration with the rest of the proposed solution using web services / APIs to provide seamless communication

– IVRS application should be able to collect and provide UUI data to ACD Platform and agent desktop application.

– IVRS application should be able to collect and store the digits entered by citizens.

– "IVRS system shall be able to generate various reports based on data generated during its operation including but not limited to:

– Number of calls taken by the system daily, weekly, fortnightly, monthly, quarterly, half yearly, annually

– Summary of calls by query, service, time period

– Average time spent by callers in IVR tree before being transferred to operator

– Call handling time on IVRS for various queries, services

– % of calls abandoned in the IVR along

– % of calls disconnected along with reason

– Call tree level wise abandon %

– Peak call volumes by time intervals, date

Technical Specification for 24 Port Layer-2 Access Switch		
Sl. No.	**Features**	**Description**
1.	Type	Layer-2 Switch
2.	Port Density	24-port 10/100TX switch
3.	VLAN Support	Support 4096 VLAN ID,
4.	Multicast	Support for IGMPv2 snooping, IGMPv2 snooping querier and min. 255 Multicast groups

5.	L2 Protocol	Support Broadcast storm control, Link flap protection, Grouplink control, Port mirroring, Support STP, RSTP, MSTP, BPDU guard, Loop guard, Root guard, 802.3ad LACP link aggregation
6.	Mountable	Rack Mountable
7.	Security	The switch should support Secure, encrypted Web and CLI management with SSHv2 and SSL,
8.	Quality of service	Support for 802.1p, DSCP, Rate Limiting, Voice VLAN, Strict Polarity, WRR (Waited Round Robin) or equivalent, 8 Priority Queues.
9.	Management	SNMPV3, Web based GUI, Telnet, RMON (4 groups) and command Line Interface, Console management port, TFTP, SNTP, Enhance Stack. The switch shall support sFlow or equivalent
10.	Other features	IPv6 ACL, ICMPv6, Dual-stack IPv4/IPv6 management, IPv6 applications: Web/SSL, Telnet server/SSH, should support Routing Protocol like Static Routing, RIP V2 and Proxy ARP
11.	Environment	Operating Temperature Range: 0°C to 40°C
12.	Warranty	Five Years warranty with onsite service support

Technical Specification for Head Phone		
Sl. No.	**Features**	**Description**
1.	Type	Head Set with Noise Cancelling Mike Gooseneck Flexible Heads Smart Receiver, Design: Over the Head Type: Over the Ear, with volume control, microphone
2.	Headphone Sensitivity	115 (Power On)

Technical Specification for Laptop		
Sl. No.	**Features**	**Description**
1.	CPU	i5, latest generation
2.	Operating System	Latest version Windows pro OS
3.	RAM	16 GB
4.	HDD	1TB
5.	Monitor	18.5" or higher TFT
6.	Others	Keyboard, Mouse
7.	Warranty	5 Years onsite

8.   Software Enhancement Services

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

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

The procedure for executing the change request is as follows:

Analysis: Service Provider will analyse the changes suggested and submit an effort estimation/cost including timeline to OCAC

Approval: OCAC shall do the due diligence and provide approval on the effort and timeline suggested

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

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

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

9.   Scalability

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

b) OCAC may consider scaling up the existing Helpline setup to include the specific requirements for hardware, software, and additional resources necessary for the implementation of the new schemes, if required.

c) In such case, the bidder shall agree to scale up the operation with minimum agreed timeline.

d) The bidder shall supply, install and commission the additional infrastructure and deploy the resources as per the requirement for the scaled up operation.

e) Payment shall be made the additional provision as per the discovered cost and terms & conditions this RFP process.

10.   Special Conditions

a) The entire financial liability towards persons deployed for OCAC shall be of the bidder and OCAC shall not be liable. It will be the responsibility of the bidder to pay to the person deployed as per the cost discovered in the tender.

b) In no case, there shall be a relationship of employer and employee between the OCAC/Govt. of Odisha and the manpower deployed by the bidder.

c) Neither the bidder nor its personnel/resources can be treated as employees of OCAC/Govt. of Odisha for any purposes. They are not entitled for any claim, right, preference, etc. over any job/employment (temporarily /ad-hoc/daily wages/regular capacity) of OCAC/Govt. of Odisha. The bidder or its resources shall not at any point of time have any claim whatsoever against OCAC/Govt. of Odisha.

d) The bidder shall undertake to indemnify OCAC against any such claims by the manpower deployed by them.

11.   Deliverables and Time Line

Sl #	Item	Time Period
1	Project Plan (Manpower Deployment, Working status of existing inventory, Supply of new infrastructure etc. with timeline)	Within 15 days of award of contract
2	Take over & Management of the Call Centre	Within 2 months of award of contract
3	Supply, installation & commissioning of equipment as mentioned in this document	Within 2 months of award of contract
4	Customization of existing Sanjog Helpline Web Portal as per scope of work	Within 3 months of award of contract
5	UAT of the customization of Sanjog Helpline Portal	Within 4 months of award of contract
6	Go Live	After successful UAT as declared by OCAC.

12.   Payment terms

Sl#	Milestones	Payment %
1.	Manpower Cost	Quarterly payment based on the submission of Invoice, attendance report and monthly agent wise call handling summery.
2.	Supply of Infrastructure	On the submission of Invoice and warranty certificates after installation, commissioning and verification thereof by OCAC team
3.	Upgradation of Sanjog helpline portal	After UAT, Go-Live and submission of User manual
4.	Software Enhancement Service Cost	To be paid in case of any new module development is required under Sanjog Helpline Web Portal.

a. Payment will be released subject to deduction of penalty.

b. Cost of manpower will be released as per actual deployment and number of days reported.

c. Bills will be raised in the favour of 'Odisha Computer Application Centre'.

d. Payments shall be made by OCAC within Thirty (30) days after the receipt of a valid invoice from the bidder. All the payments will be made in INR.

e. The cost towards hiring rate and statutory dues is based on the basis of minimum wages. Hence, any increase in the minimum wages along with statutory dues by Labour & ESI Department, Govt. of Odisha/EPF Authority Govt. of India shall be applicable to the extent to which these authorities notify/effect such increase. **In order to ensure compliance to Labour law, OCAC may, at its discretion, ask the bidder to furnish copies of money transfer receipts or any other relevant payment documents for the deployed resource on a monthly basis. In case of discrepancies, if any, OCAC reserves the right to take appropriate actions, including but not limited to penalties, contract termination, or legal recourse.**

f. All tax, cess, duty or any other levy (excluding any income tax) (by whatsoever name called) will be paid extra as per the rate prevalent at the time of billing.

13. Service Level Metrics

13.1. *During Implementation*

In case of delay in implementation of the project as per the Delivery Schedule mentioned in the RFP, penalties shall be imposed as mentioned below:

a) In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the Service Provider shall be liable to a penalty @0.25% of the value of work order for the respective component/item, for every week of delay up to a maximum of 10%, after which OCAC shall be at liberty to take action against the Service Provider as deemed proper (such as cancellation of order, increase of penalty percentage etc).

b) For the purpose of this clause, part of a week shall be considered to be a full week.

c) Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

13.2. *Post Implementation*

13.2.1. *Call Centre Uptime*

The Call Centre uptime represents the percentage of time the system remains operational.

The uptime shall be calculated on basis of: Total uptime in minutes*100/ Total minutes of operations in a month.

Measurement Interval	Reporting Period	Target	Penalty
Daily	Monthly	>=99.5%	Nil

Measurement Interval	Reporting Period	Target	Penalty
		>=98.7% but <99.5%	0.5% of Quarterly billed value
		>=97% but <98.7%	1.0% of Quarterly billed value
		>=95% but <97 %	2.0 % of Quarterly billed value
		<95 %	3.0% of Quarterly billed value

13.2.2. Inbound/Outbound Call

This is defined as the percentage of time a CCE is productive for Mo Sarkar Contact Centre against the total duration he/she is connected using his/her login ID to the Contact Centre's Automatic Call Distribution (ACD) system

This shall be calculated as follows:

(Productive Auxiliary Time – Non-Productive Auxiliary Time} *100 / Total Staffed Time

Note:

"Productive Auxiliary time" is length of time spent by a CCE on briefing, outbound call, feedback, support and on-job training.

Any Time other than "Productive Auxiliary time" shall be considered as Non-Productive Auxiliary time.

"Staffed time" is length of time spent by a CCE connected using his/her login ID to Automatic Call Distribution (ACD) system in any mode pre-defined in Automatic Call Distribution (ACD) system.

Measurement Interval	Reporting Period	Target	Penalty
Daily	Monthly	>=80%	Nil
		>=75% & <80%	1% of Quarterly billed amount
		>=70% & <75%	2% of Quarterly billed amount
		<70%	3% of Quarterly billed amount

13.2.3. Average Update Time

This is applicable for Inbound/Outbound Voice calls.

This shall be calculated as follows:

Total calls registered or made or answered*100/ Total Successful calls

Measurement Interval	Reporting Period	Target	Penalty
Daily	Monthly	>=95% Records	Nil
		>=90% and <= 95 Records	1% of Quarterly billed amount.
		>=80% and <= 90% Records	2% of Quarterly billed amount
		<80% Records	3% of Quarterly billed amount.

13.3. *Reporting Procedure of SLA*

The service provider's representative will prepare and submit Service level performance reports in a mutually agreed format by the 10th working day of the completion of each month. Performance reports will be distributed to Purchaser management personnel as directed by Purchaser.

13.4. *Penalties*

Maximum Penalty applicable for any quarter should not exceed 10% of the 'applicable fees' for the respective quarter. In case the calculated uncapped penalty is more that 20% for two consecutive quarters, the authority reserves right to increase the capping value (ceiling limit) of the penalty or take appropriate action against the service provider.

14. Exit Management

a. The service provider shall submit systematic Exit Plan 6 months prior to the end of the contract.

b. The exit management plan should be discussed with OCAC and finalized prior to its execution.

c. In case of termination, the Exit plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to operate the project without affecting its services.

d. Service provider needs to submit the following deliverables as part of the exit management.
   – Exit Management Plan
   – Updated SRS & User Manual for the Sanjog Helpline Portal
   – Working Status of the Inventory

15. FORMATS FOR SUBMISSION OF PROPOSAL

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria.

15.1. Compliance Sheet for Pre-Qualification Proposal

The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal

Sl No	Basic Requirement	Specific Requirement	Documents Required	Compliance (Yes/No)
1	Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of Call Centre operation & software development of at least 10 (Ten) years as of 31st March 2023.	— Copy of Certificate of Incorporation/ Registration. — Valid GSTIN and PAN, copy of GST Registration Certificate.	
2	Certification	Bidder should have ISO 9000/9001, 20000, 27000 and CMMi level 3 (or higher Certification) from CMMi Institute *(verifiable from https://cmmiinstitute.com/)*	Copy of certificate with validity by accredited organizations	
3	Sales Turnover	The bidder should have Annual Average Turnover of at least 10 (Ten) crores during the last three financial years ending at 31st March 2022.	Certificate from the Statutory Auditor	
4	Positive Networth	The bidder should have positive net worth in the last three financial years (2021-22, 2020-21, 2019-20)	Statutory Auditor Certificate	
5	Similar nature project experience.	The bidder must have successfully completed/ongoing at least the following numbers of call centre setup and management projects for any	Work Order & Completion Certificates from the client;	

Sl No	Basic Requirement	Specific Requirement	Documents Required	Compliance (Yes/No)
		Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2023 and value specified below. 1 project not less than 8 Cr. OR 2 projects not less than 6 Cr. each OR 3 projects not less than 4 Cr. Each		
6	Manpower Strength	Responding Firm/ Company must have at least 200 full time technical resources in its payroll	Certificate from HR Head on the company letter head to this effect and EPF challan of the last 3 months mentioning the subscriber count.	
7	Blacklisting	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by authorized representative of Bidder	
8	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an Operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head	
9	Bid Processing Fee	The bidder must furnish Tender Document Fee of 5,600/- including GST of 12%) & Bid processing fee of Rs. 5,900/- (Including GST of 18%)	As mentioned in the RFP	
10	EMD	Submission EMD	As per the PBG format mentioned in clause no. 15.3 of this RFP/ online/ DD	

15.2. Particulars of the Bidders

SI No	Information Sought	Details to be furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

15.3. Bank Guarantee for Earnest Money Deposit

To,

> General Manager (Admin)
> Odisha Computer Application Centre
> Plot No – N-1/7-D,Acharya Vihar
> RRL Post Office,Bhubaneswar-751013
> Unit- V, Bhubaneswar – 751001,Odisha
> Phone : 0674 – 2567280 / 2567064 / 2567295(Office)
> FAX - 0674-2567842
> Email : gm_ocac@ocac.in

Sub: Request for proposal for "Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre"- *Earnest Money Deposit.*

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of **RFP Ref. No. OCAC-SEGP-SPD-0011-2018/23046** for Selection of bidder for Operation and Management of Sanjog Helpline, the State Call Centre (hereinafter called "the Bid") to OCAC

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (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 Tender 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.

NOTHWITHSTANDING 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:

Place:

Name of the Bidder:

15.4. Self-Declaration: Not Blacklisted

To,

General Manager (Admin)
Odisha Computer Application Centre
Plot No – N-1/7-D,Acharya Vihar
RRL Post Office,Bhubaneswar-751013
Unit- V, Bhubaneswar – 751001,Odisha
Phone : 0674 – 2567280 / 2567064 / 2567295(Office)
FAX - 0674-2567842 Email : gm_ocac@ocac.in

Sub: Request for proposal for "Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre" -*Self Declaration for not blacklisted.*

Sir

In response to the **RFP No.: OCAC-SEGP-SPD-0011-2018/23046** titled "Request for proposal for "Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre", as an owner/ partner/ Director of (organisation name), I / We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

15.5. Bidder's Authorization Certificate

To,

> General Manager (Admin)
> Odisha Computer Application Centre
> Plot No – N-1/7-D,Acharya Vihar
> RRL Post Office,Bhubaneswar-751013
> Unit- V, Bhubaneswar – 751001,Odisha
> Phone : 0674 – 2567280 / 2567064 / 2567295(Office)
> FAX - 0674-2567842
> Email : gm_ocac@ocac.in

Sub: Request for proposal for "Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre" - ***Bidder's Authorization Certificate.***

Sir,

With reference to the RFP No.: OCAC-SEGP-SPD-0011-2018/23046, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is <_____> For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature   Verified Signature by

(Authorised Signatory)   Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

15.6. Acceptance of Terms & Conditions

To,

General Manager (Admin)
Odisha Computer Application Centre
Plot No – N-1/7-D,Acharya Vihar
RRL Post Office,Bhubaneswar-751013
Unit- V, Bhubaneswar – 751001,Odisha
Phone : 0674 – 2567280 / 2567064 / 2567295(Office)
FAX - 0674-2567842
Email : gm_ocac@ocac.in

Sub: Request for proposal for ""Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre" - *Acceptance of Terms & Conditions.*

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document vide No. OCAC-SEGP-SPD-0011-2018/23046 regarding "Request for proposal for "Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre".

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

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

15.7. Form 4: Compliance Sheet for Technical Proposal

Sl#	Parameters	Max Score	Supporting Document	Compliance (Yes/No)
1	**Experience**	**40**		
1.1	Revenue generated only from Call Centre operations during the last five (5) financial years ending on 31.03.2022. = Rs. 10 Crores : 7 Mark 1 mark each for average turnover of additional Rs. 5 Cr. during last 3 years subject to maximum 10 marks	10	Statutory Auditor Certificate	
1.2	Numbers of years of experience in call centre operations : 5 years : 10 marks 5-7 years : 12 marks 7-9 years : 14 marks >= 10 years : 15 marks	15	Work order and project completion /ongoing certificate from user department	
1.3	The bidder should have previous software services (design/development of solution and support) in any Govt/PSU Turnkey project experience. Turnkey projects handled in last 5 years 5 Projects or more / worth Rs 200 lakh or more : 15 Marks 4 Projects / worth Rs 160 Lakh : 12 Marks 3 Projects / worth Rs 110 Lakh : 9 Marks 2 Projects / worth Rs 70 Lakh : 6 Marks 1 Project / worth Rs 30 Lakh : 3 Mark	15	Order copy & completion /onging certificate from the user department	
2	**Organization Strength**	**30**		
2.1	Quality Certification ISO 9000/9001 – 2 Mark ISO 20000 – 2.5 Mark ISO 27000 – 2.5 Marks CMMi Level-3 - 2 Marks CMMi Level-5 – 3 Marks	10	Copy of Certificate	

Sl#	Parameters	Max Score	Supporting Document	Compliance (Yes/No)
2.2	Resource strength (payroll having PF) 200 resources including minimum 20 IT professionals with qualification BTech/BE/MCA or higher – 7 Mark 1 mark for additional 50 resources	10	Copy of latest PF deposit challan showing the no. of subscribers	
2.3	Experience in of local Call Centre operation & Software Development in Odisha. • One Call Centre project: 3 mark 1 mark for each additional similar project subject to maximum 7 marks • 1 mark for each software Development project subject to maximum 3 marks	10	Details of the address	
3	**Presentation**	**30**		
3.1	Understanding of TOR, Methodology and Work Plan	10	Presentation	
3.2	Approach, Methodology and Crisis Management Plan	10	Presentation	
3.3	Schedule and Resource Management	10	Presentation	
	Total	**100**		

15.8. Form 5: Proposed Approach & Methodology

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology divided into the following sections:

a) Solution Proposed
b) Understanding of and Compliance to Scope of Work
c) Approach and Methodology
d) Identified risks and mitigation plan
e) Work/Project activity plan

15.9. Proposed Work Schedule & Project Plan

Sl#	Activity	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
t)									

1. Indicate all main activities of the assignment, including deliverables.
2. Duration of activities shall be indicated.

15.10. Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

15.11. Project Citation Format

Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other relevant Information	
Copy of Work Order	

15.12. Covering Letter - Financial Bid

To,

General Manager (Admin)
Odisha Computer Application Centre
Plot No – N-1/7-D,Acharya Vihar
RRL Post Office,Bhubaneswar-751013
Unit- V, Bhubaneswar – 751001,Odisha
Phone : 0674 – 2567280 / 2567064 / 2567295(Office)
FAX - 0674-2567842
Email : gm_ocac@ocac.in

Sub: Submission of Financial Bid for Request for proposal for ""Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre""-*Covering Letter-Financial Bid*

Dear Sir/Madam,

We, the undersigned, offer to provide the services for Sanjog Helpline in accordance with your Request for Proposal dated [Date] and our Proposal - Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. I understand that the payment would be made on the basis of actual Service & tax rate prevalent during the time of payment. 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.

Yours sincerely,
Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

Date:

15.13. Financial Bid Template

15.13.1. Summary

SI No	Items	Cost (Inclusive of GST)
1	Cost of Manpower	
2	Cost of Infrastructure	
3	Cost of Upgradation of Sanjog Helpline Portal	
4	Cost of Software Enhancement Services	
	Total Cost	
	In Words	

15.13.2. Manpower

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

15.13.3. Infrastructure

All items (except headphone) specified at Clause 7.6 need to be covered with warranty of 5 years.

SL#	Item Name	Description (Make & Model etc.)	Qty	Unit Rate	Taxes as Applicable	Unit Rate with Tax	Total Cost
	Total cost of Infrastructure						

15.13.4. Upgradation of Sanjog Helpline Portal

SL#	Description	Qty	Rate	Taxes as Applicable	Total Cost
1	Cost of Upgradation & support for 5 years	1			
2	Security Audit	5 Nos			
Total cost					

15.13.5. Software Enhancement Service

Sl No	Items	Man-Month	Unit Cost	GST	Total Cost
1	Developer	20			
2	Database Administrator	20			
3	UI/UX Designer	20			
4	Tester	20			
	Total Software Enhancement Cost				

16.   Performance Bank Guarantee

To,
   General Manager (Admin)
   Odisha Computer Application Centre
   Plot No – N-1/7-D,Acharya Vihar
   RRL Post Office,Bhubaneswar-751013
   Unit- V, Bhubaneswar – 751001,Odisha
   Phone : 0674 – 2567280 / 2567064 / 2567295(Office)
   FAX - 0674-2567842
   Email : gm_ocac@ocac.in

Whereas, <<name of the supplier and address>> (hereinafter called "the applicant/supplier") has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide aforementioned services for <<name of the assignment>> to <<Nodal Agency>> (hereinafter called "the beneficiary") And whereas it has been stipulated by in the said contract that the applicant/supplier shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract; And whereas we, **<<Name of the Bank>>** a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the supplier such a bank guarantee. Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, upto a total of **Rs. <<Insert Value>> (Rupees <<insert value in words>> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs**. <<Insert Value>>** (Rupees **<<insert value in words>>** only**)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant/supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the applicant/supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until *<<Insert Date>>*.Notwithstanding anything contained herein:

A) Our liability under this bank guarantee shall not exceed **Rs <<Insert Value>> (Rupees <<insert value in words>> only).**
B) This bank guarantee shall be valid up to *<<insert expiry date>>*.
C) 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 expiry date>>* failing which our liability under the guarantee will automatically cease.