

**Request for Proposal**

**For Providing**

***Handicrafts Helpline Centre***

**TO**

**Development Commissioner of Handicrafts,  
Ministry of Textiles, Government of India  
Reference: 'RFP / DCH / 2019' Dec. 2019**

# Contents

- Notice Inviting E-Tender..... 5
- 1. DEFINITIONS: ..... 7
- 2. PROJECT DESCRIPTION AND SCOPE OF WORK..... 9
  - 2.0 Project Description and Objective..... 9
  - 2.1 Procedure for handling the calls ..... 11
  - 2.2 CRM Development ..... 13
  - 2.3 Scope of Work..... 14
- 3 INSTRUCTION TO BIDDERS ..... 19
  - 3.0 Eligible Bidders..... 19
  - 3.1 Cost of Bidding: ..... 20
  - 3.2 Pre Bid Conference:..... 21
  - 3.3 Clarification on Bidding Documents ..... 21
  - 3.4 Amendment of Bidding Documents ..... 21
  - 3.5 Language of Bid and its Authentication..... 21
  - 3.6 Submission of Bid..... 22
  - 3.7 Period of Validity of Bids ..... 22
  - 3.8 Bid Security (Earnest Money) ..... 22
  - 3.9 Opening of Bids by DCH..... 23
  - 3.10 Examination and Evaluation of Bids..... 24
  - 3.11 Criteria for Evaluation and Comparison of Bids ..... 25
  - 3.20 Negotiation with the R1 bidder ..... 30
  - 3.21 Award of Contract ..... 30
  - 3.22 DCH Right to Vary Quantities..... 30
  - 3.23 DCH right to Reject Any or All Bids..... 31
  - 3.24 Extension of Period of Validity..... 31
  - 3.25 Notification of Successful Bidder and Acceptance by Successful Bidder ..... 31
- 4.0 GENERAL CONDITIONS FOR BIDDING ..... 32

4.1	Governing Language .....	32
4.2	Applicable Law .....	32
4.3	Change in Law .....	32
4.4	Use of Bid Documents and Information .....	32
4.5	Performance Security .....	32
4.6	Payment Terms .....	33
4.7	SLA Measurement Tool.....	33
4.8	Time Schedule.....	35
4.9	Taxes & Duties .....	35
4.10	Liquidated Damages.....	35
4.11	Penalties .....	36
4.12	Reduction of charges upon increase in number of seats in a Handicrafts Helpline Centre 36	
4.13	Probation Period .....	37
4.14	Contract Period .....	37
4.15	Implementation Services .....	37
4.16	Acceptance Testing .....	37
4.17	Books & Records .....	37
4.18	Notice .....	38
4.19	Force Majeure.....	39
4.20	Indemnification.....	39
4.21	Default and Termination .....	41
4.22	Termination for Insolvency.....	41
4.23	Resolution of Disputes .....	42
4.24	Information Security .....	42
5.0	FORMS AND SCHEDULES.....	43
5.1	Declaration Regarding Acceptance of Terms & Conditions Contained in the RFP Document .....	43
5.2	Undertaking on Service Level Agreement .....	44

<b>5.3</b>	<b>Bid Letter Form .....</b>	<b>45</b>
<b>5.4</b>	<b>Bid Security Form .....</b>	<b>46</b>
<b>5.5</b>	<b>Details of Organizational, Financial and Technical Capacity of the Bidder .....</b>	<b>48</b>
<b>5.6</b>	<b>Bid price schedule (Amount in Rupees).....</b>	<b>49</b>
<b>5.7</b>	<b>Cost of Fixed Assets taken for Working out Total Operating Cost Per Month at Form 5.650</b>	
<b>5.8</b>	<b>Rental value of HHC at proposed location taken for the purpose of working out total operating cost per month as per format 5.6 .....</b>	<b>50</b>
<b>5.9</b>	<b>Performance Bank Guarantee.....</b>	<b>51</b>
<b>5.10</b>	<b>Format for Seeking Clarifications, Submitting Queries / Suggestions for the Pre Bid Conference.....</b>	<b>52</b>

**Office of Development Commissioner Handicrafts,  
Block 7, West Block, R.K.Puram,  
New Delhi-110066**

**Notice Inviting E-Tender**

1. Development Commissioner of Handicrafts (DCH), a Govt. of India , Ministry of Textile, invites online bids for “Providing Handicrafts Helpline Center”
2. The tender document may be downloaded from [www.handicrafts.nic.in](http://www.handicrafts.nic.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

**CRITICAL DATE SHEET**

1	Published Date	18/12/2019 (02.00 PM)
2	Bid Download date	18/12/2019 (02.00 PM)
3	Pre Bid Meeting Date	30/12/2019 (12.00 Noon)
4	Bid Submission Start Date	18/12/2019 (02.00 PM)
5	Bid Submission End Date and Time	09/01/2020 (02.00 PM)
6	Bid Opening Date and Time	10/01/2020 (02.00 PM)

3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Contractors/Bidders are advised to follow the instructions provided in the “Instructions to the Contractors/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>” in the Annex VI. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Bidders shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with Office of Development Commissioner for Handicrafts .

5. Intending bidders are advised to visit Development Commissioner of Handicrafts website [www.handicrafts.nic.in](http://www.handicrafts.nic.in) and CPPP site <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

**6. EMD:**

Earnest money deposit	INR 5, 00,000 (Indian Rupees of Five Lakh only) in the form of DD or BG from a Nationalized bank in India and drawn in favour of Development Commissioner of Handicrafts New Delhi.
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7. If the EMD is submitted through Bank Gurantee, the minimum validity date of the BG should be 120 (one hundred twenty) days from the last date of submission of the bids. The Hard Copy of original instruments in respect of EMD and bid document cost must be delivered to the address given below on or before bid submission end date/time as mentioned in the critical date sheet. Bids not accompanied with EMD is liable to be rejected. NSIC/MSME/DIC registered agencies are exempted for EMD.

**Office of Development Commissioner of Handicrafts  
Block 7 , West Bock, R.K.Puram,  
New Delhi**

8. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Techno Functional Compliance / Eligibility the results of their qualification as well Financial Bid opening will be intimated later.

9. Submission of Bids:

The bids shall be submitted online in two parts, viz., Technical Bid and Financial Bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

9.1 Cover – I Fee/Eligibility Criterion (**Check list**) also see forms and schedule section  
The following documents are to be self-attested and furnished by the Bidder along with EMD as per the bid document (As applicable):

- a) Scanned Copy of all document of pre Bid Criterion/Eligibility Criterion (Technical Bid) and document required to be attached online.
- b) Scanned copy of document as a proof for payment of EMD.

9.2 Cover – II Financial Bid (**Check list**):

The following documents are to be self-attested and furnished by the Bidder as a part of Financial Bid as per the bid document (As applicable):

Scanned copy of Financial Bid of Tender document

## 1. DEFINITIONS:

In this document, the following terms shall have respective meanings as indicated:

1. "Bidder" shall mean the firm/consortium offering the solution(s), services and / or materials required in the RFP
2. "Contract" shall mean the Purchase Order placed by DCH on the successful Bidder (duly accepted by the later during the bid process) and all attached documents referred to therein and all terms & conditions thereof together with any subsequent modification thereto.
3. "DCH" shall mean Development Commissioner of Handicrafts, Ministry of Textiles, and Government of India.
4. "CCE" shall mean Call Centre executive.
5. "Installation" shall mean the Service Provider's written notification that the system required for delivery of the desired "Services" has been installed and commissioned by the Service Provider in accordance with requirements and the project plan, and is ready for the acceptance testing
6. "Final Acceptance" shall mean DCH written certification that the Services being delivered during the Probation have been verified as satisfactory in accordance with the defined Specifications.
7. "Intellectual Property Right", also called "IPR", means any and all copyrights, moral rights, trademarks, patent, and other intellectual proprieties.
8. "SLA" means Service level agreement.
9. "HHC" shall mean Handicrafts Helpline Centre scheme of Development Commissioner (Handicrafts).
10. "Partial Acceptance" shall mean the DCH written certification that following installation; the Site has been tested and verified as complete and/or fully operational, in accordance with the acceptance test to be defined in the Acceptance Test Documents.
11. "Party" shall mean either DCH or Bidder individually and "Parties" shall mean DCH and Bidder collectively.
12. "Probation Period" shall mean the period specified following Partial Acceptance during which the Service Provider's performance obligations in respect of the

Services will be monitored before confirmation of award.

13. "RFP" shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications & modifications issued by DCH in respect of the RFP.
14. "Services" shall mean requirements defined in this Request for Proposal including all additional services associated thereto to be delivered by the Service Provider.
15. "Service Provider" shall mean successful bidder on whom the purchase order is placed by DCH.
16. "Site" shall mean the location for which the work has been allotted and where the services are to be delivered.
17. "Specifications" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.
18. "Third Party Agency" shall mean any agency appointed by DCH for monitoring the work of Service Provider and other related issues.
19. "Total Operating Cost per Month" shall mean total cost involved in operation of Call Centers including manpower cost and cost relating to fixed & recurring expenditure per month.
20. "FTC" shall mean wireless phones as back up to PRI line pre-paid connections to be used in failure of PRI line.



## 2. PROJECT DESCRIPTION AND SCOPE OF WORK

### 2.0 Project Description and Objective

DCH invites bids from eligible Call Centre operators to offer their services for operation of Handicrafts Helpline Centre in India. The call centre will start with 14 seats and payment will be made accordingly. The no. of seats may increase or decrease as and when required as per the discretion of Competent Authority.

**A list of Languages in which the Artisans' queries are to be answered is given below along with number of seats.**

S.No.	Language*	Total No. of Seat at the location.
1	Hindi	6
2	Telgu	2
3	Tamil	2
4	Bengali	2
5	Assamese	1
6	Kannada	1

#### a. The Scheme

In order to answer the Artisans' professional queries on a telephone call, Ministry of Textile intends to launch a new scheme "Handicrafts Helpline Centre (HHC)". This helpline would be accessible by dialing a single nationwide toll free number through landline as well as mobile numbers of all telecom networks from 10.00 A.M to 06.00 P.M. on all 7 days a week.

#### c. Manpower to be deployed in Handicrafts Helpline Centre

i. The Call Centre executive with the prescribed minimum academic qualification in the field of Handicrafts allied sector with excellent communication skills in respective **local language (along with English)** shall attend these calls.

ii Essential/Minimum qualification of a Call Centre Executive will be as follows:

- 1) Diploma/Degree in Arts & craft or Fine Arts or Fashion or Rural Development.
- 2) The Call Centre Executive must have fluency in the local language as well as in English also.
- 3) Experience: 1 year experience in Handicrafts/Unorganized Sectors.

iii. One Handicrafts Helpline Centre Supervisor shall be provided in addition to the Call centre executive who shall possess a post-graduate degree with at least 02 years experience of working in call centre. HHC Supervisor, apart from his duties as a call centre executive, shall also be responsible for liaising with different stakeholders and resolving the local issues for smooth functioning of the HHC.

The deployment of total number of call centre executive and supervisor shall be as under:

<b>Total no. of Call Centre executives</b>	<b>No. of supervisors</b>
14	1

**d. Location and seats of Call Centers**

The call centre must be located in India only. Every bidder shall provide the detail of estimated monthly rent at proposed location in the format provided at **Form 5.8**. DCH has the right to increase/decrease the no. of seats at any time during the contract period according to flows of calls.

**e. Call Center Timings**

The Handicrafts Helpline Centres will be accessible by the Artisans on toll free Telephone Number. Besides referring to books and other resources (to be provided by State Government concerned) to answer the queries of Artisans, Call Centre executive will access the Web Portal of DCH /other Central

Govt./State Govt. entity and other Web Portal having Handicrafts based information.

Call Centre Executives will act as a first level of support and it is envisaged that majority of queries will be replied by them. If an executive unable to answer any query during office hours an attempt will be made to refer the caller to higher level (Dy. director/Asst. Director, HSC) in a conference call along with the information collected by the call Centres executive. If such a conference call does not take place or leads to no satisfactory answer, the query will then be escalated to higher level (Regional Director, HSC).

The working hours for the HHC would be 10:00 AM to 6:00 PM, and the HHC would operate on all days including Sundays and Holidays. However, the HHC will remain closed on the 3 National Holidays namely, Independence Day, Republic Day and Gandhi Jayanti. During 6 PM to 10 AM, appropriate IVRS prompt in local language will be played informing the caller about the working hours of the HHC, The English script (to be translated in vernacular) for this message has to be provided by DCH. When a call is in queue, an appropriate pre-recorded message through dynamic IVR should be played intermittently to tell about call Queue No. and approximate time left.

Various MIS data/ reports generated from the call data recorded by the Handicrafts Helpline Centres are required to be provided to DCH so as to optimize the operations of the Handicrafts Helpline Centre and make best use of data collected by the HHC.

## 2.1 Procedure for handling the calls

The Procedure for handling the Call is as given below:

- a) The Handicrafts Helpline Centre shall receive the queries of Artisans through the toll free number. **DCH shall bear the call charges of the Toll Free Numbers and the outgoing telephones used for contacting designated experts/ Artisans (calling HHC in last three months).** It is essential that the IPBBX system in the Handicrafts Helpline Centre is capable of handling the calls from

all the telecom service providers and route the same to an available operator. The system should also have the capability of Call Holding and Call Conferencing/ Forwarding facilities within and outside HHC. Wherever essential, PRI facilities will need to be created additionally to enable routing of more number of incoming telephone lines, for which extra funds will be provided.

- b) The call centre executives shall record the name, address, sex, contact details, queries in detail, type/ subject of the query, answer given, status of the calls, etc in suitable format approved by DCH. HHC should have adequate capabilities in terms of hardware & system software to support this feature. The information recorded in the database shall be used for the purpose of preparing MIS reports and sent to DCH or any other organisation authorised by DCH on regular basis at predefined intervals and also accessible online. Further details in this respect will be worked out with the successful bidder.
- c) The Call Centre Executives would be required to refer to relevant web Portal, websites maintained by Central/ State Government agencies as well as other reliable websites elsewhere to answer queries from the Artisans. The Call Centre Executives must, therefore, have on-line access to these sites continuously. HHC is expected to use different handicrafts database extensively for the benefit of Artisans.
- d) The level-II expert (Dy. Director/Asst. Director, HSC) should reply within 3 to 4 days of query logged in and the unanswered query should get escalated to L-III (Regional Director, HSC) within one week. Urgent matters will need to be attended to more promptly. If discussion with the Artisans is necessary to resolve the query or to render proper advice, a conference call with the Artisans can be held by dialing at Handicrafts Helpline Centre.
- e) The Frequently Asked Questions (FAQs) and other locally relevant information may need to be updated after appropriate authentication and validation of such solution or answer given by authorized Call centre executives.
- f) The HHC shall also give a weekly feedback regarding the nature of calls. The Service Provider shall also be required to do data mining in the details Artisans' queries and provide feedback about prevalence of problems in specific state.
- g) **Training Schedule of Call Centres Executives:** In summary following training schedule of executive shall be adhered to:

- i) Besides updating and upgrading the domain expertise in the areas related to Handicrafts and allied sectors, the Service Provider is also expected to periodically refresh and enhance soft skills, (personal tone and tenor while attending a Artisans's call etc) at least once in a year.
- ii) Technical Training: To be arranged on a fixed day by calling Officers in Handicrafts and allied sectors as experts. DCH will bear the cost of tea/snacks and honorarium to be paid to these experts. The amount shall be incurred by the Service Provider and reimbursed by DCH as per rates and norms to be communicated after award of the work.

## **2.2 CRM Development**

- a) Bidder shall deploy its own Customer Relationship Management (CRM) software, customized as per DCH requirement; to take care of all the services required to be serviced by CCEs/IVRS.
- b) CRM shall store Customers contact information likes names, address and phone numbers. The CRM/CTI functionality shall support relevant screen pop-ups display of caller numbers and display of calls record of already available in CRM on the CCSs desktop on the basis of CLI, DNIS etc.
- c) The CRM application shall be GUI (Graphical User Interface) based. The call centre shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online and GUI based. The system shall generate various statistical reports (hourly, daily, monthly), based on Call completion of agent.
- d) CRM shall also support SMS, Email and Web based professional query lodging/feature. CCE should capture/log every query/demand lead/input in the CRM system. The query to be escalated to Level II/III experts based on predefined logic. The CRM should support knowledge base database for centralised repository of information. With the help of repository, agents can search for solution document and cases in database which can be used as a reference for solving customer issue.
- e) BSNL/MTNL/other Telecom Service Provider will provide connectivity & access of SMSC for sending/receiving SMS through SMPP gateway. It is expected that

CRM should automatically generate at least 2 SMSs i.e. one for booking of complaint and second on disposal of complaint. CRM should be able to send additional SMS based on DCH requirement.

- f) All other standard/ application software required to run the Call Centre and meet (service Level agreement) SLAs shall be developed or provided by the Bidder. Service Provider shall provide enterprise class CRM application and its functionality shall also be capable of taking caller satisfaction feedback on SMS or IVRS.
  
- g) For landline users caller satisfaction feedback can be taken over IVRS. The criteria for defining select callers will be as decided by DCH from time to time. This feature will be used to assess the quality of Support Centre services.

### **2.3 Scope of Work**

DCH wants to hire experienced Call Centre operator/ Service Provider who can facilitate the following:

- a) Provide requisite infrastructure to handle the calls.

Some of the facilities/ equipment which must be provided in the Handicrafts Helpline Centre are as follows:

- i Desktop PCs for each seat. These PCs shall be of prescribed configuration or above and be under warranty/AMC of OEM. Hardware will not be older than 5 years under extended warranty from OEM (Original Equipment Manufacturer) on the date of Acceptance Testing.
- ii IPPBX with facility to generate information like number of calls landed, number of calls matured, number of unsuccessful calls, average handling time, average talking time, login hours, queue time, ACD report etc.
- iii Server.
- iv Uninterrupted Power Supply (UPS) shall be provided for a backup of at least 2 hours in every location. The battery sizing shall be done on computer load. The online UPS should be hot swappable with

provision for 100% standby (including batteries), so that Server never fails. While a line interactive UPS has been suggested for the PCs, the bidder has an option for quoting online UPS for the entire IT infrastructure in the proposed Centre. A generator back-up of adequate capacity may also be needed with longer duration of power break down. In the areas with adequate and long spells of sun-shine, Solar Energy based UPS may also be considered, UPSs must come with 3 years' onsite warranty and batteries also should have two years' warranty unless bidder decides to have sufficient number of spare batteries at every location. On the whole, a power backup has to be provided to ensure that the Server never goes down and a PC also go down in rarest of rare cases.

- v Local Area Network
- vi Minimum PRI number for incoming and outgoing calls.
- vii Internet facility on all PCs with appropriate bandwidth(minimum 512 kbps per PC)after considering concurrency ratio of 33%, subject to a minimum of 4 mbps of download speed at HHC. Whenever the network load goes beyond 80%, the service provider shall enhance the bandwidth.
- viii Provision of soft phones with caller ID facility
- ix Call Conferencing Facility with phones
- x Head phones for each agent with adequate quantity in reserve (10% of the total number) for use in the event of some headphones not working
- xi Air conditioning
- xii Dynamic IVRS with call waiting message and any suitable pre-recorded message customized in local language as decided by DCH
- xiii Web cam shall be provided with Supervisor Desktop i.e. one webcam per location. Proposed location to be used for online/web based monitoring of HHC by local manager, central HHC management team of the service provider and DCH or any other agency identified by it. The number of camera shall be such that entire area of HHC shall be covered with a good quality view / resolution.
- xiv For all incoming and outgoing call dual PRI is proposed to be installed at the location (installation charges including onetime cost if any and

recurring cost charged by telephone service provider shall be borne by the DCH). The number of PRIs shall depend on the maximum number of physical seat in a HHC at any given time. Backup SIM charges will also be borne by DCH. Necessary hardware to support the same will be provided by the vendor.

- xv **Facility for 100% audio recording of calls:** These recorded calls will be kept live for six months thereafter archived for six more months.
- xvi **Adequate space for each Agent** - at least 30 sq.ft per agent including common area, passages etc. (well maintained and to be situated in proper location with DCH concurrence.
- xvii Adequate/good quality furniture and fixtures including table, chair, cup boards, book shelf, shelf for Servers and other gadgets etc.
- xviii Provision for registration of calling Artisans mobile number for sending SMS messages to them in the areas of their choice in handicrafts and allied sector and other value added services as decided by DCH from time to time.
- xix A suitable Disclaimer (to be approved by DCH) of reply message shall be played before attending the caller call e.g. we try to provide best advice as per the knowledge of call centre executive but shall not be responsible for any damage incurred.
- xx Biometric attendance system shall be installed with facility for central monitoring set up to be accessible to DCH or any authority designated

***The hardware being provided at different locations shall be under OEM warranty and shall have the latest configuration similar to or above those specified in the RFP. In no case the hardware shall be more than 5 years old as on the date of Final Acceptance Testing.***

- b) Provide requisite number of call centres executives for the Handicrafts Helpline Centres as per the qualifications prescribed. The executives should be from varied disciplines of handicrafts and allied sectors as far as possible depending on the number of seats in the HHC. The executive should have excellent knowledge of respective Local Language, and communication skills so that they can able to communicate and understand the queries of Artisans easily. In



addition, they should also have good knowledge of reading and writing English Language so that he/ she should be able to record the queries and other necessary details. DCH has the right to evaluate (directly or through Ministry of Textiles) the executives appointed by the Service Provider at any stage and can terminate them in case they are not found suitable. Under such circumstances, the Service Provider shall replace them within one week. DCH will have right to increase or decrease the number of call centre executives depending on the response received over a period.

- c) Provide facilities to put the call centre on IVRS with call waiting message or suitable pre-recorded message during working hours and suitable pre-recorded message during non-working hours.
- d) Provide MIS Reports on monthly basis or at any interval prescribed by DCH. The MIS reports must contain information related to state-wise number of calls, hourly call details, escalated calls, pending calls, answer given to Artisans queries, trends, call utilization, query asked by callers, reply given, FAQs, classification of queries based on problem, details of call centre executives/Supervisor etc. The format for MIS reports will be finalized in consultation with DCH, which will be suitably modified from time to time based on information requirement of DCH. MIS reports will be accessible online through CRM GUI. Dashboard will be made available for quick reference.
- e) The Service Provider would be responsible for installation, shifting and payment of regular PRI/SIM bills for the HHC telephone connections, both for incoming (for receiving calls from Artisans) and outgoing (for conferencing with L2 experts and call back to Artisans) telephone lines in the HHC and for settling day-to-day issues related to breakdowns, billing, disconnections etc. with the telephone companies. The Service Provider will bear the cost of registration charges, installation charges, and security deposits, if any, for the PRI/SIM connections in the **Handicrafts helpline Centre**. DCH shall pay for all incoming calls based on centralized bill generated by the telephone service provider. The DCH would

reimburse the payments made towards outgoing calls to the Service Provider without any extra service charges. In order to ensure that only genuine outgoing calls are being made, the computerized bills related to outgoing calls shall be checked against the database of Artisans calling the helpline and experts/officials of DCH/Development Commissioner Handicrafts Office/HSC etc. In case of Artisans calling, the time period of the last call made shall be 3 months. Any disputes with the telecom operator would be handled by the Service Provider with the help of DCH.

- f) Currently, it is proposed to operate the HHC from a single operator, i.e., either BSNL or MTNL. In future, there is a possibility of having different operators at the proposed location. Hence, the IPPBX system in the Handicrafts Helpline Centre should be capable of handling telephone lines from more than one telecom operator. The system should also have provision for Call Holding and Call Routing facilities.
- g) DCH, either directly or through its representatives, may participate to oversee the selection of candidates' initially. Subsequent filling of vacancies maybe done by the Service Provider by following the guidelines issued by DCH in this regard. It will be the responsibility of the Service Provider to provide the details of educational qualifications and experience of the Call Centre executives appointed by the Service Provider from time to time.
- h) The Service Provider shall be responsible to fulfil all statutory obligations regarding Employees Provident Fund (EPF) and Employees State Insurance Corporation (ESIC) etc. applicable as per existing norms.

### 3 INSTRUCTION TO BIDDERS

#### 3.0 Eligible Bidders

Eligibility of the bidders shall be on the basis of their technical & financial strength and track record. The bidder is required to submit documentary evidence in support of the following:

- (a) The bidder should have a minimum 100 Call Centre seats (cumulative capacity on pan India) and have experience of at least 02 year of call center operation on the day of bid submission.
- (b) The bidder organization should have a minimum cumulative turnover of Indian Rupees 02 crores in last 02 financial years i.e. 2017-18 & 2018-19, subject to minimum average of Rs. 1.5 crores per year and shall be running its business viably with a positive net worth continuously for 02 years.
- (c) The decision of DCH regarding eligibility of bidders under this clause shall be final and shall not be called upon to question under any circumstances.**
- (d) The bidder shall preferably have a valid quality certification of ISO 9001- 2008. Bidder should have OSP licenses for all proposed HHC locations from DoT (Department of Telecommunication).
- (e) The bidder should have at least 2 years of experience in Call Centre/BPO industry managing handicrafts/Textile or equivalent industry.
- (f) A consortium of companies duly backed up by an Agreement (to be submitted along with Pre-Qualification bid) is also eligible to participate subject to the

following two conditions and satisfaction of the Tender Evaluation Committee during the evaluation of the tender:

- The lead partner of this consortium shall be liable for adherence to all provisions of this Agreement. However, documents related to all the partners need to be submitted with the bid document.
  - The consortium will draw upon human, technical and other resources of all the members during implementation of Handicrafts Helpline Centre Programme. The Technical Bid shall include exact details in this regard, so that a consortium is not artificially created only to improve the score in Technical Bid. In the event of consortium being unacceptable to the DCH, the Prime Bidder may be given an option of going on its own. The firm in case of any split shall inform in writing to DCH to enable it to take a fresh view on continuation/cancellation of the contract.
- (g) The Bidder and each member in case of Consortium shall disclose details pertaining to all claims, disputes, matters in appeal & in court and any pending litigation against the bidder or any member of the Consortium
- (h) The bidder has to submit list of clients and details of services being provided to them by the bidder (DoT Certificate).
- (i) The bidder has to submit Performance Certificate from its clients.

### **3.1 Cost of Bidding:**

- (a) The Bidder shall bear all costs associated with the preparation and submission of the Bid and DCH will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- (b) Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP. A bid submitted not in accordance with the requirement of this RFP shall be deemed to be non-responsive and shall be summarily rejected.

### **3.2 Pre Bid Conference:**

- (a) The DCH shall organize a Pre Bid Conference from 12.00 PM on 30/12/2019 in the O/o DCH, R.K.Puram, New Delhi. The bidders are requested to submit any questions (in the format given at Form 5.10) in writing. It may not be necessarily possible at the Pre Bid Conference to answer questions which are received late. However, prospective bidders are free to raise their queries during the meeting and responses will be to all the prospective bidders by way of hosting amendments/clarifications on the website i.e. at [www.handicrafts.nic.in](http://www.handicrafts.nic.in) in accordance with the respective clauses of the RFP.

Queries can also be sent to **Email:** dchejs[at]nic[dot]in

### **3.3 Clarification on Bidding Documents**

Bidders, requiring clarification on the RFP may submit queries/ clarifications, if any, to DCH in writing, at the address indicated above, not later than 05/01/2020 (12.00 PM).

### **3.4 Amendment of Bidding Documents**

- (a) At any time prior to Pre-Bid Conference or the deadline for submission of bids, DCH, for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the bidding documents by issuing amendment(s).
- (b) All eligible Bidders are requested to visit the said website on regular basis for checking necessary updates.
- (c) In order to allow bidders a reasonable time to take the amendment into account in preparing their bids, DCH, at its discretion, may extend the deadline for the submission of bids.

### **3.5 Language of Bid and its Authentication**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and DCH shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

### **3.6 Submission of Bid**

- (a) Online Bids must be uploaded on or before 09/01/2020 by 02.00 PM. Late bids will be rejected. All bids must be accompanied by a Bid Security of Rupees 500,000/- (Rupees Five Lakhs only). Account Payee Demand Draft from any of the commercial banks in favour of of **Account Officer, O/o DC (Handicrafts), Ministry of Textiles, R. K. Puram, New Delhi** in the prescribed format valid for a period of 150 days from the date of opening of bid Opening Date. Hard Copy of Tender Fee and EMD should reach the given address on or before Bid

**Development Commissioner of Handicrafts  
West Block -7, R.K.Puram,  
New Delhi, 110066**

### **3.7 Period of Validity of Bids**

- (a) Bids shall remain valid for a period of **120 days**, from the due date of bid submission. Any Bid valid for a shorter period shall be rejected as non-responsive.
- (b) In exceptional circumstances, DCH may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto in this regard shall be made in writing. The Bid security shall also be suitably extended. A Bidder granting the request is neither required nor permitted to modify the Bid.

### **3.8 Bid Security (Earnest Money)**

- (a) The Bidder shall furnish a Bid security for the amount of **Rs. 5.00 Lakhs** (Rupees Five Lakhs only) in form of Account Payee Demand Draft from any of the commercial banks valid for a period of **150 days** from the date of opening of bid. SME Certificate may produce for the exemption of EMD.
- (b) The Bid security shall be in Indian Rupees and shall be in favour of Account Officer, O/o DC (Handicrafts), Ministry of Textiles, R. K. Puram, New Delhi.
- (c) Unsuccessful Bidder's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity.

- (d) The successful Bidder's Bid security will be discharged upon the Bidder furnishing the Performance Guarantee.
- (e) The Bid security may be forfeited either in full or in part, at the discretion of DCH, on account of one or more of the following reasons:
- The Bidder withdraws their Bid during the period of Bid validity specified by them on the Bid letter form or
  - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardies or unnecessarily delay the process of bid evaluation and finalisation. The decision of the client regarding forfeiture of the Bid Security shall be final and shall not be called upon questions under any circumstances.
  - Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the client. The decision of the client regarding forfeiture of the Bid Security shall be final and shall not be called upon question under any circumstance.
  - Does not accept the correction of errors pursuant to Section 4.9 or
  - In case of the successful Bidders, if the Bidder fails to sign contract by raising issues contrary to the provisions of RFP and undertakings given during the evaluation of bids or to furnish Performance Guarantee in accordance as per Performance Guarantee in **Form5.9**.

The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances

### **3.9 Opening of Bids by DCH**

- (a) Bidders' representatives (Maximum 2 per bidder) may attend the opening, and those who are present shall sign a register evidencing their attendance.
- (b) If the bid opening day is declared a holiday for the DCH, the Bids shall be opened at the appointed time and location on the next working day.
- (c) **Bidders are advised to send a responsible, authorized and senior representative so that clarifications, if any, can be given on the spot.**
- (d) Technical Bids of only those Bidders shall be opened and evaluated who are found to be eligible as per the criteria laid down in the pre-qualification bid. **In doubtful cases** (where further documents or clarification are required to establish

eligibility), **the DCH in its discretion, may decide to open Technical Bid. However, such Bids can be rejected subsequently, if it is found that the Bidder has claimed eligibility on false grounds.**

- (e) The Bidder's names, Bid modifications or withdrawals and such other details as DCH at its discretion, may consider appropriate, will be announced at the time of opening of bids.

### **3.10 Examination and Evaluation of Bids**

#### **3.11.1 Evaluation of Pre-Qualification Bid**

- (a) Bidders need to fulfil all the pre-qualifications conditions mentioned in the RFP
- (b) The technical bids of only the pre-qualified bidders will be taken up for further processing.

#### **3.11.2 Abstract of Evaluation Process of Technical/Financial Bids**

- (a) Technical and Financial Bids shall be evaluated based on scores allotted to these bids in a ratio of 70: 30 respectively, each being further examined based on the prescribed criteria as per the RFP. Final selection of the Service Provider shall be made based on the composite score obtained on both the Technical and Financial bids during evaluation process.
- (b) Technical bid will be examined based on criteria as detailed in RFP
- (c) The DCH may also seek additional information, visit to Bidder's site and/ or arrange discussions with their professional, technical faculties to verify claims made in the Technical Bid documentation.
- (d) Technical evaluation of bidders shall be made on the basis of conformity to technical and operational requirements, and time schedule for execution of project.
- (e) All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified. **The financial bids of only the technically qualified bidders will be opened for further processing.** It is, however, clarified that, subject to other provisions of this Document, every bidder will have to fulfil the minimum technical specifications laid down in the RFP for being qualified technically.
- (f) In order to assist in the examination, evaluation and comparison of Bids, the DCH may at its discretion ask the Bidder for a clarification regarding its Bid. **The clarification shall be given in writing immediately, but no change in**



**the price shall be sought, offered or permitted.** However, while giving a clarification, a Bidder may offer a higher specification or model or higher level of service without any impact on Financial Bid to be opened subsequently. The envelopes containing Technical Bids of only the Eligible Bidders will be opened and the contents (particularly Fact Sheets) will be announced in the presence of all Bidders or their representatives. A Bidder may also be allowed to inspect bids given by other Bidders. **An open discussion regarding technical and functional parameters quoted by various Bidders may also take place, if required.**

- (g) Financial bids of only those bidders will be opened whose technical bids are found to be responsive & acceptable to DCH. Bidder's representative may attend the Financial Bid opening.
- (h) If Bid Security is not provided or is not given in the required format or is not of prescribed value, such technical bids will not be opened.
- (i) DCH may at its discretion discuss with Bidder(s) available at this stage to clarify contents of financial bids.
- (j) If there is a discrepancy between the unit price & the total price, the unit price shall prevail and DCH shall correct the total price. If there is a discrepancy between words & figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, his bid shall be rejected.
- (k) Bids will be evaluated on the basis of total bid price for providing service for Three years.

### **3.11 Criteria for Evaluation and Comparison of Bids**

A three-stage procedure will be adopted for evaluation of proposals, with the pre-qualification being completed before the Bid Security is opened. The technical evaluation and there after financial proposals will be opened and compared.

#### **3.12.1 Pre-Qualification Bid**

Pre-Qualification proposals which meet all the conditions specified at Para 3.9 Part – I (a to d), will be evaluated using the following checklist:

Sl. No.	Pre- Qualification Criteria	Required details to be accompanying the Bid document
1.	<b>The bidder should have a minimum</b> cumulative turnover of Rs.03 crores <b>in last 02 financial years from Call Centre business</b> i.e. for year 2017-18 & 2018-19 <b>subject to</b> minimum average of Rs. 1.5 crores per year (from similar activities) from India.	Audited Balance sheets from company statutory Auditor/ CA
2.	The bidder should be having a positive net worth for the last 02 years.	Supporting financial documents/ certificate from company statutory Auditor/ CA.
3.	The bidder preferably should have preferably ISO 9001:2008 Certification	Attach certificates of ISO 9001:2008 certification
4.	Should be operating at least three Locations (In Three different States)	Attach the DoT registration letter for each location, certificate from concerned agency regarding number of seats
5.	Should not be Blacklisted by any of the clients	Submit self-undertaking
6.	Should be handling at least 50 Call Centre seats presently	Give details of location wise number of seats with certificates from respective clients indicating the Service Provided.
7.	The bidder should have submitted the EMD as required.	Give details
8.	PAN No., EPF Account No., ESIC Registration No.	Give Copies of relevant documents
9.	Registration under OSP category	Details of documents required for obtaining registration under OSP category may be obtained from the Department of Telecommunication
10.	Service Tax Registration No.	Give Copies of relevant documents

### 3.12.2 Criteria for Evaluation and Comparison of Technical Bids

The technical proposal will be evaluated using the following criteria:

SI No.	Criteria	Score
1	Organisational Strength [35]	
<b>1A</b>	<b>Institutional Capacity ( 20)</b>	
<b>1Aa</b>	Average annual turnover (10)	<b>Upto Rs. 10 crore = 4 marks &gt;10 and up to 15 Crore =6marks &gt;15 and up to 20 Crore =8marks &gt;20Crore=10 marks</b>
<b>1Ab</b>	Viability of the business (6)	
	With Positive Net worth continuously for last three years	<b>2</b>
	With Positive Net worth continuously for five years	<b>4</b>
	With Positive Net worth continuously for more than five years	<b>6</b>
<b>1Ac</b>	Quality Certification (4)	
	ISO 9001:2008	<b>2</b>
	ISO 9001:2008 with ISO 27001 or ITIL Certification	<b>4</b>
<b>1B</b>	<b>Call Centre Related Capacity(15)</b>	
	50 seats	<b>4</b>
	>50-100seats	<b>8</b>
	>100-200seats	<b>12</b>
	>200 seats	<b>15</b>
2	Quality of Proposal [55]	
<b>2A</b>	<b>Proposed Design and Layout of HHC with Technical and Engineering Details (15)</b>	
	<b>Technical and Engineering Details (15)</b>	
	Just Meeting the Requirement	<b>5</b>
	Very Good	<b>10</b>
	Excellent	<b>15</b>
<b>2B</b>	<b>Presentation by the Bidder (not more than 20 minutes) on organisational strengths and approach &amp; strategy for establishing the HHC facilities and its operationalization, highlighting management and technological Innovations. {40}</b> (as detailed in para 3.9 Part II i)	

<b>2Ba</b>	<b>Clarity of the approach and strategy and organizational capability not covered in 1 above (5)</b>	Scores to be decided by the Technical Evaluation Committee
<b>2Bb</b>	<b>**Strategy for objective and transparent selection process for FTAs(10)</b>	
	i) Transparency and Objectivity (5)	Scores to be decided by the technical evaluation committee
	ii) Qualitative Standards (qualification, experience etc. over and above minimum norms prescribed in this RFP) (5)	
<b>2Bc</b>	<b>Approach for Training [Capacity Building/Refresher programme in Soft and Software Skills] {5}</b>	
	Average	1
	Good	3
	Very Good	4
	Excellent	5
<b>2Bd</b>	<b>New Technologies viz. Dynamic IVRS giving approximate call wait time, and queue time. Recording of calls for Quality Assessment other innovative systems to enhance efficiency and responsiveness of the FTAs without any additional cost {20}</b>	<b>A detailed write up on the proposed Technical solution and its functionalities to be submitted as part of Technical Proposal.</b>
	Average	5
	Good	10
	Very Good	15
	Excellent	20
3	Technical Solution (5)	
<b>3a</b>	<b>SLA Measurement tool</b>	<b>5</b>
4	Customer Relation (5)	
<b>4A</b>	Appreciation letters of clients (subject to verification by DCH) (5)	
	Number of clients a) One (1) b)More than 1	<b>1</b> <b>2</b>
	Nature of appreciation letters (a) Satisfactory (b) Good/Very Good (c) Excellent	<b>1</b> <b>2</b> <b>3</b>
	<b>TOTAL [100]</b>	

- \*\* *Delay beyond the commitment made in this para shall amount to liquidated damage and lead to deduction from the performance security as detailed in para 4.9*
- \$ *These need to be adhered to subsequently during implementation and operation.*
- @ *Technologies listed by the bidder will have to be actually implemented*

### **3.12.3 Opening & Comparison of Financial Bids**

Financial Bids will be opened and compared (after the technical evaluation is completed) for those Bidders whose technical bids reach the minimum threshold standards (i.e. 70 marks) and Bid Security has been deposited. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidders' representatives who are present shall sign a register evidencing their attendance. The name of Bidder, Bid Prices, etc. will be announced at the meeting. DCH may even ask bidders to sign on one another's bids to ensure complete transparency.

### **3.12.4 Evaluation of Financial Bids**

- The Financial Bids of the technically qualified bidders will be evaluated.
- The Evaluation process proposed for Financial Bid will be based on the following formula for determining the Financial Score:

$$\mathbf{Sf} = 100 * \mathbf{Fm} / \mathbf{F}$$

Where **Sf** means financial score, **Fm** means lowest price offered and **F** means the price of the proposal under consideration.

### **3.12.5 Selection of Implementing Agency**

This shall be based on the Quality and Cost Based Selection (QCBS) method where the Technical score (Tb) is given a weight of 0.7 i.e. (70%) and financial score is given a weight of 0.3 i.e. (30 %):

$$\text{Final Score of the bid} = (0.7 \times \text{Tb}) + (0.3 \times \text{Sf})$$

where Tb is the Technical Score and Sf is the Financial Score of the bidder under consideration.

The bid with the highest final score calculated in this fashion shall be considered as the best value bid. In case of a tie, the bid that scored a higher Technical score (Tb) will be considered the best value bid and ranked as R1. Similarly other bids will be ranked as R2, R3..... Rn.

### **3.20 Negotiation with the R1 bidder**

If the DCH does not find the best offer (R1) acceptable, it may go in for techno-commercial negotiation with the R1 bidder. This revised offer will replace/supersede the earlier Financial Bid, provided that the original offer (i.e. Financial) will not be allowed to be changed to the detriment of the DCH. Therefore, the R1 Bidder is advised to send sufficiently senior representatives (who can take spot decisions) for negotiation.

### **3.21 Award of Contract**

DCH will award the contract to successful bidder whose bid has been determined to be responsive and has been determined to be most competitive based on evaluation process scoring the highest. It is provided further that the bidder is determined to be qualified to perform the project satisfactorily. DCH shall, however, not bind itself to accept the highest scoring bidder any bid and reserves the right to accept or reject any bid wholly or in part.

### **3.22 DCH Right to Vary Quantities**

DCH reserves the right to increase or decrease, on need basis, the requirements and duration of services originally specified in the RFP document at the time of award

or subsequently during execution of the project.

### **3.23 DCH right to Reject Any or All Bids**

DCH reserves the right to reject any Bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

### **3.24 Extension of Period of Validity**

In exceptional circumstances, the Client may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder would be with mutual consent. The Bid Security provided shall also be suitably extended.

### **3.25 Notification of Successful Bidder and Acceptance by Successful Bidder**

- (a) Prior to expiration of the period of Bid validity, DCH will notify the successful Bidder in writing that its Bid has been accepted by issuance of a Purchase Order – cum – Award Letter, subject to receipt of Performance Guarantee.
- (b) Upon the successful Bidder's furnishing of Performance Security, DCH will promptly notify all unsuccessful Bidders and will discharge their Bid security unless the same is forfeited

## **4.0 GENERAL CONDITIONS FOR BIDDING**

These General Conditions shall supplement or amend the other parts of the Bidding Documents and whenever there is a conflict, provision herein shall prevail over those in the other parts of the Bidding Documents.

### **4.1 Governing Language**

All correspondence and other documents to be exchanged by the parties shall be written in the English language. The version written in English language shall govern its interpretation.

### **4.2 Applicable Law**

Appropriate laws of Government of India shall apply.

### **4.3 Change in Law**

In the event of any Change in Law that affects the performance of the Service Provider, the Service Provider shall be given the benefit or burden resulting from such Change in Law.

### **4.4 Use of Bid Documents and Information**

- (a) All project related documents issued by DCH shall remain the property of DCH and originals and all copies shall be returned to DCH on completion of the Service Provider's performance, if so required by the DCH.
- (b) The Service Provider's shall not without prior written consent of DCH make use of any document or information made available for the project except for purposes of performing the job.

### **4.5 Performance Security**

- (a) Within 7 days of the receipt of the notification of award (Purchase Order) from DCH, the successful Bidder shall furnish a performance security for an amount of 20% (Twenty percent) of the Annual Value of Contract, using the performance



security format to be provided by DCH.

- (b) The Performance Security shall be valid for at least 90 (ninety) days beyond the completion of contract period and shall be denominated in Indian rupees and shall be a bank guarantee in favour of DCH, payable at New Delhi, issued by a scheduled bank in India.
- (c) The proceeds of the Performance Security shall be payable to DCH as compensation for any loss resulting from the Service Provider's failure to complete its obligations under this bid. DCH shall notify the Service Provider in writing of its invocation of its right to receive such compensation within 15 days, indicating the reasons for which the Service Provider is in default.
- (d) The Performance Security shall be discharged by DCH and returned to the Service Provider within 60 days from the date of final certificate certifying the fulfilment of the performance obligations under this Bid.
- (e) The Service Provider shall furnish amendment to the Performance Security, if required, within 15 days of notification.

#### **4.6 Payment Terms**

The invoices towards the services rendered shall be submitted to DCH on monthly basis at the end of every month for the number of seats actually deployed during the month as per the agreed number of seats. DCH shall release the payments to the Service Provider within 10 working days after the receipt of the invoice subject to satisfactory performance of the Service Provider.

#### **4.7 SLA Measurement Tool**

SLA measurement tool shall be deployed to monitor service levels in delivering the services in respect of all deliverables covered under the scope of work detailed in the tender schedule. All the Technical Support, Technical Maintenance, Up-gradation and services mentioned in the scope of work shall be incorporated in the SLAs at the time of agreement with penalties for delays apart from above indicated penalties. The tool shall ensure smooth identification and facilitation of the resolution of incidents as they arise during the operations.

**Basic service levels expected, and penalty in case of breach, which has to be measured through the SLA tool, is detailed below:**

Parameter	Limit/Process	Method	Penalty if any
Average Handle Time (AHT)	< 200 sec	Automatic Call Distributor (ACD) report	
Average Time to answer a call	<10 sec	ACD report	1% of the monthly billing if exceeding 10 sec
Number of calls unanswered	Up to 0.05%	ACD report	0.5% of the monthly billing if exceeding 0.05%
Abandon rate	< 5%	ACD report	1% of monthly billing if the abandon rate is >5% for the month
Uptime for Hardware	> 99%	Monthly hardware uptime report	1% of monthly billing if
Call quality based on Sampling	> 95%	Call recording	0.5% if quality is less 95 %
Security breach	Nil	Reports	2% of monthly billing for each instance

**Penalties:** In case of unsatisfactory services in any manner, notice will be issued for improvement in the service by the DCH giving one week time. The DCH may take action including termination with notice if the services are not improved within 7 days. Any appeal in this case shall lie with the DCH whose decision shall be final and binding.

- In case the infrastructure is not installed and ready for operations within 30 (thirty) days from the date mentioned in the work order, a penalty shall be imposed at the rate of INR 5,000/- per day.
- In case there is a serious security breach or number of instances crosses more than 30 Days, DCH reserves the right to cancel the contract and impose hefty penalty on the successful bidder.
- In case successful bidder fails in delivery of satisfactory services and the Department manages for such services or part thereof, recovery of additional financial liability will be affected as risk and cost from the successful bidder.
- The DCH will have the discretion to charge penalty at double the standard rate (as mentioned in above) for a particular SLA component in case it is not met for three or more months.

- The DCH will have discretion to terminate the contract, in case the vendor earns penalty successively for 03 months for a particular SLA component, during the entire contract period. It is further be clarified that this right is the prerogative of the DCH only.
- The Bank Guarantee may be invoked for unsatisfactory service provided to the DCH after allowing reasonable chance to set right the service deficiencies to the full satisfaction of the DCH. The Security Deposit can be forfeited / invoked to set off claim of the DCH for penalty
- In the event of equipment/system failure, the successful bidder will be required to make alternate arrangements and ensure that the call centre runs uninterruptedly and smoothly. During the period of failure, the successful bidder shall make suitable arrangements as agreed with the DCH.
- The successful bidder will provide a relevant tool to calculate all above performance parameters results of which may be vetted by the DCH independently. In case, any inaccuracy is found in the results of the tool for any parameter, the DCH may consider levying maximum penalty for that parameter.
- If the call centre goes down because of reasons other than those envisaged under the force majeure clause, one day's charges shall be deducted for every hour of downtime from the service provider's claim. If the call centre remains unserviceable for a continuous period of 12 hours, then no payment shall be made for services during the 07 day period ending on that day.

#### **4.8 Time Schedule**

The bidder is required to complete the entire installation, setup, in all respects, and make it operative, within the period of **45 days** from the date of issue of Purchase Order.

#### **4.9 Taxes & Duties**

- (a) The Service Provider is liable for all taxes and duties etc as applicable.
- (b) Mandatory taxes/ duties to be recovered / withheld by DCH will be deducted by DCH.

#### **4.10 Liquidated Damages**

- (a) If the Service Provider fails to offer the services and system within the periods specified in the Bid or if there is *delay beyond the schedule prescribed*, **DCH** shall, without prejudice to its other remedies under the Bid, ask the Service Provider to deposit the penalties, failing which deduct the same from the performance security, as liquidated damages, a sum equivalent to 0.5% of the Annual Bid Price for each week or part thereof of delay until Final Acceptance, up to a maximum deduction of the 10%.
- (b) If the delay is more than 4 weeks, DCH has the right to terminate the contract and encash the performance security.

#### **4.11 Penalties**

- a) If any of the essential facilities/ equipment in a Handicrafts Helpline Centre is found non-functional leading to disfunctionality of one or more seats due to technical breakdown attributable to Service Provider or absence of call Centre executives, the same would be treated as deficiency of service. Penalty at the rate of Rs.2000 (Rupees two Thousand only) per day per unit be deducted (in addition to *pro rata* reduction from monthly payment for such deficiency in services) from the monthly bill of the Service Provider for each such deficiency in the Handicrafts Helpline Centre.
- b) In the event of the Service Provider failing to pay the remuneration of the CCEs or failing to provide services and outgoing telephone charges, despite a notice of 15 days in this regard, the DCH can take over assets of all the Handicrafts Helpline Centre and run the same in a manner it may deem fit at the risk and cost of such Service Provider.

The above action can be taken besides invoking the Performance Guarantee and such other legal action as the DCH may deem fit

#### **4.12 Reduction of charges upon increase in number of seats in a Handicrafts Helpline Centre**

DCH has the right to increase/decrease the number of seats in the HHC from time to time during the contract period. Additional cost of each subsequently added seat

will be determined based on Bid Price Schedule (**Form5.6**), wherein per seat cost is given.

#### **4.13 Probation Period**

- (a) The probation period shall be 30 days of continuous delivery of Services and operation of the Call Centre following Partial Acceptance.
- (b) Final Acceptance will be given subject to the satisfactory performance during Probation Period failing which the Purchase Order shall stand automatically cancelled.

#### **4.14 Contract Period**

The initial contract period will be for two years from the date of Final Acceptance and will be renewable subsequently, subject to satisfactory performance, on yearly basis for additional one years on same terms and conditions at the option of DCH(up to a total contract period of three years).

#### **4.15 Implementation Services**

The Service Provider shall provide all services specified in the Technical Specifications in accordance with the highest standards of professional competence and integrity. DCH reserves the right to issue directions regarding replacement of any staff assigned to work on the site by suitable qualified staff, in the event that the particular staff hired by the Service Provider is determined to be incompetent or loses the confidence of DCH.

#### **4.16 Acceptance Testing**

Acceptance Test (AT) for the newly set-up HHC shall be conducted by DCH. The tests to be carried out test procedure, test equipment and tools, and expected test results are to be provided by the successful bidder to meet all the specified parameters/ service requirements. The Test procedures /Test results shall be approved by DCH.

#### **4.17 Books & Records**

Service Provider shall maintain adequate books and records/reports in connection with Purchase Order and shall make them available for inspection and audit by DCH

until expiry of the performance guarantee.

Service Provider shall maintain duty roster and daily attendance record of the each call centres executives in proposed Handicrafts Helpline Centre. Service Provider shall also maintain a downtime logbook to record downtime of each equipment/ facility in the Handicrafts Helpline Centre like telephone instruments, IVRS equipment, IPPBX, Computers, Server, Air conditioner, Headphone sets, incoming/outgoing telephone connections etc. The format of the registers/ logbooks would be finalized in consultation with DCH.

Biometric Attendance system shall be adopted with Central Monitoring set up to be accessible to DCH.

If upon inspection of a Handicrafts Helpline Centre by DCH or their authorised representative any equipment/ facility is found to be faulty or non-operational and no corresponding entry is found in the logbook specifying the date & time, the same equipment/facility would be considered to be faulty or non-operational since the first day of that month and Penalty will be imposed for the deficiency of service starting the first day of the month accordingly.

Service Provider shall appoint call centre executives from varied disciplines of handicrafts and allied sectors depending on the number of seats in proposed HHC.

It shall have space& capacity to house double the number of seats.

Service Provider shall send certified copies of the duty roaster, attendance record and downtime logbook for each month for Handicrafts Helpline Centre to DCH at the end of the month.

#### **4.18 Notice**

Any notice given by one party to the other pursuant to this bid shall be sent to the other party in writing to the other party's address. A notice shall be effective from the date when Notice in writing is delivered or tendered or affixed at a conspicuous place whichever is earlier.

#### **4.19 Force Majeure**

If at any time the performance, in whole or in part, by either of any obligation under the contract, shall be prevented or delayed by reasons of any war or hostility, acts of public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, or acts of god (hereinafter referred to as events), provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence of the event, party shall by reasons of such event, be entitled to determine the contract arising out of the contract nor shall either party have any claim for damages against the other in respect of such event. Obligations arising out of this contract shall resume after the event or events have come to an end or ceased to exist. The decision of DCH as to whether such event or events have come to an end or ceased to exist or whether deliveries of the equipment by the Service Provider have been resumed or not shall be final and conclusive. Provided both the parties may at their option terminate their obligations under the contract and thereupon DCH shall be at liberty to take over from the Service Provider all the works at a price to be fixed by DCH, which shall be final, and the Service Provider shall refund forthwith the amount paid to him by DCH.

#### **4.20 Indemnification**

- (a) Each Party ("Indemnifying Party") shall indemnify and hold harmless the other party from any and all damages, losses, penalties, expenses and costs arising from, based on, related to or associated with the inaccuracy of any representation or covenant set forth in this Bid or the breach of or failure to perform or satisfy any of the provisions of this Bid or for loss of or damage to property, death or injury to person.
  
- (b) The Service Provider shall indemnify DCH and hold it harmless from all suits, actions, debts, accounts, costs, losses, and expenses of all kinds (including legal expenses and professional advisory service expenses) arising from or out of any adverse claims of any and all persons related to the execution of services.

- (c) Notwithstanding anything expressed or implied in this Bid to the contrary:-
- i The parties shall indemnify, defend and hold the other harmless against any and all third party claims.
  - ii Such indemnity shall not extend to any loss, death or injury or any expenses relating thereto to the extent that it was caused by any act or omission of either party or the failure of either party to take reasonable steps in mitigation thereof.
  - iii such indemnity shall not be applicable to any loss, damage, cost or expense in respect of, and to the extent that either party is compensated pursuant to the terms of any other Contract or under any policy of insurance.
- (d) For the purpose of this Article :-
- i DCH shall include all persons including its employees directly or indirectly associated with the scheme.
  - ii The Service Provider shall include its directors, employees, agents, affiliates and sub-contractors.
- (e) Nothing in this Article whether expressed or implied shall relieve either Party of any express obligation to make any payment due to the other Party under this Bid.
- (f) Properties and Facilities:  
The Service Provider shall assume full responsibility and liability for the maintenance and operation of its properties and facilities and shall indemnify and hold DCH harmless from all liability and expense on account of any and all damages, claims or actions, including injury to and death of persons, arising from any act, accident or omission in connection with or arising out of the installation, presence, maintenance and operation of properties and facilities of the Service Provider.
- (g) Control and Possession  
The Service Provider shall be deemed to be in control and possession of the equipment necessary for the proper and normal operation of the System.



#### **4.21 Default and Termination**

- (a) DCH may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Service Provider, terminate the Contract for services in whole or in parts:
- i If the Service Provider fails to deliver either the whole or part of the “**Services**” within the time period(s) specified in the Contract or any extension thereof granted by DCH.
  - ii If the Service Provider fails to perform any other obligation(s) and,
  - iii If the Service Provider, in either of the above circumstances, does not cure its failure within a period of 30 days (or such longer period as DCH may authorise in writing) after receipt of the default notice from DCH.
  - iv On a notice period of 60 days.
- (b) In the event DCH terminates the Contract in whole or in part, as per sub-clauses (i) to (iii) above, the DCH may procure and install, upon such terms and in such manner as it deems appropriate, similar setup. It will be done at the risk and cost of the Service Provider. However, the Service Provider shall continue performance of the Contract to the extent not terminated.
- (c) All data /reports collected by the bidder including various data/IPs, call records, Call details etc. captured either in an application managed by DCH or their own system shall be returned to DCH in its original form upon such terminations. Bidder shall not have any right on this database, which is property to DCH.

#### **4.22 Termination for Insolvency**

DCH may at any time terminate the Contract by giving 30 (thirty) days written notice to the Service Provider without compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action which has accrued or will accrue thereafter to DCH.

#### **4.23 Resolution of Disputes**

- (a) If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Contract or regarding a question, including the questions as to whether the termination of the Contract by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days, give 15 days' notice thereof to the other Party in writing.
- (b) The place of the arbitration shall be New Delhi, India.
- (c) The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- (d) The proceedings of arbitration shall be in English language
- (e) If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Contract or regarding a question, including the questions as to whether the termination of the Contract by one Party hereto has been legitimate, both Parties hereto shall endeavor to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days, give 15 days' notice thereof to the other Party in writing.
- (f) The place of the arbitration shall be New Delhi, India.
- (g) The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- (h) The proceedings of arbitration shall be in English language

#### **4.24 Information Security**

Information Security would be as per Department of Information Technology (DeitY), Government of India Guidelines.

## 5.0 FORMS AND SCHEDULES

(The formats in this section can be filled on separate sheets, if required, for submitting with the bids)

### 5.1 Declaration Regarding Acceptance of Terms & Conditions Contained in the RFP Document

To,  
Development Commissioner of Handicrafts,  
West Block-7, R.K.Puram,  
New Delhi-110066

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. RFP/DCH/2019] regarding appointment of Service Provider for providing Handicrafts Helpline Centre Services to the DCH at proposed location.

I declare that all the provisions of this RFP 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.

Yours very truly,

Signature

Name: \_\_\_\_\_

**Designation:** \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Note: - Copy of authorization by competent authority in the bidders company pertaining to not only this form but entire bid should be enclosed.

## 5.2 Undertaking on Service Level Agreement

(Company letterhead)

**To,**  
**Development Commissioner of Handicrafts,**  
**West Block-7, R.K.Puram,**  
**New Delhi-110066**

Sir,

We do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to Development Commissioner of Handicrafts.

However, if the proposed resources are found to be not sufficient in meeting the Service Level requirements given by Development Commissioner of Handicrafts, New Delhi then we will augment the resources without any additional cost to the DCH.

Yours faithfully,

Signature of Authorized Signatory:

Seal with Designation:

Place:

Date:

### 5.3 Bid Letter Form

From

(Registered name and address of the Bidder.)

To,

**Development Commissioner of Handicrafts,**

**West Block-7, R.K.Puram,**

**New Delhi-110066**

Sir,

Having examined the bidding documents, we the undersigned, offer to provide Services including all additional services associated thereto, also called the “**Services**” as detailed in the bidding document in response to your Request For Proposal No. .... dated .....

We undertake to:

1. Maintain validity of the Bid for a period of 120 days from the date of Bid opening as specified in the bidding document, which shall remain binding upon us and may be accepted at any time before the expiration of that period.
2. Provide services **for a period of 2 years** (Extendable for additional one years as per terms of the RFP) from the date of Final Acceptance, in conformity with the conditions contained in RFP and Purchase Order issued thereafter.
3. Execute all contractual documents and provide all securities & guarantees as required in the bid document (and as amended from time to time).

Dated this \_\_\_\_\_ day of \_\_\_\_\_.

Signature

.....

(in the capacity of)

Duly authorised to sign bid for and on behalf of

Witness:

(Signatures with name and designation)

Address:

## 5.4 Bid Security Form

### **FORMAT OF BID BOND (EMD)**

Whereas ..... (hereinafter called "the Bidder") has submitted its bid dated..... for the supply of ..... vide Tender No. .... Dated ..... KNOW ALL MEN by these presents that WE ..... OF ..... having our registered office at ..... (hereinafter called "the Bank") are bound up to Office of Development Commissioner of Handicrafts (DCH) (hereinafter called "the Purchaser") in the sum of Rs. .... for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

- i. The Bidder withdraws their Bid during the period of Bid validity specified by them on the Bid letter form
- ii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon for question under any circumstances
- iii. Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of the DCH.
- iv. Does not accept the correction of errors pursuant to para 3.7 of the RFP
- v. Bidder does not respond to requests for clarification of their Bid
- vi. Bidder fails to co-operate in the Bid evaluation process, and
- vii. In case of a successful Bidder, the said Bidder fails:
  - to sign the Contract Agreement in time; or
  - to furnish Performance Guarantee, in accordance with the instruction to bidders

The decision of the client regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.

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 and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates. However, if the Bidder agrees to extend validity of its Bid but does not commensurately extend validity of the EMD till 15 days before original expiry of the same, the Purchaser may either forfeit the EMD or ask the Bank to extend validity of the Bank Guarantee, in the latter situation, the Bank shall comply with such a request of extension.

Signature of the Bank Authority

Name

Signed in Capacity of

Name & Signature of witness

Full address of Branch

Address of witness

Tel No. of Branch

Fax No. of Branch

## **5.5 Details of Organizational, Financial and Technical Capacity of the Bidder**

### **I. Organizational**

- i. Type of Organization.
- ii. Name of the CEO
- iii. Profile of the Company – Business Areas, Objectives, Mission and Vision, Duration of the Company Business
- iv. Manpower/Staff Strength
- v. No of Branches
- vi. Composition of the Board of Directors
- vii. Organizational Chart

### **II. Financial**

- i. Income Tax Returns of the last Two Years
- ii. Audited Annual Financial Reports for the last Two years

### **III. Technical**

- i. List of Clients and the kind of services provided to them (enclose DOT Certificate)
- ii. Accreditations obtained by the bidding Company
- iii. Has the Company ever been black listed by any organization? If so, give details
- iv. Arrangements for customers' feedback and its redressal in the company
- v. Experience of handling a Artisans based Call Centre or handicrafts Products based Call Centre
- vi. Industrial Relations in the Company



### 5.6 Bid price schedule (Amount in Rupees)

Name of the bidder.....

#### A.MANPOWER COST (Rupees per month)

1.Remuneration	Type	Number	Salary(Rs/month)	Total Salary(Rs./month)
	Call Executive(14)		Rs.	
	Supervisor(1)		Rs.	
	Grand Total			
2.Employees provident fund				
3.Employees State Insurance				
4.Amount payable towards house rent				
5.Total Manpower cost per month(1 to 4)(A)				

#### B. COST RELATED TO FIXED EXPENDITURE

ITEM OF INVESTMENT	COST COMPONENT PER MONT(RS)	Remarks,if any
TOTAL FIXED EXPENDITURE COST PER MONTH FOR 14 SEATS		
TOTAL FIXED COST PER SEAT PER MONTH		

#### C. COST RELATED TO RECURRING EXPENDITURE

ITEM OF EXPENDITURE	COST COMPONENT PER MONT(RS)	Remarks,if any
TOTAL COST PER MONTH TOWARDS RECURRING EXPENDITURE FOR 14 SEATS©		
Total recurring expenditure per seat per month		

TOTAL OPERATING COST PER MONTH (A+B+C)= Rs. ....

Service Tax =

Total payable per month (Total operating cost +Service Tax)=Rs. ....

(In words: Rupees

Total project cost for 5 years = Rs.

**5.7 Cost of Fixed Assets taken for Working out Total Operating Cost Per Month at Form 5.6**

Sl No.	Item	Per Unit Cost (Rs)	Remarks
1	Computer		
2	IPPBX/ Voice Media Gateway		
3	Server <b>with one printer</b>		
4	Web cam		
5	UPS		
6	Telephones with caller ID facility		
7	Headsets		
8	Air Conditioners		
9	Furniture and Fixture		

**5.8 Rental value of HHC at proposed location taken for the purpose of working out total operating cost per month as per format 5.6**

Proposed Location	Total Rent	Rent per Sq. Meter

## 5.9 Performance Bank Guarantee

To,

Development Commissioner of Handicrafts,  
West Block-7, R.K.Puram, New Delhi-110066

(With due stamp duty if applicable)

**OUR LETTER OF GUARANTEE No. :** \_\_\_\_\_

In consideration of Office of Development Commissioner of Handicrafts, having its office at R.K.Puram, New Delhi- 110066 (INDIA) (hereinafter referred to as "DCH" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated \_\_\_\_\_/issued \_\_\_\_\_ Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ with/on M/s \_\_\_\_\_ (hereinafter referred to as "The Service Provider" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Service Provider having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated \_\_\_\_\_/Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ and DCH having agreed that the Service Provider shall furnish to DCH a Performance Guarantee for the faithful performance of the entire contract, to the extent of 20% (twenty percent) of the value of the Purchase Order i.e. for \_\_\_\_\_.

We, \_\_\_\_\_ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. \_\_\_\_\_ in your favour for account of \_\_\_\_\_ (The Service Provider) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay up to but not exceeding \_\_\_\_\_ (say \_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Service Provider having failed to perform the Agreement and despite any contestation on the part of above named Service Provider.

This guarantee will remain in force up to date of validity and any demand in respect thereof should reach the Bank not later than the specified date/dates. However, notwithstanding anything else contained to the contrary in this Guarantee, if the service provider does not submit the fresh performance bank guarantee till 15 days before expiry of this performance bank guarantee, the Purchaser may either forfeit the guarantee or ask the Bank to extend validity of the Bank Guarantee. In the latter situation, the Bank shall comply with such a request of extension.

\_\_\_\_\_  
Authorized Signature  
Manager

Seal of Bank

**5.10 Format for Seeking Clarifications, Submitting Queries / Suggestions for the Pre Bid Conference**

<b>SI No</b>	<b>Reference No. of the RFP</b>	<b>Clause/ Section of the RFP</b>	<b>Page No</b>	<b>Query / Suggestion</b>
<b>1</b>				
<b>2</b>				
<b>3</b>				

Name and Signature  
of the Bidder's Representative