



**Directorate of Municipal Administration
Urban Development & Housing Department
Government of Jharkhand**

JUPMI Building, 1st Floor, Dhurwa Ranchi, Jharkhand –834004.
E-Mail ID: director.ma.goj@gmail.com

REQUEST FOR PROPOSAL (RFP) DOCUMENT

FOR

**SETTING UP OF CALL CENTRE UNDER
DAY-NULM**

DIRECTORATE OF MUNICIPAL ADMINISTRATION
JUPMI Building, 1st Floor, Dhurwa Ranchi,
Jharkhand –834004.

SCHEDE OF BIDDING PROCESS

Directorate of Municipal Administration, UD&HD, Jharkhand invites RFP proposals from prospective bidders for Establishment and Running a Call Center at Directorate, Ranchi under DAY-NULM in accordance with the conditions and manner prescribed in this RFP document.

Prospective bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP. Submission of proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document.

Important dates and information-

VERY SHORT TENDER NOTICE

Tender Notice No-1174

Date:- 08.04.2021

| | | |
|-----|--|---|
| 1. | Name of the Work | Establishment and Running a Call Centre under DAY-NULM |
| 2. | Tender Fee & Bid Security/EMD (INR) | Tender Fee: Rs. 10,000/- (Non-Refundable) Bid Security/EMD: Rs. 50,000/- DD In favor of "Director, Directorate of Municipal Administration" payable at "Ranchi". |
| 3. | Total Time Period | 2 Years (24 Months) |
| 4. | Date of Release of RFP | 09.04.2021 |
| 5. | Last Date of submission of Pre-bid queries | 10.04.2021 till 03:00 PM, bidders must submit their queries through email only (director.ma.goj@gmail.com) in writing. Mail should contain Tender (RFP) Reference no. and Tender Name in subject line. |
| 6. | Pre Bid Meeting | 12.04.2021, 11.00 AM |
| 7. | Mode of submission of bids | e-tendering- http://jharkhandtenders.gov.in |
| 8. | Date and time of start of bid submission | 13.04.2021, 11.00 AM |
| 9. | Last Date & time for submission of bids | 17.04.2021 3.00 PM |
| 10. | Last Date & time for submission of Tender Fee & EMD | 17.04.2021, 3.00 PM |
| 11. | Date of Technical Bid Opening | 17.04.2021, 4.00 PM |
| 12. | Date of Financial Bid Opening | To be intimated to the qualified bidders |
| 14. | Letter of Award(LoA) and signing of Agreement | In due course |
| 15. | Bid related Communication Address | DIRECTORATE OF MUNICIPAL ADMINISTRATION (DMA) JUPMI Building, 1 st Floor, Dhurwa Ranchi, Jharkhand –834004 E-mail- director.ma.goj@gmail.com |

Director,
Directorate of Municipal Administration

Note- DMA reserve the right to change any schedule of bidding process. Please visit <http://jharkhandtenders.gov.in> and <https://udhd.jharkhand.gov.in/> regularly for the same.

DISCLAIMER

The information contained in the Request for Proposal (RFP) document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Directorate of Municipal Administration, Urban Development & Housing Depatrtment (hereafter referred as 'DMA'), Government of Jharkhand, is provided to Bidders on the terms and conditions set out in the RFP and such other terms and conditions subject to which such information is provided.

The RFP is not an agreement and is neither an offer nor invitation by the DMA to the prospective Bidder(s) or any other person.

The purpose of this RFP is to provide interested Service Providers/Bidders with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. Information provided in this RFP to the Service Providers is on a wide range of matters, some of which depends upon the interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The DMA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion in the law expressed herein.

This DMA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon the statements contained in this RFP. The DMA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of the RFP does not imply that the DMA is bound to select any Bidder or to appoint the Service Provider, as the case may be, for the Project and the DMA reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the DMA or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the DMA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the selection process.

Sd/-

Director

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Urban Development & Housing Department
Government of Jharkhand

Definition

- a.** “DMA” means the Directorate of Municipal Administration, Urban Development & Housing Department, Government of Jharkhand who has invited the bids for Selection of a Call Centre Agency for Establishment and Running of a Call Centre under DAY NULM, with whom the selected Service Provider signs the Contract for the services as per the terms and conditions of the contract;
- b.** “Bidder(s)” means any entity or person or associations of person who submit their proposals that may provide or provides the Services to the DoE as Service Provider under the Contract;
- c.** “Service Provider” means one Bidder selected to execute the project;
- d.** “Contract” means the Contract /Agreement signed by the Parties for this Project;
- e.** “Day” means calendar day;
- f.** “Government” means the Government of Jharkhand;
- g.** “State” means the State of Jharkhand;
- h.** “Instructions to Bidders” means the document which provides the intended Service Provider(s) with all information needed to prepare their proposals;
- i.** “Proposal” means the Technical Proposal and the Financial Proposal;
- j.** “Request for Proposal (RFP)” means the Tender document issued for the purpose;
- k.** “Service Level Agreement (SLA)” means the contract between the DMA and the Service Provider SLA defines the terms of the Service Provider's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement;
- l.** “Letter of Acceptance (LoA)” means the Bidders whose proposals are accepted via issuance of RFP;
- m.** “Liquidation” means the service provider (company) has reached a point

where, for one reason or another, is not able to complete the services under defined scope of work before the scheduled completion date or repudiates the contract before completion.

Background Information

DAY-NULM:-

“ DAY-NULM” a Central Government Project which is being run by Directorate of Municipal Administration, Urban Development and Housing Department, Government of Jharkhand, with the aim to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor. The mission would aim at providing shelters equipped with essential services to the urban homeless in a phased manner. In addition; the mission would also address livelihood concerns of the urban street vendors by facilitating access to suitable spaces, institutional credit, social security and skills to the urban street vendors for accessing emerging market opportunities.

The Components are :-

1. Employment through Skill Training & Placement (EST&P)

The Employment through Skill Training & Placement (EST&P) Component under DAY-NULM is designed to provide skills to the unskilled urban poor as well as to upgrade their existing skills. The programme will provide for skill training of the urban poor to enable them setting up self-employment ventures and for salaried jobs in the private sector.

2. Social Mobilization And Institution Development (SM&ID)

The component is designed to mobilize the urban poor households to form their own institutions is an important investment for an effective and sustainable poverty reduction programme. DAY-NULM envisages universal social mobilization of urban poor into Self-Help Groups (SHGs) and their federations i.e. ALF & CLF. At least one member from each urban poor household, preferably a woman, should be brought under the Self-Help Group network in a time-

bound manner. These groups will serve as a support system for the poor, to meet their financial and social needs.

3. Self Employment Programme (SEP)

This component focuses on financial assistance to individuals/groups of urban poor for setting up gainful self-employment ventures/ micro-enterprises, suited to their skills, training, aptitude and local conditions. The component also supports Self Help Groups (SHGs) of urban poor to access easy credit from bank and avail interest subsidy on SHG loans. The component will further focus on technology, marketing and other support services to the individuals, group entrepreneurs, SHG members and Urban street vendors/ hawkers engaged in micro enterprises for their livelihoods. The component also facilitates credit cards for working capital requirement of the entrepreneurs.

4. Support to Urban Street Vendors (SUSV)

This component seeks to address the concerns of urban street vendors by facilitating access to suitable spaces for vending, institutional credit, improved skills and social security linkages. The Support to Urban Street Vendors Component of DAY-NULM sets out the strategy and operational guidelines with regard to this component.

The main objective of the component is to address the vulnerabilities of the urban street vendors through a multi-pronged approach. This includes: (i) Survey of street vendors and issue of Identity Cards (ii) Development of city street vending plans (iii) Infrastructure development of vending zones in the city (iv) Training and Skill Development (v) Financial Inclusion (vi) Access to credit and (vii) Linkages to social security schemes.

5. Shelter for Urban Homeless (SUH)

The objectives of the Shelter for Urban Homeless (SUH) component of DAY-NULM scheme are to Ensure availability and access of the urban homeless population to permanent shelters including the basic infrastructure facilities like water supply, sanitation, safety and security etc.; by creating special sections within homeless shelters and provisioning special service linkages for them. Provide access to various entitlements, viz. social security pensions, PDS, ICDS, financial inclusion, affordable housing etc.

The Objective

The objective of this assignment is to select the Agency to facilitate tracking of the Candidates/Beneficiaries, grievance management and information dissemination on DAY-NULM/MSY etc. Such as,

- a)** To improve the outreach of the initiatives undertaken by DMA, UDHD, Jharkhand and empower the youth through skill development.
- b)** To provide all the desired information to all the urban beneficiaries with respects to scheme, policies, guidelines, processes etc.
- c)** To keep the interested candidates informed about the available/running courses by various Service Providers empanelled by DAY NULM in ULBs.
- d)** To act as a front line channel for addressing all the issues and concerns of the involved stakeholders/beneficiaries.
- e)** Validation of the candidates' certified data.
- f)** Tracking of placed candidates on parameters and timeline as indicated in guidelines.
- g)** Response of generic queries of prospective trainees/ placed candidates/other DAY NULM beneficiaries.
- h)** Any specific task assigned by DMA from time to time.

Focus Area and Objective of the Tender

To give impetus to employment initiatives in the Urban Local Bodies (ULBs) of Jharkhand, DMA intends to select Service Provider for establishing a call centre for providing information to Urban Youth/ Beneficiaries of Jharkhand State. The Project is a major initiative taken by the Govt. with an aim to improve the information flow process in Urban Youth/ Beneficiaries of Jharkhand State.

Selection of Service Provider shall be based on Technical & Financial bid as specified in the Tender document.

In pursuant to this RFP, the Agency/Bidder selected as Service Provider for the purpose, will be responsible for establishing a call centre in Directorate of Municipal Administration, 1st Floor, JUPMI Building, Dhurwa, Ranchi for providing information about schemes/programms run under DMA, UD&HD GoJ.

However, the selected Service Provider will be provided all the services covered under the scope of work, as mentioned in this Tender document.

Other than the approved rates for establishing a call centre, the DMA shall not bear any kind of financial liability, over and above the prescribed limit of expenditure.

The selected Service Provider shall fulfill all relevant requirements of applicable Central/State Government Acts & Rules, Notification/ Amendments made thereof.

Scope of services

(A) Services offered by Call Centre :-

1. EST&P

- a.** Validation of candidates' identity and details post training and Validation of certified candidates' data.
- b.** Tracking of placed candidates on parameters and timeline as indicated in the ESTP guidelines.
- c.** Grievance management of candidates and training providers.
- d.** Response to generic queries of the prospective trainees interested in DAY-NULM.
- e.** Detailed diagnosis of the feedback received from the dissatisfied candidates through PARAS.
- f.** Validation of Uniform distribution among trainees. ETC.
- g.** Other works as mentioned in advisory note received from MoHUA.
(Copy attached)

2. SM&ID

- a.** Validation of SHGs.
- b.** Tracking of SHG members and their activities.
- c.** Tracking of registration of ALFs/CLFs.
- d.** Tracking of Revolving Fund and other services provided to SHGs, ALFs & CLFs.

- e. Grievance management of SHG members/ CRPs.
- f. Response to generic queries of the SHG/ALF & CLF members.
- g. Support in income generation activities of SHGs.
- h. Tracking of CRPs working at various wards of ULBs.
- i. E-Commerce (Flipkart) related quarries' & redressal. ETC.

3. SEP

- a. Tracking of beneficiaries of EST&P / SUSV & SM&ID Components urban poor; who need financial assistance for their livelihood.
- b. Validation of beneficiaries database as per MIS.
- c. Tracking of repayment of loan availed by beneficiaries.
- d. Grievance management of SEP beneficiaries.
- e. Response to generic queries of SEP Component.
- f. PM SVANidhi related loan repayment & quarries'. ETC.

4. SUSV

- a. Validation of ID cards and vending certificates of Street Vendors.
- b. Quarries related to PM SVANidhi Scheme.
- c. Quarries related to Street Vendors survey.
- d. Development of Vending Zones in ULB and its tracking of allotment of vending place to vendors and basic services available at Vending Market.
- e. Tracking of TVC meetings and its outcomes.
- f. No. of vendors accommodated in the vending market. ETC.

5. SUH

- a. Tracking of Shelter homes running at ULBs.
- b. Tracking of Basic amenities provides by O&M Agency / ULB in Shelter Homes.
- c. Tracking of meetings of Shelter Management Committee.
- d. Validation of urban homeless staying at Shelter Home.
- e. Tracking of manpower available at Shelter Home being appointed by O&M Agency/ ULB.
- f. Tracking of job profile of O&M Agency working at Shelter Home. ETC.

6. Financial Component

- a. Tracking of financial activities of all components of DAY- NULM.
- b. Grievance redressed of payment related issues of Skill Training Partners, CRPs, O&M Agencies. ETC.

- c. Tracking of Audit report / utilization certificates / AG Reports.
- d. Tracking of fund expenditure by ULB under different components.
- e. Reports w.r.t MoHUA, GOI & Jharkhand Government from time to time.

7. MIS

- a. Tracking of MIS updation in respect to physical progress of each components of DAY-NULM.
- b. Tracking of Financial Progress MIS.

8. OTHER

- » Other works/assignments as per requirement of DMA.

The selected agency will set up and run a Call Centre at the space provided by DMA which will be operated 8 hrs/6 days (Monday to Saturday) for exchanging information between DMA and the stakeholders/ beneficiaries.

1. Setting up the Call Centre with the following desired functionalities:

- i. Human resource and technical/ IT solutions required for running the Call Centre
- ii. Toll free 24x7 Helpline number to receive/dial calls to stakeholders/ beneficiaries.
- iii. Managing assistance mechanism by sending instant automatic sms alerts to stakeholders/ beneficiaries, etc.
- iv. Call management, maintaining database of stakeholders/ beneficiaries, etc.
- v. Coordinating and monitoring for prompt response and disposal of issues.
- vi. Recording and analysing of data and generation of daily, weekly, monthly reports.
- vii. This call centre may additionally be used for managing other public Welfare related schemes.

2. Running the Call Centre on the following broad terms and conditions:

A. Infrastructure

- a)** The selected agency will have to provide human resource and technical solutions required for running the Call Centre. Space shall be provided by the DMA for running the Call Centre.

- b)** The Call Centre Helpline will remain functional on all working day in week (Monday to Friday). The services may be rendered in Sundays/ Government Holidays in emergency purposes.
- c)** The 8 hrs/6 (Monday to Friday) Call Centre Helpline is proposed to be made operational with 4 (Four) Terminals initially and the system may then be augmented from time to time depending on the actual volume of calls handled.
- d)** Hardware & Software requirements:

| Hardware | Software |
|---|---|
| <ol style="list-style-type: none"> 1. A local area Network (LAN) for the Call centre. 2. Desktop Computers for agents/Call operators. 3. An automatic call distributor for call routing to specific operators or terminals. 4. Voice recording and messaging systems. | <ol style="list-style-type: none"> 1. Customer relationship management system. 2. Call centre interface |

b. Manpower

- a) Initially 4 (Four) Telecaller will have to be deployed. This number may gradually be increased/decreased as per requirement of DMA, depending on the volume of calls received.
- b) The Call Centre/ Helpdesk Operators deployed for running the Call Centre/ Helpline will be capable of handling the incoming/outgoing calls in a suave and composed manner, take necessary action within the shortest possible time.
- c) The Call Centre/ Helpdesk Operators will have ability to converse fluently in English and Hindi Languages.
- d) The Call Centre/ Helpdesk Operators deployed by the selected agency will preferably have experience of having run Helpdesk/ Call Centres.
- e) If fresh operators are deployed, the selected agency will have to ensure that they are provided proper training and grooming before actual deployment.
- f) Payment of wages and other service benefits admissible to the Call Centre Operators, including grant of weekly and compensatory holidays, subscription to Social Security Schemes etc. will be governed by relevant government norms and rules.

c. Helpline facilities

- a) The Call Centre will be capable of receiving calls of all descriptions over telephone/ SMS/ internet. The Helpline may be commissioned with Phone-in facilities, SMS and Internet facilities.
- b) The Helpline number shall be provided by the Agency and incoming calls will be toll free. The caller may call from a mobile phone or land line alike. Caller Identification System facilities will be provided for registering the number of the caller. Each call will be registered in the call management software.
- c) Action to attend to the requirement will be initiated immediately on receipt of the call, irrespective of the day of the week or the hour of complaint.
- d) The telephone line of the Call Centre Helpdesk will be linked/ mapped with a pre-defined number for which tie-up with telephone service provider will be provided. Hunting facility will have to be inbuilt so that at any point of time, an incoming call can land on one of the free lines. The configuration of the number will have to be such that it is easy to remember.
- e) It will have to be ensured that the same telephone number is displayed as Caller Line Identification (CLI) in respect of all outgoing calls originating from any of the terminals of the Call Centre to facilitate easy recognition.
- f) Installation and Rental Charges in respect of the telephone line and the terminals used for the 24x7 Call Centre Helpline will have to be borne by the selected agency, but the actual call charges, charges against toll-free facility for operation of the Helpline and proportionate share of taxes etc. will be reimbursed to the selected agency as a component of the periodic bills raised by the selected agency for offering the services.

d. Call Management Software

- a) Selected agency will develop the software for management of the Helpline or purchase Call Resource Manager (CRM) software and provide the same for call management unless it is provided by the DMA. The cost of providing the software for management of the Helpline is to be borne by the selected agency.
- b) The license of the call management software is to be purchased by the selected agency on behalf of the DMA. The installer, database installation guideline, procedure to modify the software, the agreement with the producer of the software for maintenance contract is to be handed over to DMA before the

termination of contract.

- c) In case if the call management software is proposed to be developed by the selected agency, the source code and updated database of the software so developed will have to be handed over to the DMA on expiry of the contract including Knowledge Transfer incidental to such handover will also have to be arranged by the selected agency.
- d) The call management software will also be capable of accepting Value Added Services like Interactive Voice Response System (IVRS) for registering requests and disseminating information.
- e) The software will have features for voice recording of all calls received through the Call Centre Helpline.

E. Report generation

- a) Information on the action taken on each call will have to be registered and incorporated in the software so that it is visible on the website in real time. Periodic reports on the performance will also have to be generated in the formats prescribed, posted in the website and transmitted electronically to the specified functionaries of the DMA.
- b) Agency will develop a mechanism for daily / forth nightily and Monthly report of all components of DAY-NULM.
- c) Report will be online and portal generated.

F. Timeline

The engagement contract will be initially for a period of Two (02) year from the date of commencement of services, which may be extended for a further period of one year if the performance is satisfactory without any escalation of the cost for three years taken together.

G. Terms of Payment

Payment shall be made equally on monthly basis on submission of invoices.

H. Request for Proposal

Eligibility Criteria

- i. All applicants shall have to meet the minimum eligibility criteria in respect of both of the following :

- (a) Technical Capability
- (b) Financial Capacity

- ii. The eligibility of an applicant will be ascertained on the basis of the digitally signed documents submitted in support of the eligibility criteria as mentioned in (a) and (b) above.

- iii. **Technical capacity requirements are as follows:**

- a. The applicant should be a Company / any other type of organization registered under any act in India/ Global Laws.
- b. The applicant shall be in operations for a period of at least four (4) years.
- c. The applicant should preferably have experience of having run Call Centre/ Helpdesk within last 3 years.
- d. The applicant should not been barred/ blacklisted by any National Government/ Government of India or any State Government or any of its Departments, authorities or bodies corporate under the Government of India or any State Government from participating in any project which continues as on the date of bid submission.
- e. The bidder should have a minimum average turnover of Rs. 07 crore per annum in last (03) three financial years.
- f. The bidder should have obtained an ISO 27001 certification.

I. Bidding process – Evaluation, Selection

i. Bidding process

The proposals submitted by applicants shall be initially scrutinized so that it meets eligibility criteria. In case of non-compliance the proposal will be deemed unresponsive.

ii. Evaluation of Technical Proposal

a. Technical Proposal will be evaluated on the basis of parameters given below:

| Sl. No. | Evaluation parameter | Max Marks | Details |
|----------------|---|------------------|--|
| 1 | Number of terminals/ seats managed in call centre run for Government /Private organizations | 25 | <ul style="list-style-type: none">• Upto 10 seats = 10 marks• 11 to 25 seats = 20 marks• More than 25 seats = 25 marks |
| 2 | No. of call centre terminals/seats managed for running emergency response system helpdesk in last 3 years | 10 | <ul style="list-style-type: none">• Upto 10 seats = 5 marks• More than 10 seats = 10 marks |
| 3 | Value of call centre services handled for Government /private Organizations in last 3 years | 10 | <ul style="list-style-type: none">• Rs 25 lakh to Rs 50 lakhs = 5 marks• More than Rs 50 lakhs = 10 marks |
| 4 | Experience of team (CV of key resource persons are to be submitted as per format given in this RFP) | 25 | <ul style="list-style-type: none">• Total number of Employees in the organization:<ul style="list-style-type: none">▪ Upto 25 nos. = 10 marks▪ 26- 50 nos. = 15 marks• 5 extra marks for experience of satisfactory running call centre for any government organization.• 5 extra marks for experience of satisfactory running of call centre under Jharkhand government. |
| 5 | Write up on approach & methodology and presentation to the Department | 30 | <ul style="list-style-type: none">• 20 marks on write up and presentation• Time required for commissioning the Call Centre<ul style="list-style-type: none">○ Upto 15 days = 10 marks○ 16 to 30 days = 5 marks○ More than 30 days = 0 |
| | Total | 100 | |

b. Only those applicants whose technical score is 60 marks or more out of 100 marks shall qualify for further consideration for financial evaluation.

iii. Selection/ Award of contract

- a. The selected applicant shall be the one which meets all eligibility criteria, technically qualified and with lowest financial quote (Least Cost Selection Method).
- b. Letter of intent/ award letter will be issued within 15 days of declaration of result

2. Proposal Submission instructions

i. General instruction

- a. The RFP document may be downloaded from the websites of the Department <https://udhd.jharkhand.gov.in/> and <http://jharkhandtenders.gov.in>
- b. The complete set of proposal documents should be submitted online in the website and <http://jharkhandtenders.gov.in> latest by 3 PM on scheduled date.
- c. Cost of preparation of the proposal should be borne by the applicant.
- d. Failure to produce any supplementary data or document in support of the submitted proposals on demand by the Department at any point of time may result in rejection of submitted proposal.

ii. The Technical Proposal should include the following:

- a. Details of the applicant in format attached in **Appendix – I**.
- b. Company profile, staff strength and CVs of key resource personnel in format given in **Appendix - II**
- c. Earnest Money Deposit (EMD) is to be paid through Demand Draft In favor of **“Director, Directorate of Municipal Administration” payable at “Ranchi”**. The EMD of unsuccessful applicant will be returned the EMD amount as per guidelines issued by Finance Department. The EMD of the selected agency will be returned duly discharged on acceptance of award of contract and on receipt of Performance Security.
- d. Self-attested copies of following documents
 - (i) Valid registration number and date of incorporation of entity.
 - (ii) PAN / TAN
 - (iii) GST registration certificate.
 - (iv) Undertaking stating / court cases/ blacklisted status, if any.

- (v) Experience Certificate/ Work Order/Letter of Intent/ Completion. Certificate/ Client Testimonial of executing similar assignments.
- (vi) Financial statement for average annual turnover of last 3 consecutive financial years, certified by a chartered accountant in format given in **Annexure-III**.
- (vii) All other documentary evidence to support the credentials/ eligibility criteria/ technical evaluation parameters where applicable.

e. A write up not more than 3 pages on the approach and methodology to undertake the services mentioning the time required for commissioning the Call Centre.

iii. **The Financial Proposal should include the following:**

- iv. Applicants are required to submit financial quote online in Bill of Quantity format given at **Annexure**.
- v. For the purpose of comparison, the Financial Proposals offered by different bidders will be standardized which is presuming an average deployment of Four (04) terminals per day for 24 hours throughout the year.
- vi. The rates quoted will remain effective for 3 (three) years.
 - The financial quote shall be inclusive of all taxes and duties. However, all applicable taxes and duties have to be mentioned separately as per statutory norms.
 - No conditional proposals will be accepted.
 - In case of discrepancy in figures & words, financial quote in words will be accepted.
 - All payment shall be made after making appropriate deduction such as TDS and other statutory deductions as per norms.

3. **Performance Guarantee**

The selected agency will be required to submit a security amount (Performance security) in form of bank guarantee from a scheduled bank, for an amount of 5% of value of work, within fifteen (15) working days of receipt of the letter of intent/ award letter, but before signing of the agreements. In event of any breach/ violation of any terms and conditions contained herein the selected agency, the said security deposit shall be fortified.

Performance security should remain valid for a period of 60 days after the date of completion of all contractual obligations. No interest shall be paid on earnest money or performance security deposits.

Section - 4 Information Memorandum

General

The DMA includes its successors and permitted assignees as decided by the Government of Jharkhand at any time.

Validity of Proposals

The financial quote shall remain valid till 120 days from the date of submission.

Cost of Proposal Preparation

The applicants are expected to carry out at own cost any survey, investigation and other detailed examination of information for preparation and submission of their recommendation.

Right of Rejection

- (a) The DMA reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals, at any time without notice and shall not have any liability or obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- (b) At any time, if a material misrepresentation is made or discovered, or, the applicant does not provide, within the time specified, the supplemental information sought for purposes of evaluation can lead to the rejection of the proposal or cancellation of award of contract.
- (c) An applicant shall not have a conflict of interest that affects the selection process. Any applicant found to have a conflict of interest shall be disqualified.

Amendment of RFP

- i. At any time prior to the proposal submission due date, the DMA may, for any reason, whether at its own initiative or in response to clarifications requested by a applicant, modify the RFP by the issuance of Addenda/ Corrigenda.
- ii. The Department may, in its sole discretion, extend the proposal submission due date by issuing an addendum uniformly for all applicants.

Proprietary data

All documents and other information provided by the DMA or submitted by a applicant shall remain or become the property of the DMA. Applicants and the selected agency, as the case may be, are to treat all information as strictly confidential. The DMA will not return any proposal or any information related thereto. All information collected, analysed, processed or in whatever manner

provided by the selected applicant to the DMA in relation to the services shall be the property of the DMA.

Fraud and Corrupt Practices

The applicants and their respective officers, employees, agents and advisors shall observe the highest standard of ethics during the bidding process and during the subsistence of the services. Notwithstanding anything to the contrary contained herein, the DMA may reject a proposal, withdraw or terminate the services, without being liable in any manner whatsoever to the applicant, if it determines that the applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process

Inspection

Time to time inspection shall be carried out by representative / authorized agency of the DMA for quality assurance of the services, deliverables and performance of the key personnel assigned for the services according to the Terms of Reference of the RFP.

Substitution of Key Personnel

The DMA expects the key professional staff to be available during tenure of the services. The DMA shall not consider substitution of key professional staff except for extraordinary circumstances and such substitution shall be allowed with equally or better qualified and experienced personnel being provided to the satisfaction of the DMA.

Remedial Measures

Should the services set out in the Terms of Reference are not delivered within the specified time schedule or not in accordance with the requirements of the RFP, the DMA shall after granting 24 hours time to cure the breach, be at liberty to cancel the services, wholly or to the extent of such default.

In the event the DMA takes help of any third party to rectify the breach on emergency basis, the cost incurred in such an event shall be recovered from any amount payable to the selected agency.

Termination

The DMA shall be entitled to terminate the services with the selected agency with prior notice of thirty (30) days, in case of breach of any conditions, provisions or

stipulations of the Terms of Reference for selection or non-performance that is not cured within fifteen (15) days of issue of notice.

Arbitration

All disputes or differences arising out of or in connection with the services with the selected agency shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the services or relating to performance, which cannot be settled amicably, may be resolved through arbitration under the Arbitration and Conciliation Act, 1996.

Agreement with selected agency shall be governed and construed in accordance with the laws of India. Courts of Ranchi, Jharkhand shall have exclusive jurisdiction in all the matters.

Patents and other Intellectual and Industrial Property Rights

The financial quote shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other intellectual and industrial property rights.

Indemnity

The selected agency shall indemnify the DMA, for an amount not exceeding the financial quote, against all claims from third party at any time on account of the infringement of any or all the rights, whether such claims arise in respect of service or use and for any direct loss or damage caused to the DMA.

Confidentiality

- (a) Selected agency shall treat all information provided to it or obtained otherwise in connection with the services as confidential and not use the same partially or totally for any purpose without the prior written approval of the DMA.
- (b) Deliverables of the selected agency shall be of exclusive ownership of the DMA and / or its designated agencies, as applicable.

Force Majeure

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the Terms of Reference), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, Blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control.

Penalty for delay

Failure to complete any of the services specified in the scope of services within timeline or within the extension period granted by the Department as mentioned above, shall constitute a breach, in which case the 5% of the financial quote shall stand forfeited or to be recovered from the selected agency without prejudice to any other rights or remedies.

Communication & Contact Information

All communications and queries regarding this Request for Proposal (RFP) shall be addressed to:

**The DIRECTOR,
DIRECTORATE OF MUNICIPAL ADMINISTRATION (DMA)**
JUPMI Building, 1st Floor, Dhurwa Ranchi, Jharkhand –834004
Mobile No.- 9006975194

Annexure-I

Details of Applicant Agency

(In case of consortium, if permissible, details of each member of the consortium are to be furnished)

1. General

- a) Name:
- b) Country of incorporation:
- c) Address of the corporate headquarters and its branch office(s), if any, in India:
- d) Date of incorporation and/ or commencement of business:

2. Brief description of the applicant including details of its main lines of business and proposed role and responsibilities:

3. Details of individual(s) who will serve as the point of contact/ communication for the applicant:

- a) Name:
- b) Designation:
- c) Company:
- d) Address:
- e) Telephone Number:
- f) E-Mail Address:

4. Particulars of the Authorized Signatory of the applicant:

- a) Name:
- b) Designation:
- c) Address:
- d) Phone Number:
- e) Fax Number:

5. Undertaking:

I/ we hereby declare that our organization has not been declared ineligible or blacklisted by central/ state government or any entity controlled by it from participating in any project which continues as on date.

I/ we hereby also declare that there are no pending Court cases against our organization in any Court of law.

Place:

Date: _____ (Signature and name of the authorized signatory of the applicant with seal)

Annexure – II

Format of Curriculum Vitae (CV)

1. Name of the Staff
2. Designation
3. Name and address of the firm presently employed, if any
4. Years with the firm
5. Position in the proposed assignment (describe degree of responsibility also)
6. Qualifications (Technical and General)
7. Experience (Relevant in the context of assignment)
8. Employment Record (starting with present position, all previous assignments may be covered)

Name of the Firm

Position Held

Years of Employment

9. Certification

I am willing to work on the assignment and I will be available for entire duration of the assignment as required.

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience and me.

Place:

Date:

(Signature and name of the Personnel)

(Signature and name of the authorized signatory of the applicant with seal)

Annexure- III

Financial Statement

Name of Agency:

Summary of Turnover generated on the basis of the audited financial statement of the last 03 (three) financial years.

| Desc | FY (Rs. In Lakh) | FY (Rs. In Lakh) | FY (Rs. In Lakh) |
|------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Annual Turnover | | | |

Average Annual Turnover in last 3 consecutive financial years is Rs.

Signed by a Practicing Chartered
Accountant Name:

Membership:

Name of the Firm with Seal:

Date:

Note: This form is required to be certified by a practicing Chartered Accountant

Annexure-IV

Format of Financial Proposal

To

The DIRECTOR,
DIRECTORATE OF MUNICIPAL ADMINISTRATION (DMA)
JUPMI Building, 1st Floor, Dhurwa Ranchi, Jharkhand –834004

Re: Financial quote for selection of agency for Establishment and Running a Call Centre under DAY-NULM

Dear Sir,

I/We hereby submit our financial bid for the “Establishment and Running a Call Centre under DAY-NULM” with Directorate of Municipal Administration, UD&HD, GoJ, as per details mentioned in the Tender Document within the time specified and in accordance with Terms and Conditions as well as Scope of Work. The price/rates are quoted in the preccribed format given below :

| Item | Amount (in INR) |
|--|------------------------|
| Prices/rates for “Establishment and Running a Call Centre under DAY NULM” | |

Terms and Conditions-

1. The above prices/rates for “Establishment and Running a Call Centre under DAY-NULM” are vaild for a period for 02 years from the date of contract. However DMA may extend the contract period, on same rates/price.
2. All quoted prices/rates should be inclusive of all applicable taxes and duties prevailing on the date of proposal submission.
3. Since the price proposed is in INR, DMA shall not consider any upward variation/fluctuation on account of any foreign exchange at ant time or any instruction/amendment issued by the competent Government from time to time, during the validity of contract.
4. Other than what is given above, the bidder is expected to account for any other deliverable in order to make the services successful and will be considered for Financial Evaluation.

Place:

Date: Signature of the Applicant / Authorized Representative Seal / Stamp

Annexure-V
Format of Affidavit

AFFIDAVIT

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

(Signed by an Authorized Signatory of the Firm)

Title of Officer-

Name of Firm-

Date-



**Directorate of Municipal Administration
Urban Development & Housing Department
Government of Jharkhand**

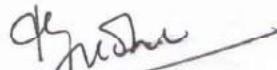
JUPMI Building, 1st Floor, Dhurwa Ranchi, Jharkhand –834004.
Website: director.ma.goj@gmail.com

VERY SHORT TENDER NOTICE

Tender Notice No-1174.....

Date:- 08-04-2021.

| | | |
|-----|--|---|
| 1. | Name of the Work | Establishment and Running a Call Centre under DAY-NULM |
| 2. | Tender Fee & Bid Security/EMD (INR) | Tender Fee: Rs. 10,000/- (Non-Refundable) Bid Security/EMD: Rs. 50,000/- DD In favor of "Director, Directorate of Municipal Administration" payable at "Ranchi". |
| 3. | Total Time Period | 2 Years (24 Months) |
| 4. | Date of Release of RFP | 09.04.2021 |
| 5. | Last Date of submission of Pre-bid queries | 10.04.2021 till 03:00 PM, bidders must submit their queries through email only (director.ma.goj@gmail.com) in writing. Mail should contain Tender (RFP) Reference no. and Tender Name in subject line. |
| 6. | Pre Bid Meeting | 12.04.2021, 11.00 AM |
| 7. | Mode of submission of bids | e-tendering- http://jharkhandtenders.gov.in |
| 8. | Date and time of start of bid submission | 13.04.2021, 11.00 AM |
| 9. | Last Date & time for submission of bids | 17.04.2021 3.00 PM |
| 10. | Last Date & time for submission of Tender Fee & EMD | 17.04.2021, 3.00 PM |
| 11. | Date of Technical Bid Opening | 17.04.2021, 4.00 PM |
| 12. | Date of Financial Bid Opening | To be intimated to the qualified bidders |
| 14. | Letter of Award(LoA) and signing of Agreement | In due course |
| 15. | Bid related Communication Address | DIRECTORATE OF MUNICIPAL ADMINISTRATION (DMA) JUPMI Building, 1 st Floor, Dhurwa Ranchi, Jharkhand –834004 E-mail- director.ma.goj@gmail.com |


Director,
Directorate of Municipal Administration

Note- DMA reserve the right to change any schedule of bidding process. Please visit <http://jharkhandtenders.gov.in> and <https://udhd.jharkhand.gov.in/> regularly for the same.