

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**Selection of Agency for Supply of**  
**Manpower on out-source basis for CM Helpline**

**Tender No.F.18(47)/DIT/CM Helpline/2021**

**Directorate of Information Technology (DIT),**  
**Govt. of Tripura**  
**IT Bhavan, ITI Road, Indranagar**  
**Agartala-799006**

## Contents

1	Section - A.....	3
1.1	Important dates in connection with this bid.....	3
2	Section – B.....	4
2.1	Introduction .....	4
2.2	Invitation of Bids and Terms & Conditions .....	4
2.3	Name and address of the authority .....	4
2.4	Distribution of tender document.....	4
2.5	Contact person .....	4
2.6	Instruction to the bidders for pursuing the e-tender.....	4
2.7	Submission of Technical Bids .....	5
2.8	Submission of Financial Bids .....	5
2.9	Addendum/amendments/corrigendum.....	6
2.10	Important Instruction to the Bidder .....	6
2.11	Minimum Eligibility Criteria.....	7
2.12	Period of Work Order .....	7
2.13	Documents to be uploaded.....	7
3	Section - C.....	8
3.1	Scope of Work.....	8
3.1.1	Functioning of the Call Centre:.....	8
3.1.2	Categories of Manpower .....	8
3.1.3	Minimum monthly in hand salary of resources .....	9
	<i>EPF and ESI contribution will be reimbursed to the agency as per the rules and regulations notified by the government.</i> .....	10
3.2	Terms of Engagement.....	10
3.3	Leave policy.....	10
3.4	Facilities for the resources.....	10
4	Section - D .....	11
4.1	Guidelines for Preparation of Proposals. ....	11
4.2	Tender Fees and Bid Security (Earnest Money Deposit) .....	11
4.3	Forfeiture of EMD by DIT.....	11
4.4	Validity of Proposal .....	11
4.5	Number of Proposals .....	11
4.6	Language.....	12
4.7	Currency.....	12
4.8	Evaluation of bids .....	12
4.9	Technical Bid Evaluation Criteria.....	13
4.10	Contract / Work Order .....	14
4.11	Submission of Performance Guarantee .....	14
4.12	Terms of Payment.....	14
4.13	Additional Information to the Bidders .....	15
4.14	Force Majeure.....	15
4.15	Penalty .....	15
4.16	Termination .....	16
4.17	Arbitration .....	16
4.18	Jurisdiction.....	17
5	Section – E .....	18
5.1	Appendix - 1 .....	18
5.2	Appendix - 2 .....	19
5.3	Appendix - 3.....	20

**1 Section - A****1.1 Important dates in connection with this bid**

SL	Information	Details
1	Tender No.	No.F.18(47)/DIT/CM Helpline/2021
2	Tender Publication Detail	The tender form can be seen and downloaded from the website <a href="http://www.tripuratenders.gov.in">http://www.tripuratenders.gov.in</a> .
3	Date of commencement of Bid	07/09/2021
4	Last Date & Time of Receiving Queries	16/09/2021
5	Pre-bid Meeting	17/09/2021 at 11:30 AM
6	Corrigendum (if any)	21/09/2021
7	Last Date and Time for Receipt of e-Bid	30/09/2021 at 5:00 PM
8	Date and Time of Opening of Tenders	01/10/2021 at 4:00 PM
9	Date & Time for opening of commercial bids	Will be intimated later
10	Bid Validity Period	180 days from the last date for submission of bids.
12	Tender Fee	Rs. 10,000/- (Non-refundable)
13	EMD Amount	Rs. 5,00,000/- (Refundable)
14	Performance Bid Security (PBG) Amount	5% of work order value
15	Address for communication / Opening of Bid	IT Bhavan, Indranagar, Agartala, 799006
16	Contact person	Sri Suprakash Jamatia, Jt. Director, Directorate of Information Technology, Govt. of Tripura
17	Contact email	<a href="mailto:suprakash.jamatia@nic.in">suprakash.jamatia@nic.in</a>
18	Contact Phone No.	9402169272

## **2 Section – B**

### **2.1 Introduction**

The State Government has decided to launch Chief Minister (CM) Helpline Number to receive and address the Grievances of the citizens. Short code '1905' has been assigned to CM Helpline Number on Emergency Response Support System (ERSS) platform implemented in the State.

Under the CM Helpline service, citizen will make call to 1905. Then call taker at CM Helpline will receive and submit the call information to the system and then call dispatcher will assign the call information to the concerned Department(s). Now, call information will move to Task Monitoring System (TMS) against concerned Department. Department Nodal Officer will receive the call information and arrange to take necessary action and update the action taken report back to the TMS system. At last Supervisor at CM Helpline will close the call after taking consent from the caller. Other than grievances, the helpline will also provide citizens with the opportunity to ask questions, submit suggestions/feedback on the latest announcements of the Government.

### **2.2 Invitation of Bids and Terms & Conditions**

e-Tenders are invited by Directorate of Information Technology (DIT), Govt. of Tripura (hereafter termed as DIT) from reputed and experienced Agencies under Two Bid System i.e. Technical Bid and Financial Bid for engagement of Manpower for implementation of CM Helpline 1905 for one year, which is extendable for 2 more years based on satisfactory performance and mutual consent of the Competent Authority and the agency on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

### **2.3 Name and address of the authority**

Director, Directorate of Information Technology  
IT Bhavan, ITI Road, Indranagar, Agartala, Tripura  
PIN – 799006

### **2.4 Distribution of tender document**

The tender document can be downloaded from [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in) portal.

### **2.5 Contact person**

For any Clarifications  
Mr. Suprakash Jamatia, Joint Director,  
Directorate of Information Technology, Phone: 9402169272

### **2.6 Instruction to the bidders for pursuing the e-tender.**

- A. Eligible bidders shall participate in tender online through the government e-procurement portal only at <http://tripuratenders.gov.in>. No need to submit any hard copy of any document to DIT office. Tender shall be a two-stage bidding system:
  - Technical bid
  - Financial bid
- B. Bidders willing to take part in the process of e-tendering are required to obtain a valid Class 2/Class 3 Digital Signature certificate (DSC), from any of the certifying authorities, enlisted by Controller of Certifying Authorities (CCA) at <http://cca.gov.in>.

- C. Bidding will be conducted through the domestic competitive bidding procedures as per the provisions of Bid Document and the work order shall be executed as per the provisions of the terms of work order.
- D. Tender Fees and Bid Security (EMD) shall be paid online through e-tender portal. Payment can be made by using the available online net banking facility in the e-tender portal.
- E. The Bidding Documents are meant for the exclusive purpose of bidding against this tender document and shall not be transferred to any other party or reproduced or used otherwise for any purpose other than for which they are specifically issued.
- F. Downloaded NIT, Bid Document are to be uploaded back and digitally signed as a part of technical bid, and as a proof of acceptance of all terms and conditions in NIT and Bid Document.

## **2.7 Submission of Technical Bids**

Bids are to be submitted online through the e-tender portal as prescribed in this document. All the documents uploaded by the bidder form an integral part of the bid. Bidders are required to upload all the bidding documents along with the other documents, as asked for in the Bid, through the above website and within the stipulated date and time mentioned in the Tender.

Tenders are to be submitted in two COVERS at a time for the work, one for Technical Proposal and the other for Financial Proposal. The Bidder shall carefully go through the requirements and prepare the required documents to be uploaded. The bidder shall scan all the documents before uploading and all scanned documents shall be of 100 dpi resolution in Portable Document Format (PDF). The scanned documents shall be uploaded in the designated locations of Technical Bid and Financial Bid, as prompted by the e-Procurement website.

The Bidder should ensure that the documents uploaded are virus scanned and digitally signed using the Digital Signature Certificate (DSC). Bidders shall specially take note of all the addendum/corrigendum if any related to the tender and upload the latest updates as part of the tender.

The Technical Bid should contain scanned copies and/or declarations in the following standardized formats.

### **My Document**

All the required and appropriate documents /certificates related to minimum eligibility criteria and Technical Scoring sheet are to be uploaded with digital signature in the 'My Document' COVER option available after login in the e-procurement portal <http://tripuratenders.gov.in>. Bidders are requested to scan the necessary documents in 100 dpi resolution into PDF. 'My Document' shall be populated prior to real time bidding so that the uploaded documents/certificates stored in 'My Document' could be appropriately clubbed / Checked for incorporation in the Bid during real time bidding.

An indicative organization of 'My Document' COVER and the related documents are indicated here under.

## **2.8 Submission of Financial Bids**

### **A. Financial Bid**

The Bidder needs to fill up their name and rates for all the items and in the designated Cells of the downloaded BOQ for the related work, and upload the same in the designated location of Financial Bid. **Bidders will quote only the agency charge in the given BoQ format and other components like remuneration, rate of GST etc. will be fixed.**

Documents to be submitted in the Financial Bid is are:

- i) BoQ in .xls format

Note: Bill of Quantity (BoQ) i.e. Price schedule, which is the Rate quoting sheet in MS-Excel shall be downloaded, filled up properly and uploaded in the financial bid after digital signing. The Bidder shall always open the BoQ sheet with Macros Enabled. The Bidder shall quote rates in figures only, for all items in the Bill of Quantity (BoQ).

#### **B. BoQ (Price Schedule) Tampering**

The BoQ (Price schedule) as specified in this document is meant for downloading by the Bidders for filling up the relevant fields stipulated for rates & bidder's particulars that leads to eventual uploading as Financial Bid. The BoQ Excel Sheet is Macro enabled and working with the Sheet requires the Macro to be allowed/ enabled to run.

Bidders are hereby requested not to tamper the Excel Sheet, make copies and work in a copied Sheet or break through the default Work-Sheet Security. Such BoQs with stated violations will be treated as Tampered BoQs and Bids uploaded with Tampered BoQs will be summarily rejected.

### **2.9 Addendum/amendments/corrigendum**

Before the last date for uploading of Tenders, the authority may modify any of the Contents of the Tender Notice, Tender documents by issuing amendment / Addendum/corrigendum.

Any addendum/amendments/corrigendum issued by the authority shall be part of the tender Document and it shall be published in the e-procurement portal at <http://www.tripuratenders.gov.in>. Registered Bidders shall be notified of the related Corrigendum(s) by e-mail. However, the DIT shall bear no responsibility or liability arising out of non-receipt of the same in time or otherwise. Bidders are requested to visit the site frequently in order to keep themselves updated for taking further course of action from their end.

### **2.10 Important Instruction to the Bidder**

- A. Bidder shall take separate printout of all Appendixes and shall fill the necessary information & put signature with stamp/seal, and then scan them into PDF (in 100 dpi resolutions). Finally, those documents should be uploaded (with digital signing) in Bidder's COVER "My Document". If any of the certificates/documents furnished by the Bidder, found to be false / fabricated / bogus, the bidder will be liable blacklisting and their E.M.D. will be forfeited.
- B. The concerned agency who stands blacklisted/banned /debarred either by Tender inviting authority or Govt. of Tripura or by any other State/ Central Govt and its procurement agencies on the date of bid submission shall not be eligible to participate in the tender.
- C. Bid Opening: The Bid will be opened online by the designated Bid Openers at the office of DIT, Agartala, Tripura at the Time, Date and Venue as specified in the Bid Documents.
- D. Bid will be evaluated against the specified parameters / criteria set out in this document. The result of bids evaluation can be seen in the e-Procurement application <https://tripuratenders.gov.in> by all the bidders who participated in the bid.
- E. Tendering Authority reserves the right to cancel/withdraw this tender without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

### 2.11 Minimum Eligibility Criteria

The prospective bidder must have the below listed minimum eligibility criteria to participate in the bidding process.

- A. The bidder may either be a Private Company / LLP / Ltd. Company or A company incorporated in India under the Companies Act, 1956 and subsequent amendments. The bidder must upload PAN and GST registration along with Copy of Certificate of Incorporation and Copy of Memorandum of Associations (MOA), Articles of Association (AOA).
- B. The bidding agency must have at least Rs 10 Cr average annual turn-over in Financial Year 2017-18, 2018-19, 2019-20 and also the bidder should have positive Net Worth in last three financial years. The bidder should upload 3 years audited balance sheet or a single page consolidated report signed by chartered accountant indicating the year wise turn over.
- C. The Bidder should be registered with EPF Organization and ESI Corporation. Copy of EPF and ESI registration certification must be uploaded.
- D. The bidder must have minimum 250 numbers of employees on its payroll. Self-declaration by company secretary/ head of Human Resources dept. must be uploaded.
- E. The Bidder must have experience of supplying manpower for running of call center owned by Government/ PSU. Single order with minimum 60 manpower or 2 orders each having minimum 40 manpower or 3 orders each having minimum 25 manpower in last five year. Work Order/ Letter of Intent/ Client Certificate/ Contract/ Agreement must be uploaded.
- F. The Bidder should not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSU's and should not be blacklisted by any government departments/agency/ Ministries or PSUs. The bidder must upload a self-certified declaration.

### 2.12 Period of Work Order

The Agency would be initially appointed for a period of one year. The work order is extendable up to for 2 more years on satisfactory performance and mutual consent of the Competent Authority and the agency on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

### 2.13 Documents to be uploaded

Sl.	Documents to be uploaded
1	Certificate of Incorporation / Registration certificate as per Companies Act 1956/2013.
2	RFP Documents including Corrigendum, if published
3	Tax related document: copy of PAN and GST registration
4	Financial details: "Audited Balance Sheets of last three financial years (2017-18, 2018-19, 2019-20) or consolidated auditor's certificate regarding annual turnover from the business.
5	Experience: all relevant work orders/ work completion certificated as per minimum eligibility criteria and Technical score conditions
6	Self-declaration of non-blacklisting, Appendixes
7	Approach & Methodology as indicated in Technical score parameters
8	Any other document relevant to minimum eligibility and Technical score sheet

### 3 Section - C

#### 3.1 Scope of Work

Directorate of Information Technology (DIT), Govt. of Tripura is inviting bids from Companies registered under the Companies Act 1956 to provide manpower services (on outsourcing basis) for Chief Minister's Helpline 1905 in Tripura.

##### 3.1.1 Functioning of the Call Centre:

- I. CM Helpline will operate on 24x7 basis in three shifts.
- II. Timing of 3 shifts would be 6 AM to 2 PM, 2 PM to 10 PM and 10 PM to 6 AM. DIT may change the timing of schedule to improve the functioning of the CM Helpline.
- III. The agency will comply with all the acts and rules enforced by Government time to time.
- IV. The agency will prepare a monthly duty schedule and submit it to the DIT every month.

##### 3.1.2 Categories of Manpower

SL. No.	Post	Quantity (tentative)
1	Call takers for Case Record Management(CRM)	52
2	Manager	1
3	Supervisor	4

DIT may increase or decrease strength of the resources depending upon requirement in same financial quote in the agreement period.

##### A. Call takers for Case Record Management (CRM) system.

###### i. Essential Qualifications:

- Graduation / 3 years Diploma in any branch from any recognized university.
- Proficiency in speaking in any three of Bengali, Kokborok, Hindi, English.
- Computer certification of not less than 3 months course with proficiency in knowledge of office suites, simple computer application and internet etc.
- Important note: in each shift at least 30% of call takers must have proficiency in Kokbork and English.

###### ii. Desirables skills:

- Prior 0-6 months call taking experience in call center/BPO operations.
- Active listening and understands the issue/situation of caller and act in appropriate manner.
- Soft spoken and show empathy while conversation with people in distress.
- Excellent oral and written communication skills.
- Strong interpersonal skills.
- Trained on process flows and call center operations.
- IT skills.

###### iii. Roles and responsibilities:

- First point of contact for any distressed caller.
- Answer all incoming calls.
- Collect primary information from the caller with regards to name, address, contact details and type of emergency.
- Should be able to collect and type minimum 20 words per minute.



- Should be able to interact and understand the message of the caller effectively.
- Call back a missed call and collect details.
- Close the case, if not genuine.
- Transfer the call to Computer Aided Dispatch (CAD)/Supervisor, if required.
- Enter all collected information and register the case into the Case Record Management (CRM) system.
- After collecting primary information, identify services required and accordingly forward the case with voice to Computer Aided Dispatch (CAD).
- Adhere to SLAs.

B. Manager

i. Essential Qualifications:

- BE/B Tech in Computer Science & Engineering/ Electronics/ Telecommunication or IT/MCA/M.Sc. IT or MBA.
- Desirable skills:
- Two years working experience in the relevant field.

ii. Roles and responsibilities:

- Responsible for effective staff management of the CM Helpline.
- Responsible for performance of the staffs and overall management of the CM Helpline.
- Should be the single point contact (SPOC) for managerial responsibilities of the CM Helpline.
- Should be the (SPOC) for direct interface with the IT Dept.

C. Supervisor

i. Essential Qualifications:

- BE/B Tech in Computer Science & Engineering/ Electronics/ Telecommunication or IT/MCA/M.Sc. IT/ B.SC IT/ BCA or MBA.

ii. Desirable skills:

- Two years working experience in the relevant field.

iii. Roles and responsibilities:

- Monitor the overall activity of Case Record Management (CRM) system and Computer Aided Dispatch (CAD).
- Track and observe the ongoing calls of call takers and CAD.
- Attend the transfer calls from call takers or CAD, if required.
- Receive closed cases from the Computer Aided Dispatch (CAD).
- Study the case details, if required, listen all the recorded voice calls tagged with the case to understand the case.
- Take feedback from the caller/concerned Departmental Nodal Officer to close the case.
- If caller is not satisfied/service is not provided, CRM may be instructed to register the case again.

3.1.3 Minimum monthly in hand salary of resources

Sl No	Position	Monthly Remuneration
1	Call takers for Case Record Management(CRM)	Rs. 14,000/-
2	Manager	Rs. 32,000/-
3	Supervisor	Rs. 32,000/-

EPF and ESI contribution will be reimbursed to the agency as per the rules and regulations notified by the government.

### **3.2 Terms of Engagement**

The selected Company is required to agree for the terms and conditions given below:

Manpower to be deployed will work for CM Helpline. Such work will be for a definite period and will not amount to any kind of employment obligation on the part of DIT.

The selected agency shall be solely responsible for hiring of suitable and efficient resources for DIT. No additional cost shall be paid for hiring of manpower.

- i. At the commencement of the contract, the agency shall provide profile of selected manpower to DIT and DIT will verify the suitability of the selected profile. DIT may request for alternate profile if the selected resource is not suitable for the position.
- ii. After deputing the selected resources, the selected Company shall replace immediately any of its manpower who is found unacceptable because of underperformance/ security risks/ incompetence/ conflict of interest/ improper conduct etc. upon receiving a notice from DIT. Manpower could be canceled with 30 days notice period for knowledge transfer. New replacement of the manpower should be made available immediately after when notice period of canceled manpower is over.
- iii. The selected Company shall provide E.S.I and PF to the selected manpower as per guidelines and will be reimbursed by the IT Department.
- iv. If any manpower provided by the selected Company intends to resign then he/she should serve 30 days notice period. Agency must ensure that new replacement of the manpower should be made available immediately after when notice period of resigned manpower finished. If he or she does not serve 15 days notice period or does serve less than 15 days then payment will be deducted from the salary of the employee as per calculation given as :  
$$\text{Deduction for not complying notice period /day} = \text{Total Salary} / 24 \text{ (assuming 24 working days)}$$
- v. Manpower deployed under this contract is required to agree to be posted at any offices under Govt. of Tripura situated at any location in the state.
- vi. The selected Company need to maintain database of deployed manpower and their detail like joining date, eligible leave, leave taken, total working days, monthly remuneration, payment date of last remuneration etc and have to share it with DIT within 3rd day of every month.

### **3.3 Leave policy**

Casual Leave (CL): The employee deployed under the contract shall be entitled to 12 (twelve) CL in a calendar year. If employee joins middle of the year then eligible CL will be on pro-rata basis.

### **3.4 Facilities for the resources**

- i. The professionals will be facilitated by Desktop/ laptop etc. for smooth operation of the Call Centre. All these have to be returned by them in working condition to DIT before leaving the job. However, if any, doesn't do so the selected agency will be responsible to revert the same either from the engaged Manpower or by themselves.
- ii. The term of the Work Order may be extendable up to another 2 year in the same rate of service charge.

## **4 Section - D**

### **4.1 Guidelines for Preparation of Proposals.**

The Bidder must comply with the following instructions during preparation of Proposals:

- i. The Bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the RFP Document. Failure to furnish all the necessary information as required by the RFP Document or submission of a proposal not substantially responsive to all the requirements of the RFP Document shall be at Bidder's own risk and may be liable for rejection.
- ii. The Proposal and all associated correspondences shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Proposal.
- iii. The Proposal shall be in indelible ink and shall be signed by the Bidder or duly authorized person(s).
- iv. In addition to the identification, the envelopes containing the Proposals shall mention the name and address of the Bidder to enable the Proposal to be returned in case it is declared late pursuant, and for matching purposes.
- v. No Bidder is allowed to modify, substitute, or withdraw the Proposal after its submission.

### **4.2 Tender Fees and Bid Security (Earnest Money Deposit)**

The Bidder shall pay Tender Fee for an amount of **Rs. 10,000/- (Rs. Ten Thousand only)** and Bid Security for an amount of **Rs. 5,00,000/- (Rs. Five Lakh only)** at time of uploading the bids in e-tender portal. The bidder has to pay Tender Fee and EMD amount through e-tender portal by using available online net banking facility in the e-tender portal. Without paying Tender Fee and EMD amount, bid cannot be uploaded in the e-tender portal.

The Bid Security of unsuccessful Bidders, except the second ranked Bidder will be returned automatically to the bank account from where the EMD amount was paid at the time of submission of bids through e-tender portal. However, the Bid Security of first and second ranked Bidder shall be returned on issuing of work order by the Successful Bidder through the portal only.

### **4.3 Forfeiter of EMD by DIT**

- i. The Bidder withdraws its Bid after the Proposal Due Date.
- ii. Preferred Bidder fails to accept Letter of Intent within the time provided for the same and pay the specified amount payable at the LoI Stage.
- iii. Preferred / Successful Bidder fails to pay the Performance Bank Guarantee within the time specified for it.

### **4.4 Validity of Proposal**

Proposals shall remain valid for a period not less than 180 days from the Proposal Due Date. DIT reserves the right to reject any Proposal, which does not meet this requirement.

### **4.5 Number of Proposals**

Each Bidder shall submit one and only one (1) Proposal in response to this RFP. Any Bidder, which submits or participates in more than one proposal, will be disqualified from all its bids.

#### **4.6 Language**

The Proposal and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by Bidder with the Proposal in any other official language should be accompanied by appropriate translations of the pertinent passages in the English language duly and appropriately certified. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

#### **4.7 Currency**

The currency for the purpose of the Proposal shall be the Indian Rupee (INR).

#### **4.8 Evaluation of bids**

##### **A. Part 1 (Bid Security)**

Bidders who have paid EMD shall be considered for further evaluation.

##### **B. Part 2 (Pre-Qualification Criteria)**

The Tender Committee would evaluate the pre-qualification criteria. Bidders should be ready to give any clarification asked by the Tender Committee. If the Bidder does not fulfil all the conditions mentioned in the pre-qualification criteria, his Technical bid will not be considered for evaluation.

##### **C. Opening and Evaluation of Technical Bids**

The Tender Committee would evaluate the technical bids. Bidder should be ready to give the presentation on their proposed solution and the queries raised by the tender committee in front of the Tender Committee at a date, time and venue determined by Member Secretary **if desired**. They are expected to reply to all the queries from the Tender Committee during the presentation. The presentation would be part of technical evaluation process.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in Technical Evaluation criteria. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further Commercial bid evaluation. Bids which do not secure the minimum specified technical score will be considered technically nonresponsive and hence debarred from being considered for Commercial evaluation.

##### **D. Opening and Evaluation of Commercial Bids**

Financial bids of only technically qualified bidders shall be evaluated. The bids, found lacking in strict compliance to the commercial bid format (BOQ Template) shall be rejected straightaway. On opening the financial bids, the Evaluation Committee shall read out the financial bids to all the technically qualified bidders and note the same. All the financial bids shall then be ranked according to the financial bid in increasing order with the bidder quoting the least amount ranked L1, bidder quoting next higher figure as L2 and so on. In case there is any tie in financial bids of one or more bidders, the bidder having the higher technical score will be given better ranking. In case the technical scores are also equal, all the technically qualified bidders shall be asked to resubmit the financial bid. However, in this case, the revised financial bids should be less than the lowest financial bid

quoted earlier by the technically qualified bidders. L1 will be declared as successful bidder and his offer will be processed further.

#### 4.9 Technical Bid Evaluation Criteria

Sr.	Parameters	Max Score	Documents to be uploaded
01	Existence of the bidder as per company incorporation certificate From 5 years to 7 years = 5 marks. Beyond 7 years and up to 10 years = 7 marks. Beyond 10 years = 10 marks.	10	Company incorporation certificated issued by Ministry of Corporate Affairs (MCA), Govt. of India.
02	Cumulative annual average turnover for the last three financial years (2017-18, 2018-19, 2019-20).  From Rs 10 Cr to Rs. 15 Cr = 15 marks. Beyond Rs. 15 Cr and up to Rs. 20 Cr = 17 marks.  Beyond Rs. 20 Cr = 20 marks	20	Audited balance sheet or consolidated report signed by CA.
03	The Bidder having experience for supply of manpower to call centre or running of call centre in last five years in Government/PSUs clients. 1 order with minimum 60 manpower = 1 unit 2 orders each having minimum 40 manpower = 1 unit 3 orders each having minimum 25 manpower = 1 unit <u>Marking parameters:</u> 1 unit = 15 marks 2 units = 17 marks 3 units = 20 marks	20	Work order and work completion certificate. For ongoing projects, work order and project performance certificate.
04	Experience in Call Center/ Helpdesk projects undertaken in the last 5 years (FY 2015-2016, 2016-2017, 2017-18, 2018-19, 2019-20) in any Government Department/ PSU in Unit number wise. 1 work order having value of Rs. 1.5 Cr or more = 1 unit 2 work orders each having value of Rs. 1Cr or more = 1 unit 3 work orders each having value of Rs. 75 Lakh or more = 1 unit <b>Marking:</b> 1 unit = 15 marks 2 units = 17 marks 3 units = 20 marks	20	Work order and work completion certificate. For ongoing projects, work order and project performance certificate.

05	Number of employees on payroll of the bidder 250 to 500 = 10 marks More than 500 but less than 750 = 12 marks More than 750 = 15 marks	15	Self-declaration signed by Company Secretary/ HR Head.
06	The bidder having office in NE region in India: if Yes = 5 marks, No = 0 mark	5	Documentary proof must be uploaded
07	Presentation Topic of Presentation: <ul style="list-style-type: none"> <li>Understanding of the scope of work</li> <li>Approach &amp; Operational methodology for successful project execution</li> <li>Approach for SLA adherence</li> <li>Work Plan</li> <li>Strategy for resources</li> </ul>	10	Presentation to be uploaded.
<b>Total</b>		<b>100</b>	

#### 4.10 Contract / Work Order

On selection of the agency and acceptance of financial quote submitted by the selected agency, a detailed work order will be issued to the selected agency by DIT. On receipt of work order, the agency would submit a letter of acceptance along with a performance guarantee as detailed in this tender document within 10 working days of receiving work order.

#### 4.11 Submission of Performance Guarantee

The selected agency will execute a Performance Guarantee for 5% of the total work order value, in the form of Bank Guarantee from a Scheduled Bank in acceptable form to the Directorate of Information Technology (DIT), Govt. of Tripura, Agartala. In case of any deficiency and unsatisfactory performance by the consultant, the Performance Guarantee is liable to be invoked and the payment due to the agency would be withheld. No interest will be paid by the DIT on the Performance Guarantee.

#### 4.12 Terms of Payment

- i. Advance payment will **not** be allowed.
- ii. Payment to the selected agency would be made on bi-monthly basis.
- iii. On completion of a month, the agency would submit an invoice in triplicate with supporting documents, if any, to the DIT for payment. After completion of the due procedures, in the DIT, payment will be made by electronic transfer of funds to the bank account of the agency concerned in Rupees.
- iv. Taxes / GST as applicable will be paid on actual.
- v. For facilitating Electronic Transfer of funds, the selected agency will be required to indicate the name of the Bank & Branch, account no. (i.e. bank name, IFSC Code and Bank A/c No.) and also forward a cheque leaf duly cancelled to verify the details furnished. These details should also be furnished on the body of every bill submitted for payments by the agency.
- vi. EPF and ESI will be as per Govt. notified rate on the minimum remuneration.

#### 4.13 Additional Information to the Bidders

- i. Period of validity of the Tender is 180 days from the closing date of the Proposal. If need be necessary extension would be considered by the DIT.
- ii. DIT is however not bound to accept any tender or assign any reason for non-acceptance.
- iii. DIT reserves its right to summarily reject offer received from any agency on national security considerations, without any intimation to the bidder.
- iv. Agencies submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- v. DIT reserves its right not to accept bids from Agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government Investigating Agencies / Vigilance Cell.
- vi. DIT reserves the right to place an order for the full or part quantities under any items of work under scope of work.
- vii. Any amendments / corrigendum to the RFP document would be uploaded on [www.tripuratenders.gov.in](http://www.tripuratenders.gov.in).
- viii. The agency would indemnify DIT against any claim of copyright violation.

#### 4.14 Force Majeure

Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the State. Force Majeure shall not include any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder. Force Majeure shall not include in sufficiency of funds or manpower or inability to make any payment required for execution of services under this work order.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

#### 4.15 Penalty

The Performance Guarantee submitted by the agency shall be liable to be forfeited in full or part in case of underperformance by the agency, besides other action, including blacklisting of the agency as may be deemed fit by the DIT, Agartala as per the details given below:

Sl	Criteria	Penalty clause
1	Non-deployment of each Call Takers	Up to 7 days = 7 days salary + 20% of monthly salary of one call takers Up to 14 days = 14 days salary + 40% of monthly salary of one call takers Up to 21 days = 21 days salary + 60% of monthly salary of one call takers Up to 28 days = 1 month salary + 100% of monthly salary of one call takers More than 28 days = DIT may issue forfeit the PBG/ may

		take any other suitable action
2	Non-deployment of each supervisor	Up to 7 days = 7 days salary + 20% of monthly salary of one supervisor Up to 14 days = 14 days salary + 40% of monthly salary of one supervisor Up to 21 days = 21 days salary + 60% of monthly salary of one supervisor Up to 28 days = 1 month salary + 100% of monthly salary of one supervisor More than 28 days = DIT may issue forfeit the PBG/ may take any other suitable action
3	Non-deployment of Manager	Up to 7 days = 7 days salary + 50% of monthly salary of manager Up to 14 days = 14 days salary + 100% of monthly salary of manager More than 14 days = DIT may issue forfeit the PBG/ may take any other suitable action

In case of any inordinate delay in execution of activities / items in the Scope of Work, a committee of officers of appropriate level decided by the competent authority will decide on penalty and / or other action be taken, after examining all aspects of the case. DIT reserves the right to deduct the penalty either from PBG or from pending invoices submitted for the work already performed by the agency.

#### 4.16 Termination

DIT may terminate the work order of the agency in case of the occurrence of any of the events specified below:

- i. If the Agency becomes insolvent or goes into compulsory liquidation.
- ii. If the Agency, in the judgment of DIT, has engaged in corrupt or fraudulent practices in competing for or in executing this work order.
- iii. If the Agency submits DIT a false Statement which has a material effect on the rights, obligations or interests DIT.
- iv. If the Agency places itself in position of conflict of interest or fails to disclose promptly any conflict-of-interest DIT.
- v. If the Agency fails to provide the quality services as envisaged under this work order. Reasons for the same would be recorded in writing.
- vi. In case of such an occurrence DIT shall give a written advance notice, not exceeding one (1) month before terminating the work order.

#### 4.17 Arbitration

- i. In event of any dispute or difference between the DIT and the Agency, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Director, DIT on the recommendation of the Secretary, Department of Legal Affairs ('Law Secretary') Government of Tripura. The provision of Arbitration and Conciliation Act, 1996 (No.26 of 1996) as amended in 2015 shall be applicable to the arbitration. The Venue of such arbitration shall be at Agartala or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make award (the "Award"), which



shall be final and binding on DIT and the Agency to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

- ii. Pending the submission of and /or decision on a dispute, difference or claim or until the arbitral award is published; DIT and the Agency shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

#### **4.18 Jurisdiction**

The work order shall be governed by laws of the State of Tripura and all Government rules on purchase matter issued from time to time and are in force for the time being.

## **5 Section – E**

### **5.1Appendix - 1**

#### **Details of Bidder**

1. Bidder's information:
  - (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 Bidder including details of its main lines of business and proposed role and responsibilities in this Project:
3. Details of individual(s) who will serve as the point of contact/ communication for DIT:
  - (a) Name:
  - (b) Designation:
  - (c) Company:
  - (d) Address:
  - (e) Mobile Number:
  - (f) E-Mail Address:
4. Particular of Agartala Address (if available):

**5.2Appendix - 2**

**Bid-Undertaking**

To  
The Director,  
Directorate of Information Technology,  
Govt. of Tripura  
IT Bhavan, Indranagar,  
Agartala, Tripura-799006

Madam / Sir,

This has reference to the Directorate of Information Technology RFP No..... dated ..... for selection of agency for engagement of manpower for implementation of CM Helpline 1905.

In this context, I/we, as an authorized representative(s) of company, I/We certify that the agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the agency in the financial proposal.

Thanking you,

Name of the Bidder: .....

Authorized Signatory:.....

Name: Seal:

Date: Place:

**5.3Appendix - 3**

**Certificate for Providing Qualified Manpower**

To,  
The Director  
Directorate of Information Technology,  
Govt. of Tripura  
IT Bhavan, Indranagar,  
Agartala, Tripura-799006

Subject: - Certificate for providing qualified manpower.

Madam / Sir,

This has reference to the Directorate of Information Technology RFP No..... dated ..... for selection of agency for engagement of manpower for implementation of CM Helpline 1905.

In this context, I / We as an authorized representative(s) of company, certify that we shall be able to provide qualified dedicated manpower for undertaking the work related to CM Helpline 1905 for the Directorate of Information Technology, as per Scope of Work detailed in the above RFP.

Thanking you,

Name of the Bidder: .....

Authorized Signatory: .....

Name:

Seal:

Date:

Place: