

**Request for Proposal**

**For Providing**

***Handloom Helpline Centre***

**TO**

**National Handloom Development Corporation,  
Ministry of Textiles, Government of India**

**Reference: 'RFP / HHC / NHDC / 2016'**

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RFP- for appointing of Agency for Handloom Helpline Centre

**National Handloom Development Corporation Ltd,  
Wegmans Business Park,  
Tower 1, Sector Knowledge Park – 3,  
Surajpur Kasna Road, Greater Noida – 201306**

## **A. Notice Inviting E-Tender**

1. National Handloom Development Corporation Ltd (NHDC) on behalf of Office of the Development Commissioner for Handlooms, Ministry of Textile, Government of India invites online bids through three bid system (Fee/Pre-Qualification, Technical and Financial) for appointing of Agency for Handloom Helpline Centre.

2. The tender document may be downloaded from [www.handlooms.nic.in/www.nhdcltd.co.in](http://www.handlooms.nic.in/www.nhdcltd.co.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	20-Oct-2016 at 4.05 PM
2	Bid Document Download Start Date and Time	20-Oct-2016 at 4.05 AM
3	Bid Submission Start Date	26- Oct-2016 at 10.00 AM
5	Bid Submission End Date and Time	09 - Nov-2016 at 3.00 PM
6	Bid Opening Date and Time	10 -Nov-2016 at 3.00 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>” and in the Annexure - I. 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 Handlooms .

5. Intending tenderers are advised to visit concerned office website [www.handlooms.nic.in/www.nhdcltd.co.in](http://www.handlooms.nic.in/www.nhdcltd.co.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

6. EMD and Bid document cost:

Cost of Bid document	INR 5,000 (Indian Rupees Five Thousand only) in the form of DD drawn in favor of National Handloom development Corporation Ltd, Greater Noida.
Earnest money deposit	INR 5, 00,000 (Indian Rupees Five Lakh only) in the form of DD or BG from a Nationalized bank in India and drawn in favor of National Handloom development Corporation Ltd, Greater Noida.

7. If the EMD is submitted through BG, 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 and bid document cost are liable to be rejected. The bid document fee shall be nonrefundable. NSIC registered agencies are exempted for EMD and bid document fee.

National Handloom Development Corporation,  
Wegmans Business Park, Tower 1, 4<sup>th</sup> Floor,  
Sector Knowledge Park – 3, Surajpur Kasna Road,  
Greater Noida – 201306

8. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Fee/Pre-Qualification and Technical-Bid 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 three parts, viz., Fee/Pre-Qualification bid, 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.

## **Submission of Bids**

### **9.1 Cover –I Fee /Pre-Qualification Bid (Check list):**

The following documents are to be self-attested and furnished by the Bidder along with Fee/Pre-Qualification Bid as per the bid document (As applicable):

- a) Scanned copy of Bid Security form as a proof for payment of EMD as per format provided in Form 5.4 and bid document Proof cost.
- b) Scanned Copy of Certificate of Incorporation / Registration / MOA as applicable, PAN card and Service Tax Registration certificate.
- c) Scanned Copy of Audited Balance sheet plus Profit and Loss account of last three years audited by certified CA.
- d) Scanned copy of ISO 9001:2008 certificate, blacklisting certificate and registration with OSP certification.
- e) Scanned copy of certificate from concerned agency as proof for the handling at least 50 number of seats.
- f) Scanned copy of Declaration Regarding Acceptance of Terms & Conditions Contained in the RFP Document as per format provide in Format 5.1, Bid letter form as per the format provided in Form 5.3 and certificate of Undertaking on service level agreement as per the format provided in Format 5.2.
- g) Scanned copy of Details of Organizational, Financial and Technical Capacity of the Bidder as per format provide in Format 5.5.

#### 9.2 Cover –II Technical Bid (Check list):

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

- a) Scanned copy of previous three years Income tax return.
- b) Scanned copy of all parameters as per the format provided in section 3.10.2

#### 9.3 Cover – III 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):

- a) Scanned copy of Bid Price scheduled as per format provide in Format 5.6.
- b) Scanned copy of Cost of fixed Assets taken for working out total operating cost per month as per format provide in Format 5.7.
- c) Scanned copy of Rental value of HHC at proposed location taken for the purpose of working out total operating cost per month as per format provided in Form 5.8

## **1.0 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 NHDC 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. "NHDC" shall mean National Handloom Development Corporation, 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 NHDC's 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 Handloom Helpline Centre scheme of Development Commissioner (Handloom).
10. "Partial Acceptance" shall mean the NHDC's 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 NHDC or Bidder individually and "Parties" shall mean NHDC 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 NHDC 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 NHDC.
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 NHDC 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.

## 2.0 PROJECT DESCRIPTION AND SCOPE OF WORK

### 2.1 Project Description and Objective

NHDC invites bids from eligible Call Centre operators to offer their services for operation of Handloom Helpline Centre in India for 30 seats. However, initially the call centre will start with 24 seats and payment made accordingly.

**A list of Languages in which the weavers' queries are to be answered is given below along with number of seats and SIM required for bulk SMS.**

S.No.	Language*	Total No. of Seat at the location.	No. of SIMs
1	Hindi	10	10 nos.
2	Telgu	3	
3	Tamil	3	
4	Bengali	4	
5	Assamese	4	

#### a. The Scheme

In order to answer the weavers' professional queries on a telephone call, Ministry of Textile intends to launch a new scheme "Handloom Helpline Centre (HHC)". This helpline would be accessible by dialling a single nation-wide 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 Handloom Helpline Centre

i. The Call Centre executive with the prescribed minimum academic qualification in the field of Handloom or 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) Possess a Graduate degree.
- 2) The Call Centre Executive must have fluency in the local language as well as in English also.
- 3) Experience: 1 year experience of working in Call Centre.

iii. One Handloom 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>
24	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**. NHDC 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 Handloom Helplines Centres will be accessible by the weavers on toll free Telephone Number. Besides referring to books and other resources (to be provided by State Government concerned) to answer the queries of Weavers, Call Centre executive will access the Web Portal of DCH/ NHDC/other Central Govt./State Govt. entity and other Web Portal having Handloom 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, WSC) 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 (Zonal Director, WSC).

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 NHDC. 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 Handloom Helpline Centres are required to be provided to NHDC so as to optimize the operations of the Handloom Helpline Centre and make best use of data collected by the HHC.

## 2.2 Procedure for handling the calls

The Procedure for handling the Call is as given below:

- a) The Handloom Helpline Centre shall receive the queries of weavers through the toll free number. **NHDC shall bear the call charges of the Toll Free Numbers and the outgoing telephones used for contacting designated experts/ weavers (calling HHC in last three months).** It is essential that the IPABX system in the Handloom 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 NHDC. 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 NHDC or any other organisation authorised by NHDC 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 weavers. The Call Centre Executives must, therefore, have on-line access to these sites continuously.HHC is expected to use different handloom database extensively for the benefit of weavers.
- d) The level-II expert (Dy. Director/Asst.Director, WSC) should reply within 3 to 4 days of query logged in and the unanswered query should get escalated to L-III (Zonal Director, WSC) within one week. Urgent matters will need to be attended to more promptly. If discussion with the weaver is necessary to resolve the query or to render proper advice, a conference call with the weaver can be held by dialling at Handloom 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 weavers' 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 Handloom and allied sectors, the Service Provider is also expected to periodically refresh and enhance soft skills, (personal tone and tenor while attending a weaver's call etc) at least once in a year.
  - ii) **Bimonthly Technical Training:** To be arranged on a fixed day by calling Officers in Handloom and allied sector as experts. NHDC 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 NHDC as per rates and norms to be communicated after award of the work
  - iii) Field training: Call Centre executives to be deputed in field for field exposure.

## 2.3 CRM Development

- a) Bidder shall deploy its own Customer Relationship Management (CRM) software, customized as per NHDC 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 for display of caller numbers and display of caller record if 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. The CRM will be accessed by 40 officials from NHDC.
- 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 feature 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) 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 NHDC 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 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 NHDC from time to time. This feature will be used to assess the quality of Support Centre service.

## 2.4 Scope of Work

NHDC wants to hire experienced Call Centreoperator/ 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 Handloom Helpline Centre are as follows:

- i Desktop PCs for each seat. These PCs shall be of 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 IPABX 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 NHDC
- xiii For all incoming and outgoing call dual PRI is proposed to be installed at the location (installation charges including one-time cost if any and recurring cost charged by telephone service provider shall be borne by the NHDC). The number of PRIs shall depend on the maximum number of physical seat in a HHC at any given time. Wireless phones to be used as backup in case of failure of PRI lines. Necessary hardware to support the same will be provided by the vendor.
- xiv **Facility for 100% audio recording of calls:** These recorded calls will be kept live for six months thereafter archived for six more months.
- xv **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 NHDC's concurrence.
- xvi Adequate/good quality furniture and fixtures including table, chair, cup boards, book shelf, shelf for Servers and other gadgets etc.

- xvii Provision for registration of calling weavers mobile number for sending SMS messages to them in the areas of their choice in handloom and allied sector and other value added services as decided by NHDC from time to time.
- xviii A suitable Disclaimer (to be approved by NHDC) 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.
- xix Biometric attendance system shall be installed with facility for central monitoring set up to be accessible to NHDC or any authority designated

***The hardware being provided at proposed locations shall be under OEM warranty and shall have the latest configurations 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 Handloom Helpline Centres as per the qualifications prescribed. The executives should be from varied disciplines of handloom 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 be able to communicate and understand the queries of weavers 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. NHDC has the right to evaluate (directly or through Ministry of Textiles) the executives appointed by the Service Provider at any stage and if found any discrepancies a warning can be issued on first time and thereafter, 07 days notice period. Under such circumstances, the Service Provider shall replace them within one week. NHDC 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 NHDC. The MIS reports must contain information related to state-wise number of calls, hourly call details, escalated calls, pending calls, answer given to weavers 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 NHDC, which will be suitably modified from time to time based on information requirement of NHDC. 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 weavers) and outgoing (for conferencing with L2 experts and call back to weavers) 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 **Handloom helpline Centre**. NHDC shall pay for all incoming calls based on centralized bill generated by the telephone service provider. The NHDC 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 weavers calling the helpline and experts/officials of NHDC/Development Commissioner Handloom Office/WSC etc. In case of weavers 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 NHDC.

- f) Currently, it is proposed to operate the HHC from a single operator. In future, there is a possibility of having different operators at the proposed location. Hence, the IPABX system in the Handloom 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) NHDC, either directly or through its representatives, may participate to oversee the selection of candidates' initially. Subsequent filling of vacancies may be done by the Service Provider by following the guidelines issued by NHDC 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.

## 3.0 INSTRUCTION TO BIDDERS

### 3.1 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 **50 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 03 crores** in last 02 financial years from Call Centre business, **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 NHDC 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.
- (f) A consortium of up to 03 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 the consortium should fulfill at least 50 % of turn over criteria and full experience criteria.
  - 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 Handloom 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 NHDC, 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 NHDC 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.

### **3.2 Cost of Bidding:**

- (a) The Bidder shall bear all costs associated with the preparation and submission of the Bid and NHDC 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.

### **3.3 Amendment of Bidding Documents**

- (a) All eligible Bidders are requested to visit the said website on regular basis for checking necessary updates.
- (b) In order to allow bidders a reasonable time to take the amendment into

account in preparing their bids, NHDC, at its discretion, may extend the deadline for the submission of bids.

### **3.4 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 NHDC 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.

### **3.5 Submission of Bid**

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 “**National Handloom Development Corporation Ltd**” payable in Greater Noida. Hard Copy of Tender Fee and EMD should reach the given address on or before Bid Opening Date.

**National Handloom Development Corporation,  
Wegmans Business Park, Tower 1, 4<sup>th</sup> Floor,  
Sector Knowledge Park – 3, Surajpur Kasna Road,  
Greater Noida - 201306**

### **3.6 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, NHDC 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.

### 3.7 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. NSIC registered agencies are exempted for Bid security.
- (b) The Bid security shall be in Indian Rupees and shall be in favour of **National Handloom Development Corporation Ltd'**, Greater Noida.
- (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 NHDC, on account of one or more of the following reasons:
  - i The Bidder withdraws their Bid during the period of Bid validity specified by them on the Bid letter form or
  - 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 and shall not be called upon questions 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 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.
  - iv Does not accept the correction of errors pursuant to Section 4.10 or
  - v 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 **Form 5.9**.

The decision of the client regarding forfeiture of the Bid Security shall be final &



shall not be called upon question under any circumstances

### **3.8 Opening of Bids**

- (a) If the bid opening day is declared a holiday, the Bids shall be opened at the appointed time and location on the next working day.
- (b) 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 NHDC 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.**

### **3.9 Examination and Evaluation of Bids**

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

- (a) Bidders need to fulfil all the pre-qualifications conditions mentioned in the Section 3.10.1
- (b) The technical bids of only the pre-qualified bidders will be taken up for further processing.

#### **3.9.2 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 at Section 3.10.
- (c) The NHDC 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 fulfill 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 NHDC 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 NHDC. 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 evaluated.
- (i) NHDC 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 NHDC 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.

### 3.10 Criteria for Evaluation and Comparison of Bids

#### 3.10.1 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 cumulative turnover of Rs. 03 crores in last 02 financial years from Call Centre business</b> i.e. for year 2014-15 & 2015-16, <b>subject</b> to 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 two 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 handling at least 50 Call Centre seats presently	Attach the DoT registration letter for call centre and certificate from concerned agency regarding number of seats
5.	Should not be Blacklisted by any of the clients	Submit self-undertaking
6.	The bidder should have submitted the EMD as required.	Give details
7.	PAN No., EPF Account No., ESIC Registration No.	Give Copies of relevant documents

8.	Registration under OSP category	Details of documents required for obtaining registration under OSP category may be obtained from the Department of Telecommunication
9.	Service Tax Registration No.	Give Copies of relevant documents

### 3.10.2 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</b> <b>&gt;10 and up to 15 Crore =6marks</b> <b>&gt;15 and up to 20 Crore =8marks</b> <b>&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 Capacity(15)</b>	
	50 seats	<b>4</b>
	>50-100seats	<b>8</b>
	>100- 200 seats	<b>12</b>
	>200 seats	<b>15</b>
<b>2</b>	<b>Quality of Proposal [55]</b>	
<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 <sup>\$</sup> (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	<b>1</b>
	Good	<b>3</b>
	Very Good	<b>4</b>
	Excellent	<b>5</b>
<b>2Bd</b>	<b>New Technologies<sup>@</sup> 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	<b>5</b>
	Good	<b>10</b>
	Very Good	<b>15</b>
	Excellent	<b>20</b>
<b>3</b>	<b>Technical Solution (5)</b>	
<b>3a</b>	<b>SLA Measurement tool</b>	<b>5</b>
<b>4</b>	<b>Customer Relation (5)</b>	
<b>4A</b>	<b>Appreciation letters of clients (subject to verification by NHDC) (5)</b>	
	Number of clients	
	a) One (1)	<b>1</b>
	b) More than 1	<b>2</b>
	Nature of appreciation letters	
	(a) Satisfactory	<b>1</b>

	(b) Good/Very Good	<b>2</b>
	(c) Excellent	<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*

### **3.10.3. 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:

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

Where **Sf** means financial score, **Fm** means lowest financial bid value among the financial proposal under consideration and **Fb** means financial bid value of the bidder under consideration.

### **3.10.4 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.

### **3.11 Negotiation with the R1 bidder**

If the NHDC 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 NHDC. Therefore, the R1 Bidder is advised to send sufficiently senior representatives (who can take spot decisions) for negotiation.

### **3.12 Award of Contract**

NHDC 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. NHDC shall, however, not bind itself to accept the highest scoring bid or any bid and reserves the right to accept or reject any bid wholly or in part.

### **3.13 NHDC's Right to Vary Quantities**

NHDC 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.

### **3.14 NHDC's right to Reject Any or All Bids**

NHDC 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.

### **3.15 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.

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

- (a) Prior to expiration of the period of Bid validity, NHDC 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, as detailed in para 4.5.
- (b) Upon the successful Bidder's furnishing of Performance Security, NHDC 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 NHDC shall remain the property of NHDC and originals and all copies shall be returned to NHDC on completion of the Service Provider's performance, if so required by the NHDC.
- (b) The Service Provider's shall not without prior written consent of NHDC 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 NHDC, 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 NHDC.
- (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 NHDC, payable at Greater Noida, issued by a scheduled bank in India.
- (c) The proceeds of the Performance Security shall be payable to NHDC as compensation for any loss resulting from the Service Provider's failure to complete its obligations under this bid. NHDC 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 NHDC and returned to the Service Provider within 30 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 NHDC 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. NHDC shall release the payments to the Service Provider within 10 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 NHDC giving one week time. The NHDC 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 NHDC 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, NHDC 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 NHDC 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 NHDC 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 NHDC only.
- The Bank Guarantee may be invoked for unsatisfactory service provided to the NHDC after allowing reasonable chance to set right the service deficiencies to the full satisfaction of the NHDC. The Security Deposit can be forfeited / invoked to set off claim of the NHDC 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 NHDC.
- The successful bidder will provide a relevant tool to calculate all above performance parameters results of which may be vetted by the NHDC independently. In case, any inaccuracy is found in the results of the tool for any parameter, the NHDC 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 whole day, 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 NHDC will be deducted by NHDC.

#### **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 in para 4.8*, **NHDC** 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, NHDC 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 Handloom 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 Handloom 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 NHDC can take over assets of all the Handloom 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 NHDC may deem fit

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

NHDC 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 (**Form 5.6**), wherein per seat cost is given.

#### **4.13 Probation Period**

- (a) The probation period shall be 30days 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 NHDC (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. NHDC 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 NHDC.

#### **4.16 Acceptance Testing**

Acceptance Test (AT) for the newly set-up HHC shall be conducted by NHDC. 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 NHDC.

#### **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 NHDC until expiry of the performance guarantee.

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



logbooks would be finalized in consultation with NHDC.

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

If upon inspection of a Handloom Helpline Centre by NHDC 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 handloom and allied sectors depending on the number of seats in proposed HHC.

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

Service Provider shall send certified copies of the duty roaster, attendance record and downtime logbook for each month for Handloom Helpline Centre to NHDC 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 NHDC 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 NHDC shall be at liberty to take over from the Service Provider all the works at a price to be fixed by NHDC, which shall be final, and the Service Provider shall refund forthwith the amount paid to him by NHDC.

#### **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 NHDC 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 NHDC 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 NHDC 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) NHDC 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 NHDC.
- 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 NHDC may authorise in writing) after receipt of the default notice from NHDC.
- iv On a notice period of 60 days.

(b) In the event NHDC terminates the Contract in whole or in part, as per sub-clauses (i) to (iii) above, the NHDC 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 NHDC or their own system shall be returned to NHDC in its original form upon such terminations. Bidder shall not have any right on this database, which is property to NHDC.

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

NHDC 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 NHDC.

#### **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 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.

- (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,

**National Handloom Development Corporation Ltd,  
Wegmans Business Park,  
Tower 1, 4<sup>th</sup> Floor, Sector Knowledge Park – 3,  
Surajpur Kasna Road, Greater Noida – 201306**

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. RFP/HHC/NHDC/2016] regarding appointment of Service Provider for providing Handloom Helpline Centre Services to the NHDC 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

From

(Company letterhead)

To,

**National Handloom Development Corporation Ltd,  
Wegmans Business Park,  
Tower 1, Sector Knowledge Park – 3,  
Surajpur Kasna Road, Greater Noida – 201306**

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 National Handloom development Corporation.

However, if the proposed resources are found to be not sufficient in meeting the Service Level requirements given by National Handloom development Corporation, Greater Noida then we will augment the resources without any additional cost to the NHDC.

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

**National Handloom Development Corporation Ltd,  
Wegmans Business Park,  
Tower 1, Sector Knowledge Park – 3,  
Surajpur Kasna Road, Greater Noida – 201306**

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 upto National Handloom development Corporation (NHDC) (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 NHDC.
- 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. Certifications obtained by the bidding Company
- iii. Has the Company ever been black listed by any organization? If so, give details

## 5.6 Bid Price Schedule (Amount in Rupees)

Name of the Bidder:.....

### A. MANPOWER COST (RUPEES PER MONTH)

#### A. MANPOWER COST (RUPEES PER MONTH)

1. Remuneration	Type	Number	Salary (Rs./month)	Total Salary (Rs./month)
<b>Call Executive(30)</b>				
			Rs -----	
			Rs -----	
	<b>Supervisor</b>	01	Rs -----	
<b>Grand Total</b>				
2. Employees Provident Fund				
3. Employee State Insurance				
4. Amount Payable towards House Rent				
<b>5. TOTAL MANPOWER COST PER MONTH (1 to 4 above) [A]</b>				

#### B. COST RELATED TO FIXED EXPENDITURE

ITEM OF INVESTMENT	Cost component per month (Rs)	Remarks, if Any
<b>TOTAL FIXED EXPENDITURE COST PER MONTH FOR 30 SEATS [B]</b>		
Total fixed cost per seat per month		

#### C. COST RELATED TO RECURRING EXPENDITURE

ITEM OF EXPENDITURE	Cost component per month (Rs)	Remarks, if Any
<b>TOTAL COST PER MONTH TOWARDS RECURRING EXPENDITURE for 30 seats [C]</b>		
Total Recurring Expenditure per seat per month		

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

**Service Tax = Rs. ....**

**TOTAL PAYABLE PER MONTH (Total Operating Cost + Service Tax) = Rs.....**

**(In Words: Rupees )**

**Total Project Cost for 2 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	IPABX/ 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 5.7**

Proposed Location	Total Rent	Rent per Sq. Meter



## 5.9 Performance Bank Guarantee

National Handloom Development Corporation Ltd,  
Wegmans Business Park,  
Tower 1, Sector Knowledge Park – 3,  
Surajpur Kasna Road, Greater Noida – 201306  
(With due stamp duty if applicable)

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

In consideration of National Handloom Development Corporation Ltd, having its office at Greater Noida– 201 306 (INDIA) (hereinafter referred to as “NHDC” 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 NHDC having agreed that the Service Provider shall furnish to NHDC 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

## Annexure – I

### **6.0 Instructions to Bidders for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

#### **1. REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **2. SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail

in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 3. PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids. RFP- For Appointing Survey Agency

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### 4. SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

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

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

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive RFP- For Appointing Survey Agencyfields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

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

## 5. ASSISTANCE TO BIDDERS

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

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.