



**REQUEST FOR PROPOSAL
FOR
SELECTION OF AGENCY ON
OUTSOURCING BASIS FOR PROVIDING
SERVICES OF A CALL CENTRE**

**SOUTH DELHI MUNICIPAL CORPORATION,
NEW DELHI**

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The RFP Document is neither an agreement nor a binding offer by SDMC to the prospective BIDDERS or any other person. The purpose of this RFP Document is to provide interested parties with information to assist in the formulation of their Proposal pursuant to this RFP Document. This RFP Document includes statements, which reflect various assumptions and assessments arrived at by SDMC in relation to the Project. Such assumptions and statements do not purport to contain all the information that each BIDDER may require. This RFP Document may not be appropriate for all persons, and it is not possible for SDMC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document. The assumptions, assessments, statements and information contained in this RFP Document may not be complete, accurate, adequate or correct. Each BIDDER shall conduct its own investigations and analysis and shall check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP Document and obtain independent advice from appropriate sources.

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The **SDMC**, its employees and advisors, also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any BIDDER upon the statements contained in this RFP Document.

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

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The issue of this RFP Document does not imply that SDMC is bound to select an BIDDER for implementing the Project and **SDMC** reserves the right to reject all or any of the Proposals/Bids or withdraw or cancel the RFP Document or annul the selection process at any time without assigning any reasons whatsoever.

The BIDDER shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the **SDMC** or any other costs incurred in connection with or relating to its Proposal.

All such costs and expenses shall remain with the BIDDER and the **SDMC**, its employees and advisors, shall not be liable in any manner whatsoever for the same and for any other costs or other expenses incurred by an BIDDER in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

Notification for Request of Proposal(RFP)

Ref: SDMC/IT/RFP/Call Center/2013

Date: 26/7/ 2013

To,

All Prospective BIDDERS

Sub: "Selection of Agency on outsourcing basis for providing Services of a Call centre, South Delhi Municipal Corporation (SDMC)"

Sir,

The South Delhi Municipal Corporation (SDMC) invites proposals for "**Selection of Agency on outsourcing basis for Providing Services for a Call centre, South Delhi Municipal Corporation (SDMC)**"

The Background Information and Terms of Reference are provided in Request for Proposal (RFP). This RFP is available to all eligible Agencies and the agency will be selected through procedures described in this RFP.

The RFP includes the following documents:

- Datasheet
- Terms of Reference
- Instruction to BIDDERS
- Eligibility Criteria
- Payment schedule and terms
- SLA
- Submission & Evaluation of the Proposal
- Technical & Financial Submission Forms

A Pre-bid meeting will be held on the date notified in Notice Inviting Request for Proposals wherein all issues/clarifications sought by BIDDERS will be discussed and finalized. The deadline for receipt of proposals shall be on the date mentioned in Notice Inviting Request for Proposals.

SDMC reserves the right to accept or reject any or all proposals, and to annul the selection process and reject all proposals at any time prior to the award of contract, without thereby incurring any liability or any obligation in any form to the affected firms on any grounds.

Director (IT)
24th Floor, Civic Centre,
Minto Road,
NewDelhi-2

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1. DATA SHEET

Sl. NO.	Information to BIDDERS
1	<p>Name of the Client: South Delhi Municipal Corporation (SDMC) Name of the Assignment: “Selection of Agency on outsourcing basis for Providing Services for a Call centre, South Delhi Municipal Corporation (SDMC)”</p> <p>Details on the services to be provided: As Mentioned in Terms of Reference (ToR) of the RFP</p>
2	Financial Proposal to be submitted together with Technical Proposal: Yes
3	<p>There shall be a pre-bid meeting as under:- Date and Time: 6th August , 2013 at 12:00 hrs</p> <p>Venue: 24th Floor, Civic Centre, Minto Road, New Delhi-110002</p> <p>The address for requesting clarifications is:</p> <p>Director(IT) 24th Floor, Civic Centre, Minto Road, New Delhi-110002</p> <p>Email: dirit_mcd@rediffmail.com</p> <p>Website: www. mcdonline.gov.in</p>
4	Proposals must remain valid for 120 days from the submission date.
5	<p>The EMD amount is as under in prescribed format: Rs. 1,00000/- (Rupees One Lac only) in the form of a Demand Draft favouring</p> <p align="center">“Commissioner SDMC” payable at New Delhi</p>
6	<p>The Cost of RFP Documents would be Rs. 1000.00 (Rupees one Thousand only) in the form of a Demand Draft favouring “Commissioner/SDMC” payable at New Delhi to be submitted with Bid document</p>
7	The format of the Technical Proposal to be submitted is: Full Technical Proposal (FTP)
8	Association with other agency/ firms/consultants as a consortium or a

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	sub-consultant for this assignment are not allowed under the assignment
9	Under this contract the Agency's payments are as mentioned in Terms of Reference (ToR). It is expected that Agency will quote its Fee considering all requirements for satisfactory performance of the services which are included in ToR.
10	Amounts payable by SDMC to the Agency under the contract shall be subjected to local taxes if any. The SDMC will pay Service Tax, on prevailing rates as applicable on the services.
11	Proposals must be submitted not later than the following date and time: Date: 16/8/13, 2013, Time: 14:00 hrs
12	Eligibility Criteria: As per mentioned in the RFP
13	Evaluation Criteria: Technical Proposals shall be evaluated on the basis of the criteria provided the RFP. Method of selection: The selection is based on QCBS and further details on the evaluation process are specified in RFP.
14	Expected date for commencement of services: With in 60 days (Phase I-B) of award of contract.
15	The duration of the assignment: The contract will be initially for a period of five years which may be further extended at the discretion of Commissioner, SDMC on for a maximum period of three years on satisfactory performance of work.
16	The Commissioner, SDMC reserves the right to accept or reject a bid or part thereof, or reject all bids, without assigning any reason whatsoever, or cancel the tender without prior notice. Court jurisdiction in case of any disputes would be at New Delhi.

2. TERMS OF REFERENCE

2.1 Background

SOUTH DELHI MUNICIPAL CORPORATION (**SDMC**), serves the South Delhi area of the capital. It provides a range of quality urban services to about Seven million population. The range of services provided by the SDMC include drainage, solid waste management, maintenance of Municipal roads, parks and squares, street lighting etc running of around 800 primary schools in the city etc. SDMC has initiated various programmes that aim to bring about holistic improvements in its operations with focus on citizen services, revenue generation, efficiency enhancement and social responsiveness. Considerable progress has been achieved in this direction by streamlining of work procedures, improvement in work culture and greater transparency in interaction with stakeholders thus ensuring a higher level of satisfaction of the citizens of the city.

In addition, SDMC also provides regulatory services such as building regulations and control, Town planning regulations, Licensing and control of trade, Factories, animals, slaughtering , street vending etc .

SDMC is committed to the cause of continuous improvement in services with its vision to "be efficient, effective, equitable, citizen-responsive, financially sustainable and transparent, delivering quality service to the citizens". The SDMC understands that IT is a crucial enabler in its path of technological advancements. It also understands that it must have the necessary IT systems and infrastructure in place, but it must also ensure that the requisite processes, staffing and governance model should be in place to ensure that the full benefits are obtained. The SDMC desires to further improve the overall effectiveness of the various services that would enable it to carry on its vision.

It also has unique distinction of providing civic services to rural and urban villages, resettlement colonies, regularised unauthorised colonies, Slum/Squatter Settlements, private 'katras' etc.

Various Departments under SDMC are as follows:

- Accounts and Finance
- Advertisement
- Architecture Department
- Appellate Authority
- Central establishment
- Committee and Corporation
- Community Services
- DEMS(Sanitation Services)
- Directorate of Inquiry
- Directorate of Press and Information
- Education
- Election Office

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- Engineering Department
- Factory Licensing
- Hackney Carriage
- Health
- Horticulture
- Information Technology
- Labour Welfare Department
- Land and Estate
- Law Department
- Licensing Department
- Municipal Secretary Office
- Organisation & Method Department
- Outdoor Advertisement
- Planning and Monitoring
- Press and Information
- Printing and Stationery
- Property Tax
- Remunerative Project Cell
- Statutory Audit Department
- Toll Tax
- Town Planning
- Veterinary

SDMC provides various services to citizens of Delhi through its Citizen Service Bureau (CSB) Centres as well as on-line through its official Web Portal.

The following citizen centric services are offered through its CSB Centres:

- Birth/Death Registrations
- Park/Community Hall Booking
- Health Trade/ Veterinary Trade/ Hawking Licenses
- Trade/ Storage Licenses
- Hackney Carriage Licenses
- Teh Bazar Permits
- Information Seeking through RTI
- Misc Services-User Conversion Charges, Fines & Penalties

In addition to above listed services, following services are being offered online through the Corporation Portal:

- Online Property Tax filling
- Factory licenses
- Online Building Plan Sanction
- Horticulture Department
- Community Service Department

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Forms for all these services are available online as well through CSB Centres. Status of their application, refund, approval and grievance can also be queried online or through CSB centres.

SDMC now intends to provide a single window to citizens of Delhi coming under its jurisdiction for seeking information with regard to various departments/services, registration, status update for application, refund and grievances etc through Call centre.

2.2 Objective of the Assignment

SDMC Call Centre envisaged to further improve services to our existing and prospective customers by inviting techno-commercial Request for Proposal from prospective Vendors for management and operations of the Call Centre services with **state-of-art facilities on outsourcing basis for a period of five years which may be extended after expiry of contractual period for a maximum period of 3 years on satisfactory completion of work. The Call Centre shall be operated from the premises of the Vendor(s) situated in India with a disaster recovery centre in India and cater to customers of the SDMC in different geographical regions.**

The proposed Call Center will have the ability to classify different queries / complaint types from different sources based on pre-defined, customizable rules. The proposed system should be able to assign, store and track unique complaint number/Query number (Unique Tracking Number) and also enable intimation to various stakeholders as required within the defined workflow. The system should facilitate setting up of alerts for pending tasks nearing the assigned time, as well as committed turnaround time. The system should be able to define the escalation matrix and workflow based on user defined parameters. The system should automatically trigger activities at appropriate time through rule based workflows. The system should also facilitate feedback to the complainant, and provide information to the SDMC on the quality of service and efficiency of the system.

The proposed system should be capable of reporting on all complaint/query criteria like ageing, status, classifications as defined by SDMC.

2.3 SCOPE OF WORK/ SERVICES

2.3.1 Phase wise implementation

The management and operation of Call Centre has to be done in Phased manner – so that the Call Centre Application evolved and matures based on requirements of citizen. **Working hours of call centre will 24*7 *365 days** .The implementation shall be done in following phasing-

A) Phase I : To be completed with in 120 days of Award of Contract (T+120)

Call Centre would strive to inform the public, all the static information, such as-

- a) Services provided by SDMC, location & addresses of the offices and Services facilities .
- b) Telephone numbers, emails of concerned persons (from highest level such as Mayor, commissioner, Councillors, down up to lowest cutting edge functionary such as JE, Mails , ASI, Community Centre manager, School Principals, Dispensary in charge etc.).
- c) Whom to approach for any particular work.
- d) Procedures for obtaining services, eligibility, rates & charges.
- e) Jurisdiction information (e.g. in which ward a particular address falls like Who is the concerned JE, Whether a particular road is of PWD or MCD? etc

For this purpose, the successful bidder shall develop a CRM System based on the data-base provided by the SDMC, through which, the operators of the call centre would be able to respond and reply to the citizens' queries.

Thus this phase will have following sub-phases :

Sub- Phase (I-A)- Time duration=T+30: Study the department, Get information, and develop the Call Center application & initial database.

Sub Phase (I-B) – Time duration= T+60: Operate the Call Center as per requirement of SDMC services to be provided.

Sub- Phase (I-C) – Time Duration = T+75 : Analyze the functioning of Call Center, satisfaction levels, un-answered queries, updations required etc.

Sub- Phase (I-D) – Time Duration=T+90 : Update applications and/ or data base to improve the performance levels.

Sub- Phase (I-E) – Time Duration=T+105 : Upgrade the media range to reply to queries received through SMS & email.

Sub- Phase (I-F) – Time Duration=T+120 : Maintenance & support; where Steps (I-C) and (I-E) would be carried out in a continuous manner. System to be establish in 15 days.

B) Phase – II To be completed in 150 days of award of contract (T+150)

Call Center would be able to inform the Public status of their applications that are covered under e-sla and electronic delivery systems (e.g., birth & death certificates, health trade license, etc) have been filed by the BIDDERS, SDMC already has an application under operation through which electronic delivery of services is happening.

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To implement this, SDMC will provide 'view access' to the operator the call center in the SDMC application, through which, the operator can inform the public, the status of this application.

C) Phase-III – To be completed in 210 days of award of contract (T+210)

Call Centre will work as Central Control Room of SDMC to register Complaints of Sanitation, Water-logging, Dead Animals, Requests for Malba removal, Disasters, etc. which require immediate attention. Call Centre operator should be able to identify whether:-

The complaint is of SDMC jurisdiction or not? If no, the complainant should be suitably advised to approach the concerned agency, whose details may be provided. If the complaint is of SDMC jurisdiction, shall be registered and passed on to the concerned functionary both electronically as well as on telephone. Thereafter, on receipt of redressed information from the concerned functionary, the complainant to be responded through sms.

Generate reports of un-addressed complaints (pending >3 days) and report to senior functionaries on a regular basis.

D) Phase-IV – To be completed in 240 days of award of contract (T+240)

Call Centre shall also receive grievances (where service requests have not been attended to). Escalate such cases to senior functionary. Get and monitor responses of the departments, and make phone call to the person lodging the grievance about the response of the department. Get their response on satisfaction/dis-satisfaction.

The Query structure should be in accordance with the SDMC Query and complaint categories.

The Agency shall develop a General Structure Flow of Grievance Redressal System in line with the above requirements and submit the same to Director (IT) – SDMC or his designated Official for his written approval. Once approved, the same shall be implemented by the Agency.

If at any time after award/ start of work, the SDMC decides to abandon or reduce the scope of work for any reason whatsoever and hence not requires the whole or any part of the works to be carried out, SDMC shall give a notice in writing to this effect to the Agency and the Agency shall have no claim for any payment of compensation, or otherwise whatsoever, on account of any profit or advance which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the work. However the Agency shall be entitled to the payment of appropriate percentage due on actual

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cost of work completed. In case of additional requirement for change in software agency will be paid for effort on the basis of quoted man-day rate.

Infrastructure requirement for Call Centre and Responsibility:

Particulars	Responsibilities
Telephone number	Selected Agency will procure the toll free number from any of the operators in the name of SDMC in Consultation with South Delhi Municipal Corporation
PRI Line	Selected Agency will procure the toll free number from any of the operators in the name of SDMC in Consultation with South Delhi Municipal Corporation to route the toll free number(s)
Disaster recovery site in NCR	Selected Agency with necessary hardware and servers to migrate process with in 48 hours of any disaster or non functionality of Call Center.
Fax Machine	Selected Agency
Call logging / Recording software/ IVR Software (Inbound/ Outbound)	Selected Agency
Hardware (IVRS Server+ Agent phone instrument + Computer Systems)	Selected Agency
Human Resource for Running the Call Centre	Selected Agency

2.3.2 .PARTIAL ACCEPTANCE AND FINAL ACCEPTANCE TESTING

Partial Acceptance: After successful installation/arrangement of equipments for functioning of call centre phase wise (Phase I, II, III, IV) as per RFP, a Partial Acceptance Test shall be conducted phase wise on the parameter mentioned in **SLA Measurement Tool** and format of PAT and FAT will be mutually decided by SDMC and selected bidder at the time of execution of agreement.

After successful testing by SDMC a Partial Acceptance Test Certificate/letter shall be issued by SDMC to the Selected Bidder/Operator.

Selected Bidder/Operator has to inform SDMC one week before conducting partial acceptance testing

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Final Acceptance: The second step is defined as Final Acceptance in which the rectifications regarding faults found during partial acceptance are to be corrected and a final test will be conducted as the requirement of RFP. SDMC will depute official within 7-10 days for final acceptance. If SDMC fails to do Final acceptance testing, after the due date, that phase will be considered as complete (Final acceptance).

Failure to complete the Partial Acceptance Test at call centre If the Operator fails to complete the Partial Acceptance Test call centre within the time period (s) specified in the implementation plan, SDMC may, without prejudice to its other remedies under the Agreement, levy as penalties, a sum equivalent to 0.5 % of the total cost of project payable under the Agreement, for each week or part thereof of delay, until actual delivery of performance. The maximum penalty for delay shall not to exceed 10% of the total project cost. If the delay continues beyond 3 weeks, SDMC may terminate the Agreement.

Failure to complete the Final Acceptance Test If the Operator fails to complete the Final Acceptance Tests at call centre within the time period(s) specified in the implementation plan, SDMC may, without prejudice to its other remedies under the Agreement, levy as penalties, a sum equivalent to 0.5 % of the total cost of project for each week or part thereof of delay, until actual delivery of performance. The maximum penalty for delay shall not exceed 10% of the total cost of project. If the delay continues beyond 6 weeks, SDMC may terminate the Agreement.

2.3.3 Team Experiences

2.3.3.1 The Agency is required to provide qualified staff for providing services of Call Center as required by SDMC. The required profile of the key professionals and their desired experience are given below:

Position	Number	Qualification	Experience	Nature of Experience
Project Manager	01	1. Must have a post graduate diploma/ post graduate degree in any stream preferably MBA	At least 3 years of relevant experience	Should have worked for running ICT Enabled centralized Grievance Redressal Cell/call center
CALL CENTRE EXECUTIVE	As per requirement of the call centre and	Graduate with knowledge of Computer Application	At least 6 months of experience	Should have worked as Call Centre Executive/ Operator for at

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	SLA			least 6 months
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Note : Computer, Printer and any consumables if required by Project Manager will arranged by selected Bidder.

2.3.3.2 The bidder must deploy a dedicated full-time Project Manager located at the headquarters i.e Civic Centre during the implementation phase to meet the project management requirement of the SDMC. The Project Manager will do the overall project monitoring and management to ensure successful and timely completion of the Project. Project management will include, but not limited to, the following:

1. Co-ordinate all activities with the SDMC.
2. Participate in all meetings.
3. Define and control project scope.
4. Monitor risk management related aspects and project delays.
5. The Project Manager should be empowered by the organization to commit any decision in the meetings/ interaction with SDMC during the course of tenure of operation after consultation with the organisation..
6. Tasks/activities required to be performed for successful implementation of Call Centre operation.

3. ELIGIBILITY CRITERIA

3.1 Organization Capability

S.No	Eligibility Criteria	Supporting Documents required
1	The applicant should be a reputed company/firm duly incorporated in India. Must have valid registration of Company in India	All valid documents and Certificate of Incorporation
2	The applicant firm must have registered office and functional call centre in India for providing BPO/IT related services The applicant should hold a valid license for such business as currently provided by it /them in India and should specifically have a centre with valid DOT license for operating a domestic call centre.	Copies of DOT license of domestic call center operating in India
3	The Bidder must have experience of implementing/ running call centre for at least five (5) Indian organizations including minimum	Purchase order/ Customer order/ appreciation letters

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	two (2) orders from Central Gov./State Gov./PSU sector.	
4	Any entity which has been barred by SDMC from participating in MCD projects and the bar exists as on the Application due Date, would not be eligible to submit the proposal	Self Certification from authorized signatory / Company Secretary stating vendor has not been barred by SDMC concern.*
5	The bidder must be ISO 27001:2005 certified	Copy of an valid Certificate

3.2 Financial Criteria

S.No	Turnover Criteria	Supporting Documents Required
1	Must have a turnover not less than Rs. 10 crores (Rupees Ten crores) from Indian Domestic call center operations business in the financial year 2009-2010, 2010-2011 & 2011-2012 combined together.	Audited Balance sheet, Profit and Loss Account and Auditor's Report from the Statutory Auditors of the company in support of the above are to be submitted along with the offer
2	Must have positive net worth in the financial year 2009-2010, 2010-2011 & 2011-2012.	Auditor's Certificate
3	Should not have defaults on any bank/institution's loan in the past	Certificate from Company CEO/ Company Secretary
4	Should be an income tax payer for the financial year 2011-12	Copy of the IT returns duly acknowledged by Income-Tax department should be produced along with the offer.
5	Must have valid PAN No. And Service Tax No. of the Company	All relevant supporting documents mentioning these numbers

4. SUBMISSION OF & EVALUATION OF THE PROPOSAL

4.1 Submission of Proposal

- Bids submitted through e-mail or fax or some other means **will not be** considered.
- The rate/price must be clearly written, or typed, in the bid format on the same sheet or on the bidder's sheet in the format provided without any alterations or overwriting in the rate/price. In case of any unavoidable alterations/overwriting the full signature of the bidder should be put next to such alterations/overwriting clearly indicating the changed rate/price.
- Each of the pages of this Tender Document (both the Original and the Duplicate) may be duly signed by the Bidder/Tenderer and the firm/company's rubber stamp be put below the signature.
- The price quoted by the bidder in the price bid shall be firm and fixed during the period and shall not be subject to any variation or escalation whatsoever, on any account.
- Price shall be quoted only in Indian Rupees.
- Price quoted shall include all applicable taxes, duties, etc and as per format enclosed.
- In the event of any increase or decrease in the rate of taxes due to any statutory notification/s during the Term of the Agreement, the consequential effect shall be to the account of the Vendor. However, this will exclude Service Tax wherein any increase or decrease shall be to the account of SDMC.

The Proposal shall be submitted in sealed envelopes as marked below. The **BIDDER shall submit its Proposal in the following covers:**

- **Envelope 1 – “Technical Proposal** for Selection of Agency for Providing of Services for a Call centre, South Delhi Municipal Corporation (SDMC)”
- **Envelope 2 – “Financial Proposal** for Selection of Agency for Providing of Services for a Call centre, South Delhi Municipal Corporation (SDMC)”
- **Envelope 3 – Bid security in the form of Demand Draft**

The information “Technical Proposal” and “Financial Proposal” should be specifically mentioned on the cover of respective envelopes. The format of covering letter for technical and financial proposal is given in RFP.

All parts of the Proposal (sealed Envelope 1, 2 and 3) marked as above, shall be placed in a sealed outer envelope or a box, with the following inscription:

“Selection of Agency on outsourcing basis for Providing Services of a Call centre, South Delhi Municipal Corporation (SDMC)”

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Submitted by: _____ (Name & address of the company)

The BIDDER can submit the Proposal by registered post/ courier or submit the same in person, so as to reach the designated address by the time and date stipulated. No delay in the submission of the Proposal for any reason will be entertained. Any Proposal received by SDMC after the deadline for submission of the Proposals stipulated, shall not be opened.

4.2 Evaluation Method

The detailed evaluation methods for Technical and Financial proposal are specified below.

4.2.1 Evaluation of Technical Proposal

Technical proposals of all bidders which meet the basic requirements (i.e. timely submission, bid security, sealing of application etc.) would be taken up for evaluation as per the technical bid evaluation criteria. All BIDDERS scoring 70 or above marks would be technically qualified and would only move into the next stage of financial evaluation. The technical evaluation shall be carried out on the following criteria:

Detailed Evaluation:

S.No	Parameter	Max Marks
1	Agency's experience	80
	<ul style="list-style-type: none"> Agency must be registered in India for providing BPO/IT related services. Must hold valid DOT license for operating a domestic Call Center in India <p>0 years – 5 years: 70% >5 years – 10 years: 85% > 10 years: 100%</p> <ul style="list-style-type: none"> Agency's experience Bidder must have experience of implementing/ running call centre for at least five (5) Indian organizations including minimum two (2) orders from Central Gov./State Gov./PSU sector <p>6 – 8 projects: 70% > 8 – 12 projects: 85% > 12 projects: 100%</p> <ul style="list-style-type: none"> Agency's combined turnover from Domestic Call Center operations for year 2009- 2009 , 2010-11 & 2011-12 <p>Up to 10 crores: 70%</p>	<p>20</p> <p>40</p> <p>20</p>

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	> 10 – 20 crores: 85% > More than 20 crores: 100%	
2	Approach & methodology for Performing the Assignment Proposal Presentation- Criteria: Clarity and ease of assessment of the entire proposal	10
3	Key experts qualifications & competence	
	<ul style="list-style-type: none"> • Project Manager General qualification- 20% Relevant Experience- 40% Experience in government sector (execution of similar assignment)- 40%	10
	Total Score	100

Evaluation would be done the basis of supporting documents submitted along with the technical proposal.

4.2.2 Evaluation of Financial Proposal

The envelope containing the financial proposal shall not be opened till the technical evaluation is complete. The financial proposal of only such bidders will be opened who obtain minimum qualifying marks / standards prescribed for the technical proposal.

4.2.3 Final Evaluation

Final selection of the agency shall be as per Quality & Cost Based Selection (QCBS) method. In the overall evaluation of the proposal financial score will be assigned 30% Weightage and the technical score a Weightage of 70%. The contract shall be awarded to the bidder who has secured highest total score for the financial and the technical scores as combined with respective weightages. The formula to be used for the purpose of arriving at the final weighted score is given below:

$$\text{Final weighted score} = 0.70 * T + 0.30 * (100 * f / F)$$

Where, T is the Technical Score, f is the value of Lowest Financial proposal & F is the value as per financial proposal under consideration.

In case of a tie in the bid, Closed Negotiations would be held with all the firms with identical bids. These firms (with identical bids) would be invited together and asked to give their revised financial bids, which should be lower than their earlier quoted financial bid, in sealed cover on the spot. The revised financial bids would then be opened on the spot in front of the representatives all the invited firms in order to select the L1 bidder.

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The SDMC reserves the right to accept or reject any tender and can partially accept any or all the quotations received, without assigning any reason whatsoever.

4.2.4 Earnest Money Deposit

The Earnest Money Deposits (EMDs) of the unsuccessful bidders will be returned to them within 30 days after issuance of the work order to the successful bidder (s). The EMD of the successful bidders will be adjusted against the amount of Contractual Performance Guarantee.

4.2.5. Rejection of incomplete and conditional bids

Incomplete bids, conditional bids, and bids not conforming to the terms and conditions are liable for rejection by SDMC.

5. LAST DATE OF SUBMISSION OF PROPOSAL

The Proposals must be received/submitted in the tender box not later than **16/8/2013, 2:00 PM** for the **Selection of Agency on outsourcing basis for Providing Services of a Call centre, South Delhi Municipal Corporation (SDMC)**, at the following address:

Director (IT)

24th floor, Civic Centre,
Minto Road, New Delhi-110002

6. DATE OF PROPOSAL OPENING

The proposal will be opened for evaluation on the Proposal Submission on **23/8/2013 at 3:00 hours in the Director (IT), Civic Centre office, New Delhi.** The authorized representatives of the BIDDERS may choose to attend the proposal opening. **The authorized representatives must carry authorization letter**, if they wish to attend the proposal opening.

The BIDDERS who qualify as per technical evaluation shall qualify for opening of their financial bids on the same day, however the R1 bidder shall be declared in due course after verification of the documents.

7. PERIOD OF RATE VALIDITY

The offers quoting rates and term and condition shall remain valid initially for five years from the date of opening of the technical bid for award of the contract which can be extended further for three years at the sole discretion of Commissioner/SDMC.

8. PAYMENT TERMS AND SCHEDULE

The payment shall be made on quarterly basis against the services provided by the agency subject to the following terms and conditions:

1. Vendor shall submit its invoice to the Office of AO (IT), South Delhi Municipal Corporation. South Delhi Municipal Corporation shall make payment to vendor within 15 days from the date of receipt of invoice. Payment will be made through RTGS/NEFT electronic transfer to Vendor's account.

2.If the government rules or orders require any other deductions to be made by the SDMC, the same would be decided by the Commissioner/ SDMC and his decision shall be final,.

3.If a vendor fails to meet the criteria for minimum availability of Call Centre Professionals or any other requirement as mentioned in this tender document or normal practice in the trade and industry, or for any misconduct by any of its workers/employees/professionals during any time in a given month, the SDMC may at his sole discretion deduct up to 5% of the usual amount of payment (if full work is rendered for that month) for a month as penalty.

4.SDMC reserves the right to deduct amount from the bill as penalty if not meeting the SLAs

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, Upgradation 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. The services shall be continuously monitored by IT – operations staff and system management tools. In case of exceptions, the responsible operation staff is automatically notified. Monitoring is performed by the Service Provider on 24X7 basis and in case of any incidents (including those that may occur on non-working days), concerned IT staff and user groups shall be notified.

Basic service levels expected, which have to be measured through the SLA tool are detailed below:

- Percentage of calls answered >95%
- Resolution of information calls : more than 80%
- Monthly user satisfactory survey of call centre : more than 75%
- User complaints about down time : less than 1%

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- Call Centre system(including server) uptime >= 99%

Parameter	Limit/Process	Method	Penalty if any
Average Handle Time (AHT)	< 300 sec	Automatic call distributor (ACD) report	No penalty for first 3 months. SLA limit to be decided based on actual AHT after 3 months operations.
Average wait time (AWT)	<30 sec	ACD report	1% of the monthly billing if exceeding 30 sec
Abandon rate	<5%	ACD Report	1% of monthly billing if the abandon rate is >5% for the month
Uptime for Hardware/Web based CRM	>99%	Weekly hardware uptime report	1% of monthly billing if <99% for a month
Resolution for information calls	>80%	CRM report	1% of monthly billing if < 80%

Penalties

In case of unsatisfactory services in any manner, notice will be issued for improvement in the service by the SDMC giving one week time . The SDMC 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 Commissioner/SDMC whose decision shall be final and binding.

Total penalty for a month will not exceed 5% of monthly billing value.

9. INTELLECTUAL PROPERTY RIGHTS

The selected bidder should have standard operating procedure related to security of the data being shared with them by SDMC. This measure should include restrictions on staff and others from disclosing any information collected during the contract period to any other party during the contract period and for at least five years beyond the contract period and penal measure would be taken in case of the violation of the same. For consistent, appropriate access to information and the assurance that information confidentiality and integrity are maintained, the selected Call Centre service provider will ensure and incorporate all necessary security and control features within the operating system, data base etc .Bidders must deploy security solutions like Firewalls .SDMC will have the option of getting

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the entire security implementation audited by independent security audit firm of their choice.

10. SUPPORT & INPUTS TO AGENCY

SDMC shall provide adequate support in terms of initial information to the Agency to perform its services. All other necessary equipment such as hardware (s) and software (s), computer system (s) including installation and maintenance of Telephone Line & Printers etc and all paper work related to approval of Call center functioning etc . would be responsibility of the Selected bidder/ agency.

SDMC will provide two weeks(ten working days) training at the beginning of the contract, to the contractor's Call centre agents to acclimatize them to the various relevant business processes related to customer complaints and resolution, queries, service request registration, fault reporting etc. which are directly in relation to the calls to be attended by the Call Centre agents. Such training would be provided to a batch of up to 25 people initially. From this batch of trainee, 4-5 competent persons will be identified as trainers, who will be trained in a more detailed manner for few extra 4-5 days. These identified trainees will impart subsequent training to other new joiners in Call Centre facility of the contractor. These subsequent such trainings would have to be organized by the contractor entirely for their new joiners and SDMC would be no way responsible for bearing any cost incurred for such training. Training for subsequent changes of intended services and/ version up gradation, those 4-5 identified trainees only would be trained by SDMC and subsequent training to others would be arranged by the bidder.

11. PERFORMANCE SECURITY

The Agency will furnish within 10 days of the issue of Letter of Acceptance (LOA) for a project specific contract, an Account Payee Demand Draft/ Fixed Deposit Receipt/ Unconditional Bank Guarantee (in SDMC format)/ in favour of "Commissioner/SDMC" payable/en-cashable at New Delhi, from any nationalized or scheduled commercial Bank in India for an amount of 10 % of Contract value Performance Security valid for a period of six (6) months beyond the stipulated date of completion of services. The Bank Guarantee will be released after six months of successful completion of the assignment.

12. ARBITRATION

If the parties are unable to resolve the Dispute by way of amicable settlement in accordance as above, the parties shall refer such Dispute for Arbitration. Any dispute or difference of any nature whatsoever or regarding any right, liability, act, omission or account of any of the parties hereto arising out of or in relation to this Agreement shall be referred to the Sole Arbitrator appointed by the Commissioner of the SDMC or some other official [s] of the SDMC who may be nominated by the Commissioner. The Selected bidder will not be entitled to raise any objection to any such Arbitrator on the ground that the Arbitrator is an official

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of the SDMC or that he has to deal with the matters to which the contract relates or that in the course of his duties as an SDMC official of the SDMC he had expressed views on all or any of the matters in dispute or difference. In the event of the Arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reason, the Commissioner as aforesaid at the time of such transfer, vacation of office or inability to act, shall designate another person to act as Arbitrator in accordance with the terms of the Agreement such person shall be entitled to proceed with the reference from the point at which it was left by his predecessor. It is also a term of this Agreement that person appointed by the Commissioner of the SDMC as aforesaid shall act as Arbitrator as here under. The Award of the Arbitrator so appointed shall be final, conclusive and binding on all parties to the Agreement, subject to the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications/amendments of or re-enactment thereof and the rules made there under and for the time being in force shall apply to the Arbitration proceedings under this clause.

The Award shall be made in writing within three months after entering upon the reference or within such extended time with mutual consent of the parties as the Sole Arbitrator shall by writing under his own hands make.

The place of arbitration shall be New Delhi only. The language to be used in the arbitral proceedings shall be English. The dispute, controversy or claim shall be decided in accordance with the Indian Laws, only.

Each Party shall bear the cost of preparing and presenting its own case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the arbitration award otherwise provides. The award of the arbitration panel shall be final and binding and neither Party shall be entitled to commence or maintain any action in a court of law upon the Dispute, except for the enforcement of an arbitral award granted pursuant to this part.

13. INSTRUCTION TO THE BIDDER

13.1 General

13.1.1 In preparing their Proposals, BIDDERS are expected to examine in detail the documents comprising this RFP Document. Material deficiencies in providing the information requested may result in rejection of a BIDDER. The BIDDERS are requested to submit the proposal and all their correspondence in English.

13.1.2 BIDDERS are advised that the Selection of Agency shall be on the basis of an evaluation by SDMC through a transparent selection process and as per State Govt. guidelines. BIDDERS will be deemed to have understood and agreed that no explanation or justification of any aspect of the Selection Process will be given and that SDMC's decisions are without any right of appeal whatsoever.

13.1.3 Any entity which has been barred, by the Central / State Government in India or by any entity controlled by them, from participating in any project and the bar subsist as on the date of proposal submission due date, would not be eligible to submit a Proposal.

13.1.4 The BIDDER shall be responsible for all of the costs associated with the preparation of its Proposal, Presentation to SDMC if any, including visits to SDMC, etc. SDMC will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

13.1.5 The BIDDERS are expected to visit SDMC office to understand its functions, future plans, activities involved in performing day to day activities. This will facilitate the BIDDERS in understanding the role and expectations from the Agency providing Call Center Services and the same shall be kept in mind while proposing the team for these services.

13.2 Number of Applications

Each BIDDER is eligible to submit one proposal in the format prescribed in the RFP.

13.3 Proposal Validity

The Proposal shall remain valid for acceptance by the SDMC for a period of 120 days from the last date of submission of proposals. In case of need SDMC may request the BIDDERS to extend the period of validity of their proposals on the same terms and conditions.

13.4 Pre-proposal meetings

13.4.1 To clarify and discuss issues with respect to the Project and the RFP, the SDMC may hold Pre-Proposal meeting(s).

13.4.2 Prior to the Pre-Proposal meeting(s), the Bidders may submit a list of queries and propose deviations, if any, to the Project requirements and/or the

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Agreement. Bidders must formulate their queries and forward the same to SDMC as per the time schedule set out in the RFP Document ("Bidding Schedule"). The SDMC may, in its sole discretion or based on inputs provided by Bidders that it considers acceptable, amend the RFP.

13.4.3 Bidders may note that the SDMC will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders would have to be unconditional and the Bidders would be deemed to have accepted the terms and conditions of the RFP with all its contents including the Draft Agreement. Any conditional Proposal shall be regarded as non responsive and would be liable for rejection.

13.4.4 The SDMC will endeavour to hold the Pre-Proposal meeting as per Bidding Schedule.

13.4.5 Attendance of the Bidders at the Pre-Proposal meeting is not mandatory.

13.4.6 The BIDDERS can submit their queries through email, latest by **5/8/13, 12.00 PM** to the Director (IT), SDMC. Enquiries, if any, can be addressed to:

Director (IT)

E-mail: dirit_mcd@rediffmail.com

13.4.7 All communication seeking clarifications pertaining to the RFP document, if any, should reach the designated official on or before Pre-proposal meeting date. Any communication received after the due date will not be entertained.

13.4.8 SDMC shall endeavor to clarify the queries to all the BIDDERS by posting clarification on the SDMC web site, www.mcdonline.gov.in (under News & Events section) within a week time, without identifying the party seeking the clarifications.

13.5 Amendment of RFP

At any time prior to the Proposal Due Date, SDMC for any reason, whether on its own initiative or in response to clarifications requested by a prospective BIDDER, may modify and/or amend the RFP Document or part thereof by the issuance of an amendment.

Any amendment thus issued shall form a part of the RFP Document and shall be communicated through SDMC Website.

To give the prospective BIDDERS reasonable time in which to take such amendments/modifications into account for preparing their Proposals, SDMC reserves the right to extend the Proposal Due Date.

13.6 Association of consultants and Sub-Contractor

Association with other agency/firms/consultants as Associates or Joint Venture arrangement or Consortium or a sub-consultant for this assignment are not allowed under the assignment.

13.7 Confidentiality

Information relating to the examination, clarification, evaluation for selection, and recommendation of the Preferred BIDDER(s) / Successful BIDDER(s) shall not be disclosed to any person who is officially not concerned with the process or is not a retained professional advisor advising SDMC in relation to, or matters arising out of, or concerning the process. SDMC shall treat all information submitted as part of Proposal as confidential and shall require all those who have access to such material to treat the same in confidence. SDMC shall not divulge any such information unless it is ordered to do so by any authority that has power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or SDMC.

13.8 Litigation History

Any entity which has been barred/blacklisted by the Central/ State Government, or any entity controlled by it, from participating in any assignment/ project, and the bar subsists as on the date of Application (even if the litigation is pending on the same dispute (barred / blacklisted) under the jurisdiction / arbitration/ laws), would not be eligible to submit Application, either individually or as an associate.

13.9 Conflict of Interest

The BIDDER shall not have a conflict of interest (the "Conflict of Interest") that affects the selection process. Any BIDDER found to have a Conflict of Interest shall be disqualified. In the event of disqualification, SDMC shall be entitled to forfeit and appropriate the Bid Security as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the SDMC and not by way of penalty for, inter alia, the time, cost and effort of the SDMC, including consideration of such BIDDER's Application (the "Damages"), without prejudice to any other right or remedy that may be available to SDMC under the agreement or otherwise.

13.10 Fraud and Corrupt Practices

The BIDDERS and their respective officers, employees, agents shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained herein, SDMC may reject an Application without being liable in any manner whatsoever to the BIDDER if it determines that the BIDDER has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the selection process.

Without prejudice to the rights of SDMC hereinabove, if the BIDDER is found by SDMC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, such BIDDER shall not be eligible to participate in any of EOI/ RFP issued by SDMC during a period of 2 (two) years from the date such BIDDER is found by IT department / SDMC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

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For the purposes of this, the following terms shall have the meaning hereinafter respectively assigned to them:

- a.** “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the selection process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the SDMC who is or has been associated in any manner, directly or indirectly, with the selection process or the LOA or has dealt with matters concerning the agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the SDMC, shall be deemed to constitute influencing the actions of a person connected with the selection process); or (ii) engaging in any manner whatsoever, whether during the selection process or after the issue of the LOA or after the execution of the agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the agreement, who at any time has been or is a legal, financial or technical adviser of the SDMC in relation to any matter concerning the Project;
- b.** “fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the selection process;
- c.** “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the selection process;
- d.** “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the SDMC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process; or (ii) having a Conflict of Interest; and
- e.** “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among BIDDERS with the objective of restricting or manipulating a full and fair competition in the selection process.

14. RESPONSIBILITIES / LIABILITIES OF THE BIDDER

The successful bidder and/or his/her/their duly empowered manager on behalf of the said bidder) is to ensure necessary supervision by his/her/their side of the day-to-day activities of the Call Centre Professionals deputed from his/her/their side.

The responsibility/liabilities for any lapse or deficiency or misconduct on part of any one of call centre professionals and supervisors/managers would however ultimately be that of the tenderer(s) and in case of any damage or loss by any of them would have to be made good by the said tenderer(s) within the period that may be notified by the above-mentioned officers of the SDMC.

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The Project manager of the successful bidder firm/company shall keep his/her mobile phone(s) on at all points of time on 24 X 7 basis (including Sundays and holidays) and attend calls of the concerned officers of the SDMC on 24 X 7 basis.

15. CONTENT MANAGEMENT:

The selected bidder and their personnel shall not either during the term or after expiration of the contract disclose any proprietary or confidential information related to Call Center services (data/information/query handled) during the assignment. SDMC will have full right to counter check these activities and authenticity while handling/taking over the all information/Data related to Call Center (till last date of assignment) with the CRM software used by bidder to the SDMC official authorize by Commissioner/SDMC. The process of handover should be completed within 7 days after termination of contract for providing Call Center Services.

After verification of the same and satisfaction of SDMC, performance bank guarantee will be released to the bidder.

16. SUBMISSION FORMS

Form Tech - I: Proposal Covering Letter

**To,
Director (IT)
24th floor, Civic Centre,
Minto Road, New Delhi-110002**

Dear Sir,

We, the undersigned, offer to provide the services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Proposal. We are hereby submitting our Proposal for the same.

We are submitting our Proposal in our own individual capacity without entering into any association / as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from project specific contract and contract negotiations.

We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal you receive nor to select the Agency, without incurring any liability to the BIDDERS. We acknowledge the right of SDMC to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

We shall make available to SDMC any additional information it may find necessary or require to supplement or authenticate the Proposal.

We certify that in the last three years, we/ any of the members have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

We declare that:

- a.** We have examined and have no reservations to the RFP Documents, including any Addendum issued by SDMC;
- b.** We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with SDMC or any other public sector enterprise or any government, Central or State; and
- c.** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

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We declare that We/any member of the company, are/is not a Member of a/any other company applying for Selection.

We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the services for the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our member.

We further certify that no investigation by a regulatory authority is pending against us or against our CEO or any of our Directors/ Managers/ employees.

We hereby irrevocably waives any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by SDMC and / or the Government of India in connection with the Selection of Agency or in connection with the Selection Process itself in respect of the above mentioned Project.

We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, I/We shall have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened.

We agree to keep this offer valid for 120 days from the Proposal Due Date specified in RFP.

A Power of attorney in favour of the authorized signatory to sign and submit this Proposal and documents is also attached herewith in Form Tech- II.

In the event of my/our being selected, I/We agree to enter into an Agreement for the project awarded to us by the SDMC.

We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:
Name of Company

Form Tech- II: Power of Attorney

FORM TECH- II

Know all men by these presents, We, _____(name of company and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./ Ms_____ son/daughter/wife and presently residing at _____, who is presently employed with us and holding the position of _____as our true and lawful attorney (hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal “**Selection of Agency ion outsourcing basis for Providing Services of a Call centre, South Delhi Municipal Corporation (SDMC)**” including but not limited to signing and submission of all applications, proposals and other documents and writings, participate in pre-proposal and other conferences and providing information/ responses to SDMC, representing us in all matters before SDMC, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with SDMC in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with SDMC.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY

ON THIS _____DAY OF _____ 2013____ For_____

(Signature)
(Name, Title and Address)

Witnesses:

1.
[Notarised]

4. Accepted

(Signature)
(Name, Title and Address of the Attorney)

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Notes: The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the BIDDER should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the BIDDER: For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.

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Fin 1 - Financial Proposal Covering Letter

(To be placed in the sealed cover containing financial bid)
[Location, Date]

To,

Director (IT)
24th Floor, Civic Centre
Minto Road, New Delhi-110002

Dear Sir,

We, the undersigned, offer to **provide services “Selection of Agency on outsourcing basis for providing services of a Call centre, South Delhi Municipal Corporation (SDMC)”** “ in accordance with your Request for Proposal [-----2013] and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures1*] is fee for the services to be provided.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Data Sheet.

We understand that you are not bound to accept any Proposal you receive.

Thanking you,

Sincerely,

Authorised Signature [In full]:

Name and Title of Signatory:

Name of BIDDER:

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Fin 2- Summary of Costs

Sr. No.	Description of Services	Fees	
		Rs. (in figures)	Rs.(in words)
A.	Rate per call cost on voice		

NOTE :

1. Rate per call for handling at Call center also includes the cost incur by vendor for deployment of Project Manager, Call Center executive, Hardware and Software etc and any other expenditure involved in successful implementation of the project.
2. Rate for response to email/SMS queries shall be 50% of the rate quoted above, however the L1 bidder shall be evaluated on call cost on voice only.
3. Minimum call guarantee for Phase I, except for Sub- Phase I-A, is 5000 per month, or on actual, and from Phase II onwards is 10000 per month, or on actual.