

Ref No. QCI/PPID/0121/026

REQUEST FOR PROPOSAL

CALL CENTRE SERVICES FOR
CITIZEN AND STAFF VALIDATION SURVEY for QUARTER 2



QUALITY COUNCIL OF INDIA

2nd Floor, Institution of Engineers Building
2, Bahadur Shah Zafar Marg, New Delhi – 110002

T: +91-11-23378056 / 57; F: +91-11-23378678

W: www.qcin.org E: info@qcin.org

QUALITY COUNCIL OF INDIA (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The aim of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

OBJECTIVE:

As a prelude to encouraging cities to improve urban sanitation, Minister of Housing and Urban Affairs (MoHUA) has conducting 'Swachh Survekshan' from 2016. MoHUA now proposes to conduct the sixth edition of Swachh Survekshan to rank all cities under Swachh Bharat Mission-Urban (SBM-U).

The objective of the survey is to encourage large scale citizen participation, ensure sustainability of initiatives taken towards garbage free and open defecation free cities, provide credible outcomes which would be validated by third party certification, institutionalize existing systems through online processes and create awareness amongst all sections of society about the importance of working together towards making towns and cities more habitable and sustainable. Keeping in mind the Ministry's efforts towards ensuring sustainability of the sanitation value chain, the 'Swachh Survekshan 2021' indicators focus on parameters pertaining to waste processing capacities, unprocessed/ processed waste going to the landfill, remediation of dumpsites, wastewater treatment and reuse along with faecal sludge management have been given special focus in this survey.

As always, citizen participation continues to be a crucial component of this survey. In an effort to strengthen this component further, this year's indicators have marks for innovations led by citizens and their contribution to the overall reduction of the city's solid waste generated. Digital and social media along with other traditional media channels will be used strategically to maximize the survey's impact. City levels campaigns and promotions as part of survey indicators will help citizens to enhance their understanding about Swachh Survekshan and the role they can play in improving the performance of their city in this national level cleanliness competition.

SCOPE OF WORK:

1. **Outbound calls** to conduct Quarter 2 Citizen Validation & Staff Validation survey from approximately 4384 ULBs across India. The number of responses to be collected are as per the population of the ULB, details can be seen in the table below:

Population	No of Samples	No of ULBs	Total Responses
<25K	50	2343	117150
25-50K	50	1011	50550
50K-1L	60	544	32640
1-3L	80	334	26720
3-10L	100	99	9900
>10L	120	53	6360
		4384	243320

The responses to be collected would be as per the following Matrix:

Type of Survey	Number of Introductory Questions	Number of Survey Questions
Citizen Validation	4	6
Staff Validation		
a. Sanitary workers	2	5
b. ULB Staff	3	2

****All the questions will be Objective type***

A total of 2,43,320 complete responses (citizen validation) from 4384 ULBs needs to be collected from the MIS provided by QCI. The questionnaire and the contact details for calling will be share by QCI with the selected service provider. Tentative volume for number of responses required for staff validation will be 100,000 which may vary as per requirement/successful callings. Total no. of res

2. Various activities required are as follows:
 - a. The responses need to be collected digitally preferably on a portal with functionality of a live dashboard. A CRM software which can maintain record of all the responses received against the outbound calls is required to collect data based on survey questions.
 - b. The survey questions shared by QCI in English to be translated by the call centre in the local vernacular language as per the respective state of the ULB.
 - c. Daily excel dump of the detailed question wise /caller wise record to be shared at the end of the day.
 - d. All calls need to be recorded and tagged with a unique number for the complete record to be generated.
 - e. Recordings to be provided on FTP folder created by the vendor.
 - f. Accuracy of data to be submitted by the vendor post calling shall not be less than 95%.
3. **A Daily Report to be sent to QCI** which will contain logs of all the activities.

4. Tentative No. of calls and scope requirements

S.No.	Scope	Units
a.	Tentative Outbound Calls to be completed in 20 days for Citizen Validation	2,43,320
b.	Tentative Outbound Calls to be completed in 20 days for Staff Validation	1,00,000
c.	Estimated Time/Call (Outbound) for Citizen Validation	~ 3 Minutes
d.	Estimated Time/Call (Outbound) for Staff Validation-Sanitary Workers	~ 1.5 Minutes
e.	Estimated Time/Call (Outbound) for Staff Validation-ULB Staff	~ 1 Minute

GENERAL TERMS & CONDITIONS

1. POINTS TO BE NOTED

- a. Call centre services for outbound calls to remain active for all 7 days with working hours (09.00 AM to 05.30 PM).
- b. **Completed Outbound Call:** A completed outbound call should have responses to all the questions (Introductory & Survey).
- c. The calling status will include the entire database that is to be maintained against each contact number.
- d. It is required that all callers are well versed in English and there should be dedicated resources for local vernacular languages. The service provider will ensure Monitoring of status of MIS shared by QCI as well as the status of the calls.
- e. The qualified service provider should not sub-contract this work to any other external service provider after the award of contract.
- f. QCI reserves the right to expand/enhance the scope of work based on the requirement and/or performance after the start of the project.
- g. The contract shall be of 2 months which may be extended further based on performance and/or requirement of the project with revised scope if any (Outbound/Inbound)

2. LOCATION

The Call centre HQ should preferably be based out of National Capital Region.

3. PROJECT TIMELINE

The project as per the above mentioned scope of work is expected to be completed within 20 days after the award of work.

4. AMENDMENT TO RFP

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. Any such amendment shall be posted on the QCI website in the form of Corrigendum.

5. REJECTION OF APPLICATION

The application is liable to be rejected if:

- a. Not in prescribed forms and not containing all required details.
- b. Not properly sealed and signed as per requirements.
- c. Received after the expiry of due date and time.
- d. Missing of any supporting document(s) with the Proposal.

6. DISCLAIMER

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right:
 - i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise

7. MAINTENANCE OF CONFIDENTIALITY

The service provider must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The service provider must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the service provider must comply with these conditions. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period.

8. BID EVALUATION AND SELECTION CRITERIA

Evaluation shall be done by a committee constituted for evaluation by the QCI based on the below given criteria (but not limited to):

- a. Relevance in similar past experience
- b. Understanding of Scope of work/requirement
- c. Details of CRM portal
- d. Details of manpower (including qualification and experience)
- e. Financial Turnover
- f. Organization's Profile and strengths
- g. Proposed work flow with timeline

The service provider shall be shortlisted after the evaluation of their Technical Proposal (including technical presentation). Financial bids of only such shortlisted service providers will be opened.

9. PENALTY

QCI reserves the right to penalize the service provider if the work is not delivered as per the satisfaction within the stipulated time, a penalty upto 1% of the total contract amount per day shall be imposed on the service provider.

10. TRAINING

All the resources to be trained on the calling before the start of actual exercise. The duration of training to be ~Half day.

11. TERMINATION OF CONTRACT

QCI reserves the right to terminate the contact by giving 7 days' prior notice in writing in case the work is not found satisfactory.

12. PRESENTATION

As a part of evaluation of proposals and to seek further information technical presentation through video conference may be held within 2-4 days after the last date for submission of bids. The details for the technical presentation shall be shared with the participating bidders over the mail.

13. PRE-QUALIFICATION CRITERIA

S. No.	Particulars	Required Documents
a.	The Applicant should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*	Copy of Incorporation/Registration Certificate
b.	Average Annual Turnover during the last 03 (three) Financial years ending on 31st March 2020 shall be at least Rs. 75 Lakhs	Audited Balance sheet or Profit & Loss statement

c.	The service provider should have a minimum capacity of 100 seats	Self-declaration
d.	The Applicant should have valid GST registration Certificate and PAN number	GST Certificate and PAN Card
e.	The Applicant should not have been blacklisted by any Govt. department or any PSU in India as on the date of bid submission.	Non-Blacklisting Certificate
f.	The Applicant should have experience of working on atleast 4 similar projects, of which atleast 2 should have a value not less than Rs. 20 Lakhs each and other 2 should have a value not less than 10 lakhs, in previous 3 years. Experience of working with government organisations shall be preferred.	Work Order/Purchase Order/Sanction Order

SUBMISSION OF TECHNICAL BID

The Technical Bid must include the following details:

- Understanding of Scope of Work
- The proposed work flow with timeline for the execution of the project
- Profile of the service provider organisation
- List of proposed manpower (male and female callers) which must include their name, qualification and experience details
- Proof of similar past experience preferably with the government organisation in form of work orders, sanction order etc
- Audited financial statement for last 3 financial years

SUBMISSION OF FINANCIAL BID

The financial bid has to be submitted in the following format:

S.No.	Heads	Cost
1.	Cost for Completed Outbound Call (Per Call) for Citizen Validation Survey	
2.	Cost for Completed Outbound Call (Per Call) for Staff Validation Survey	
2.	PRI Rental (Per Month)	

SUBMISSION DETAILS

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing "Proposal for Call Centre Services for Citizen and Staff Validation Survey for Q2" to Deputy Director (Accounts), National Accreditation Board for Education and Training (NABET), ITPI Building, 6th Floor, 4-A, Ring Road, I P Estate, New Delhi- 110002 latest by February 09, 2021, 5 PM.

For any queries, you may please contact the below-mentioned persons before February 09, 2021:

For technical queries: Mr. Nikhil Relia

Email id: nikhil.nabet@qcin.org

For any other queries: Ms. Kanika Sethi

Email id: kanika.sethi@qcin.org