

Reference No. QCI/PPID/0221/030

Request for Proposal
Hiring of Call Centre Services for Monitoring and
Evaluation Exercise



Quality Council of India (QCI),
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Tender Notice

1. Quality Council of India invites proposals for **“Hiring of Call Centre Services for Monitoring and Evaluation Exercise”**
2. The content of this RFP enlists the requirements of the Quality Council of India. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explain the contractual terms that the Quality Council of India wish to specify at this stage.
3. After the submission of the Technical and Financial proposals according to the instructions provided in the sections below, the proposals will be evaluated through a two-stage process.
4. The Documents to be submitted:

S No.	Details
1.	Covering letter with the Proposal in response to RFP Notice
2.	Relevant Project Experience
3.	Resource Profiles
4.	Details of the responding organization

5. The Technical and Financial proposal may be submitted at the following address on or before 24th February, 2021 by 5 pm via post to:
Deputy Director (Accounts), Quality Council of India (QCI)
2nd Floor, ICCW Building, 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi-110002

Tender Summary

S.No.	Item	Details
1	Project Scope	Monitoring and evaluation exercise to ascertain if the business stakeholders and professionals are aware/benefitting from the reforms implemented by the government
2	Time for Completion	One (1) Month
3	Payment	On Submission of Bills
4	Earnest Money Deposit	Not Applicable
5	Last Date of Submission of proposal	24 th February, 2021 by 05.00 PM
6	Presentation Round	To be notified via e-mail

1. INTRODUCTION

1.1. 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 mandate 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.

2. Scope of Work and Deliverables for the Vendor

2.1. Purpose

Doing Business report (DBR) is an annual report published by the World Bank, which ranks 190 countries by studying their business environment. This report covers ten broad indicators namely: Starting a Business, Dealing with Construction Permits, Getting Electricity, Registering Property, Getting Credit, Protecting Minority Investors, Paying Taxes, Trading across Borders, Enforcing Contracts and Resolving Insolvency. The DBR assesses the ease with which these ten areas of business regulation are completed across geographies. Currently, India ranks 63rd among 190 countries in ease of doing business owing to the tailwinds of major reforms being undertaken by the Government of India and now aspires to be in the top 25 by 2025.

QCI is assisting DPIIT to carry out an EODB monitoring and evaluation exercise to ascertain if the business stakeholders and professionals are aware / benefitting from the reforms implemented by the government. Chartered accountants, company secretaries, advocates, importers and exporters, structural engineers, architects, insolvency professionals, lawyers etc. primarily from Delhi and Mumbai are participating in this national-level exercise.

These surveys, jointly developed by DPIIT and QCI, are helping understand the feedback of these users relating to time, cost, procedures, efficiency, and ancillary opportunities for improvement in the processes connected with doing business in India. This will further help in developing insights on success of current reforms, designing future reforms, and a communication cum capacity development programme that will speak to the businesses and professionals across the country.

2.2. Scope of Work

The proposed scope of work performed under this contract includes the following elements: The survey questionnaires have been prepared for each indicator for feedback of relevant stakeholders on the recent government reforms. We aim to achieve a **target of 500 responses per indicator city wise in a period of one month.**

Total No. of responses to be collected:

S. No.	City	Target Responses (500 per indicator)
1.	Delhi	5000
2.	Mumbai	5000

The on boarded call center will assist QCI in the following areas:

Outbound calling:

- a) Dedicated team to make effective calls and achieve daily targets of responses.
- b) Record all the responses and provide transcripts of the same.
- c) Ensuring language flexibility majorly in English and Hindi.
- d) Maintaining the quality of responses by ensuring the clarity of questions asked and completeness of responses submitted.
- e) Updating the real time call record i.e people contacted, responded, not relevant for survey, etc.
- f) Estimated time per call: 4-6 minutes

Required Database of professionals to be contacted:

- a) Consistently collect and maintain databases of relevant stakeholders primarily based out of **Delhi** and **Mumbai** for each indicator to be reached out through outbound calling for responses for the survey.
- b) The databases must contain Name, Mobile Numbers, E-mail ids, Location, Profession, Source.
- c) The professionals that are to be contacted for each indicator are as follows:

S.No.	Indicator	Relevant Stakeholders
1.	Starting a Business	Company Secretaries
2.	Dealing with Construction Permits	Architects, Structural Engineers
3.	Getting Electricity	Electrical Engineers
4.	Registering a Property	Property Lawyers, Property Dealers
5.	Getting Credit	Financial Lawyers
6.	Protecting Minority Investors	Financial, Corporate and M&A Lawyers
7.	Paying Taxes	Chartered Accountants, Tax Consultants, Taxation Analysts, Tax Advocates
8.	Trading Across Borders	Importers and Exporters

9.	Enforcing Contracts	Commercial Lawyers
10.	Resolving Insolvency	Insolvency Professionals

The QCI team will be in constant touch with the calling team to ensure proper training of the call center team in order to record appropriate responses. The team will also conduct random quality checks to make sure of the authenticity and relevance of the responses recorded.

2.3. Expected Services

- a) Call centre services for outbound calls to remain active for 6 days (Monday to Saturday) in a week with working hours (10.00 AM to 06.00 PM).
- b) **Completed Outbound Call:** A completed outbound call should have responses to all the questions (Introductory & Survey).
- c) The call centre will also be required to use their own database for calling the relevant stakeholders.
- d) The calling status will include the entire database that is to be maintained against each contact number.
- e) It is required that all callers are well versed in English and Hindi. The service provider will ensure Monitoring of status of the calls.
- f) The qualified service provider should not sub-contract this work to any other external service provider after the award of contract.
- g) QCI reserves the right to expand/enhance the scope of work based on the requirement and/or performance after the start of the project.
- h) The contract shall be of one month which may be extended further based on performance and/or requirement of the project with revised scope if any (Outbound/Inbound)
- i) Various activities required are as follows:
 - The responses need to be collected digitally on a survey portal which will be provided by QCI.
 - All calls need to be recorded and tagged with a unique number for the complete record to be generated.
- j) A Daily Report to be sent to QCI which will contain logs of all the activities.

3. Terms of Engagement

3.1. Pre-Qualification Criteria

S. No	Basic Requirements	Specific Requirements	Documents Required
a.	Legal Entity	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 valid Registration Certificates - Copy of Certificates of incorporation

b.	Turnover	Average Annual Turnover during the last 03 (three) Financial years ending on 31 st March 2020 shall be at least Rs. 25 Lakhs	Audited Annual Reports OR Balance Sheets or CA Certificate with CA's Registration Number/ Seal
c.	Technical Capability & Experience	The Applicant should have experience of working on atleast 5 similar projects. Experience of working with government organisations shall be preferred.	Work Order/Purchase Order/Sanction Order
d.	Tax Registration	The company shall hold valid GST and PAN certifications.	Copies of relevant certificates of registration
e.	Blacklisting	The bidder shall not have been blacklisted by any central or state government agency, PSU etc	Undertaking in this regard to be submitted.

3.2. Responsibilities of the Vendor

Carrying out the activities as indicated in this document and submission of all project deliverables to QCI, within the stipulated time frame:

- a) Adhere to the timelines charted in the terms of this RFP.
- b) Ensure that the quality of deliverables meet the expectations of QCI.
- c) For any workshop / group discussion / presentation to be made during the project duration, the vendor will conduct the workshop, prepare presentations and resource material (to be approved by QCI) and document the proceedings of the workshop. Vendor will be expected to submit the presentation before the workshop /group discussion /presentation.
- d) The vendor will share with QCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used should be deemed as proprietary and non-shareable with QCI by the Vendor.
- e) Vendor will work in close coordination with the Project Manager and team members of QCI assigned for this project.

3.3. Terms and Conditions

- a) The selected vendor will be fully and completely responsible to the QCI for all the deliverables
- b) The QCI requires that the Vendors should provide professional, objective, and impartial advice and at all times hold the QCI's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work
- c) In case any of the proposed resources are found to be not performing or not meeting the expectations of QCI, the vendor shall find a replacement for the resource

- d) QCI will evaluate the replacement profile and indicate the acceptance / rejection of the profile. QCI reserves the right to seek a personal interview of the person being proposed.
- e) The QCI reserves the right to terminate the contract by giving a notice of 10 days if the performance of the vendor is not found satisfactory.
- f) Failing which QCI shall notify the vendor /identified Vendor in writing of this exercise, and of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Vendor/ identified Vendor is in default. The compensation will be limited to the scope of the deliverable
- g) The vendor to be selected through this bid/tender process will provide deliverables as indicated in this document and as agreed upon in writing. The Vendor should note that as a part of the requirement for this assignment the Vendor will share with the QCI all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used should be deemed as proprietary and non-shareable with QCI by the Vendor.

4. Proposal Evaluation and Selection Process

Overall evaluation of the proposals will be done in three stages namely Pre-qualification, Technical and Financial evaluation.

4.1. Proposal Submission Guidelines

All vendors shall mark the below title in bold on all submissions and their company name with address clearly mentioned at the bottom right corner of the cover.

Proposal Submission for RFP: **Hiring of Call Centre Services for Monitoring and Evaluation Exercise**

Interested parties may send the technical and financial proposal in two separately sealed envelopes inside a larger sealed envelope. Also mention on top of the sealed envelope, the nature of the document "Technical Proposal" or "Financial Proposal".

4.1.1 Technical Proposal

The Technical Proposal (**one hard copy**) should contain the following documents with the documents mentioned in the pre-qualification criteria:

- Profile of the bidder organisation
- List of male and female callers which must include their name, qualification and experience details
- Proof of atleast 3 similar past experience preferably with the government organisation in form of work orders, sanction order etc.

4.1.2 Financial Proposal

The Financial Proposal should be signed by the authorized signatory and submitted in a sealed envelope, only as a hardcopy, separate from the Technical proposal. Softcopies are not permissible. The Financial Proposal must adhere to the following guidelines:

- The Vendors should submit the Financial proposal as per the format in Annexure-1.

- A single, all-inclusive price quote (Please note that the payment may be split into monthly instalments and subject to deliverables).
- A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote .
- This overall price quote would also include fees against professional services.
- Taxes would be additional and as per actual

4.2. Proposal Evaluation

After the Vendors submit their Technical and Financial Bids according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process as described below:

- a. Technical Evaluation
- b. Financial Evaluation

4.2.1 Technical Evaluation

As the first step, the Technical Proposal will be evaluated based on the “Technical Evaluation Methodology” provided in the subsequent section

4.2.2 Financial Evaluation

The Financial Proposals will be opened only of the Vendors whose Technical Proposals qualify (i.e. whose Technical-Score is equal to or higher than 70%).

4.3. General Terms and Conditions

The Vendor for this engagement would be selected through a competitive proposal process, the details of which are provided below:

- 4.3.1 Companies wishing to submit proposal for this engagement should respond to QCI (contact information in the previous section) with a proposal and required supporting documents (indicated below). The proposal would contain 2 parts:
 - a. Technical Bid
 - b. Financial Bid
- 4.3.2 The contract will be awarded to the Vendor whose proposal conforms to the terms of the RFP and is, in the opinion of QCI, the most advantageous and represents the best value of the assignment, price and other factors considered. QCI reserves the right to negotiate with the most competitive vendor if required.
- 4.3.3 No marketing literature pertaining to the vendor/vendors is to be enclosed along with the proposal. If enclosed, it will be treated as a factor of disqualification. However, the statutory documentation related to the company incorporation, pan card, directors, etc should be submitted as part of Technical bid.

- 4.3.4 Interested parties may send the technical and financial proposal in two separately sealed envelopes inside a larger sealed envelope. There should not be any financial information in the Technical Proposal.
- 4.3.5 The Technical and Financial proposals should be submitted in the given format and signed by authorized signatory.
- 4.3.6 **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI reserves the right to seek further information or a presentation from the organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.
- 4.3.7 **Ethics:** QCI expect all operators, shortlisted bidder(s) to show highest ethical standards during the course of the assignment. If any complaints/information regarding any incident of malpractices (bribery, seeking monetary or non-monetary favor/gifts) is brought to the notice, the shortlisted bidder(s) shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time. QCI is absolved of any liability/claim arising out of any such above situations.
- 4.3.8 **Confidentiality: MAINTENANCE OF CONFIDENTIALITY**
- The bidder(s) 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 shortlisted bidder(s) 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 bidder 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.
- 4.3.9 **Payment Milestones:** The payment will be made after a month from the submission of the bills and after satisfactory sign-off from QCI
- 4.3.10 QCI reserves the right to accept or reject any bid, to annul the entire proposal process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Vendor(s) or any obligation to inform the affected Vendor(s) the grounds for such decision. QCI also reserves the right to negotiate with the successful Vendor if necessary.
- 4.3.11 The Vendor to be selected through this bidding process will provide deliverables as indicated in this document. The Vendor should note that as a part of requirement for this assignment, the Vendor will share with QCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used by the Vendor should be deemed as proprietary and non-shareable with QCI by the Vendor.
- 4.3.12 The contract will be awarded to the Vendor whose proposal conforms to this RFP and is, in the opinion of QCI, the most advantageous and represents the best value to the assignment, price and other factors considered.

- 4.3.13 No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of QCI, except to the extent required for submitting the proposal and no more. The information contained in this document is only disclosed for the purposes of enabling potential Vendors to submit a proposal to QCI. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the QCI, such information may not be published, disclosed, or used for any other purpose. The bidding firms acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of QCI. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with QCI. Vendors must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
- 4.3.14 QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The Vendor will absolve QCI of all responsibilities if the project does not start within a stipulated timeframe. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the Vendors.
- 4.3.15 The interested Vendors shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Vendor or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with QCI. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Vendor to complete the requirements as given in the RFP.
- 4.3.16 The Vendor shall not make any alteration / changes in the proposal after the closing time and date. Unsolicited correspondence from the Vendor will not be considered.
- 4.3.17 If at any stage of the tendering process or during the currency of the agreement any suppression / misrepresentation of such information is brought to the knowledge of QCI, QCI shall have right to reject the proposal or terminate the agreement, as the case may be, without any compensation to the Vendor.
- 4.3.18 The Vendor shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid
- 4.3.19 The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
- 4.3.20 The proposals submitted by the firms/agencies shall remain valid for a period of two months after the closing date (deadline) for submission of proposals prescribed in this document.

- 4.3.21 During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.
- 4.3.22 At any time prior to deadline for submission of proposals, QCI may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through email and such amendments shall be binding on them.
- 4.3.23 QCI reserves the right to (a) reject any / all proposals without assigning any reasons thereof, (b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of QCI and the objectives of the project without assigning any reasons thereof and (c) include any other item(s) in the Scope of work at any time after consultation.
- 4.3.24 QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
- a) Submitted the proposal after the response deadline
 - b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
 - c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
 - d) Submitted a proposal that is not accompanied by required documentation or is non-responsive, failed to provide clarifications related thereto, when sought
 - e) Submitted more than one proposal
 - f) Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

5. Documents Submission

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

- Covering letter with the Proposal in response to RFP Notice
- Relevant Project Experience
- Resource Profiles
- Details of the responding organization
- Annexure 1: Financial Proposal format

Interested parties may send the technical and financial proposals in two separately sealed envelopes inside a larger sealed envelope super-scribing **“Hiring of Call Centre Services for Monitoring and Evaluation Exercise”** to Deputy Director (Accounts), Quality Council of India, 2nd Floor, ICCW Building, 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi- 110002

For any queries, you may please contact the below-mentioned persons:

For technical queries: Ms. Aditi Jain

Email Id: aditi.jain@qcin.org

For any other queries: Procurement Team

Email Id: procurement@qcin.org

Form 1: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To,

Deputy Director (Accounts),
Quality Council of India,
2nd Floor, ICCW Building, 4, Pandit Deen Dayal Upadhyaya Marg,
Mata Sundari Railway Colony, Mandi House,
New Delhi - 110002

Subject: Submission of proposal in response to the RFP for “**Hiring of Call Centre Services for Monitoring and Evaluation Exercise**”

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated <dd/mm/yy> for “Hiring of Call Centre Services for Monitoring and Evaluation Exercise”, in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation, the technical response and the financial response in a separate sealed cover as required by the RFP both of which together constitutes as proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this proposal response for a maximum period of TWO MONTHS from the date fixed for proposal opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this proposal response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.

8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any proposal response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the proposal response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2021

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company)

Annexure 1: Financial Proposal format

(To be submitted by the Vendor as per the format given below in a separate sealed cover)

S No	Item	Value in Rupees	Taxes and other charges	Total value in Rupees
1.	Cost per completed Outbound Call			
Total amount (in words):				

Please note the following in preparing your financial bid:

Dated this [date / month / year]

Authorized Signatory (in full and initials):

Name and Title of signatory:

Duly authorized to sign this proposal for and on behalf of [Name of Vendor]

Name of Firm:

Address: