

Ref No. QCI/PPID/0821/056

REQUEST FOR PROPOSAL

CALL CENTRE SERVICES FOR SANITARY WORKERS VALIDATION SURVEY



QUALITY COUNCIL OF INDIA

2nd Floor, Institution of Engineers Building
2, Bahadur Shah Zafar Marg, New Delhi – 110002
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W: www.qcin.org E: info@qcin.org

Tender Notice

1. Quality Council of India invites proposals for **“Hiring of Call Centre Agency for Sanitary Workers Validation Survey”**
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. The Documents to be submitted:

Form 1	Covering letter with the Proposal in response to RFP Notice
Form 2	Relevant Project Experience
Form 3	Details of the responding organization
Annexure- A	Technical Proposal Format
Annexure – B	Financial Proposal Format

4. The Technical and Financial Bids may be submitted at the following address on or before September 06, 2021 by 3 PM via post to:

Deputy Director (Accounts), Quality Council of India (QCI), Indian Council for Child Welfare, 2nd Floor, 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, New Delhi, India-110002

Tender Summary

S. No.	Particulars	Details
1	Project Scope	Hiring of Call Centre Agency for Sanitary Workers Validation Survey
2	Project Duration	1 month (from the date of award of work)
3	Proposal Selection	2 Bid System
4	Earnest Money Deposit	N/A
6	Last Date of Submission of Bid	September 06, 2021 3 PM
7	Presentation Round	To be notified via e-mail

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 2022' 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 Sanitary workers Validation survey from approximately 4200 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
<25K	50	2361	118050
25-50K	50	916	45800
50K-1L	60	499	29940
1-3L	80	284	22720
3-10L	100	92	9200
>10L	120	48	5760
		4200	231470

A total of 2,31,470 complete responses* needs to be collected for each survey, from the MIS provided by QCI.

**If the survey has 5 questions, then five responses together shall constitute one completed response.*

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

Type of Survey	Number of Introductory Questions	Number of Survey Questions
Staff Validation		
a. Sanitary workers	2	5

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

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. CRM software integration: A software which maintain records of all the responses received on against the outbound calls made 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. The call recordings shall be exchanged with QCI by uploading them on a cloud server. The responsibility for the purchase/creation of the cloud server/FSTP shall rest with the call centre.
 - f. The call centre shall also be responsible for maintaining a secure backup of all the call recordings, till the completion of 1 year from the date of completion of the project.

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.	Approx. Outbound Calls to be completed in 20 days	2,31,470
b.	Estimated Time/Call (Outbound)	3-4 Minutes

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. PERFORMANCE BANK GUARANTEE

The Purchaser will require the selected service provider to provide a Performance Bank Guarantee, within 10 days from the notification of award, for a value equivalent to 3% of the commercial bid value. The Performance Guarantee shall be kept valid for the duration of 6 months after the completion and sign off by QCI SPOC. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected service provider shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the delivery and Warranty period. In case the selected service provider fails to submit performance guarantee within the time stipulated, the Purchaser at its discretion may cancel the order placed on the selected service provider without giving any notice. Purchaser shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

10. 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.

11. TRAINING

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

12. 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.

13. PRESENTATION

As a part of evaluation of proposals and to seek further information technical presentation through video conference may be held on November 19, 2020, 12 PM

onwards. The details to join the conference shall be shared with the participating bidders over the mail.

14. 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 2021 shall be at least Rs. 75 Lakhs	Profit and Loss Statement, Balance Sheets or documents (audited or unaudited) certified by CA
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 5 similar projects, of which atleast 2 should have a value not less than Rs. 20 Lakhs each and other 3 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)	
2.	PRI Rental (Per Month) (If any)	

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 Sanitary Worker Validation Survey" to Deputy Director (Accounts), Quality Council of India, 2nd Floor, Indian Council for Child Welfare Building, Deen Dayal Upadhyay Marg, New Delhi- 110002, latest by September 6, 2021, 3 PM.

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

For any queries: Procurement Team email id: procurement@qcin.org

Documents Submission

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

- i. All the necessary documents mentioned in the pre-qualification criteria
- ii. Form 1: Covering letter with the Proposal in response to RFP Notice
- iii. Form 2: Relevant Project Experience
- iv. Form 3: Details of the responding organization
- v. Annexure A: Technical Proposal in the provided format
- vi. Annexure B: Financial Proposal in the provided format

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 Sanitary Worker Validation Survey" to Quality Council of India, 2nd Floor, Indian Council for Child Welfare Building, 4 Deen Dayal Upadhyay Marg, New Delhi 110002 latest by September 06, 2021, 5 PM.

For further queries, you may please contact the below:

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,
Indian Council for Child Welfare, 2nd Floor,
4, Pandit Deen Dayal Upadhyaya Marg,
New Delhi-110002, India.

Subject: Submission of proposal in response to the RFP for Call Centre Services for Sanitary Worker Validation Survey

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 <RFP NAME>
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 our 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) Seal/Stamp of Vendor

Form 2: Relevant Project Experience

S. No.	Name of the Project/ Engagement	Client name	Duration (Period)	Value

Form 3: Details of responding organization

Section No.	Sr. No.	Particular	Detail
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II		STATUTORY DETAILS:	
	1.	GST Details: -	
		Whether Registered Assessee (Yes or No)	
		If Yes: -	
		GSTIN Number # *	
		Type of Assessee	
	2.	MSME	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	
	3.	Permanent Income Tax No. (PAN) # *	
	4.	<u>NATURE OF ENTITY: *</u> PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT	
	5.	WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (YES/ NO) *	

III		BANK DETAILS: -	
		Name of Bank	

		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

Declaration by Director/ Partner:

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

Date:

Signature

Place:

Name & Designation

Annexure A: Technical Proposal Format

Technical Proposal

The Technical proposal should contain the following information:

- 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 Turnover details- CA Certificate or Profit and Loss, Balance Sheet for last 3 financial years

(On the letter head)

Annexure B: Financial Proposal Format

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

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

S. No	Heads	Cost
1.	Cost for Completed Outbound Call (Per Call)	
2.	PRI Rental (Per Month) (If any)	

Please mention the following in preparing your 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