

Ref No.QCI/PPID/0822/124

**Request For Proposal**  
**For Engagement of Call Centre  
Services for farmer feedback**



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](http://www.qcin.org) E: [info@qcin.org](mailto:info@qcin.org)

## Tender Notice

1. Quality Council of India invites proposals for **“Engagement of Call Centre Services for Farmer Feedback”**
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 (Form-A)
2.	Technical Bid
3.	Financial Bid

5. The Technical and Financial proposal may be submitted at the following address on or before August 16, 2022 by 1200 Hrs. via post to:  
Deputy Director (Finance & Accounts), Quality Council of India (QCI)  
2<sup>nd</sup> 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	Onboarding of call center for undertaking calling activities for feedback from farmers who have sold their grains to central or state government at procurement centers on MSP.
2	Project Duration	45 Days
3	Earnest Money Deposit	Not Applicable
4	Last Date of Submission of proposal	August 16, 2022 by 1200 Hrs
5	Presentation Round	To be notified via e-mail (if Required)

## 1. INTRODUCTION

### 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 a nationwide quality movement in India by involving all stakeholders to 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:

QCI is engaged in Third party assessment of procurement centers set up by state and central government procuring agencies where farmers sell their grains on MSP. The aim is to understand the process, assess the infrastructural conditions, test the quality of food grains procured by the concerned body and recognize the areas of improvement to facilitate efficient practices and better regulation of operations regarding the procurement guidelines.

The purpose of setting call center is to take feedback from ~44000 farmers from 16 states in 30 operational days.

## 2. SCOPE OF WORK:

### 2.1. Outbound calls will include-

- a. Feedback from farmers who sold their grains at procurement centers to the government agencies.
- b. In total 44000 complete responses need to be collected against the provided contact details.

### 2.2. Timeline

- a. All the responses need to be completed in 30 operational days.

### 2.3. Review and Monitoring

- a. All the calls made to the farmers for the collections of responses need to be shared with QCI.
- b. The selected agency has to give the access to monitor the live calls, daily responses collected, recordings along with all the other related data.
- c. Quality Analysts should be deployed for regular monitoring of calls made.
- d. Quality Analysts should perform random quality checks in a minimum ratio of 1 in every 30 calls
- e. A Daily Report or access to the data dump shall be provided by the vendor.

## 2.4. Personnel Requirements

- a. Agency needs to deploy a minimum of 25 personnel for timely completion of the activity
- b. The personnel must follow the script and questions in proper order provided by the QCI.
- c. The personnel must be well versed in the local language of the state where he is making calls
- d. Following are the states and respective languages for the reference  
(List of states to be covered is attached as **Annexure-A**)

## 3. 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.	The applicant firm should have an Average Annual Turnover during the last 03 (three) Financial years (2018-19, 2019-20, 2020-21) shall be at least Rs. 15 Lakhs	Audited Balance sheet/Profit & Loss statement/Turnover Certificate issued by CA
c.	The applicant should have a minimum strength of 10 (ten) professionals working on its payroll	List of employees (professionals) working with the organization containing their qualification and professional experience.
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 Undertaking (Form B)
f.	The applicant should have experience of working with at least 3 Government organizations/ PSUs/ Autonomous Bodies/Large Private Organisations in last 3 years.	Work Order/Purchase Order/Sanction Order/Completion Certificate

## 4. GENERAL INSTRUCTIONS

- 4.1. The calling status will include the entire database that is to be maintained against each contact as dialed, connected, rejected, and rescheduled.
- 4.2. The Call Centre agency will ensure the monitoring of the status of contact nos. as well as the status of the calls.
- 4.3. A minimum of 3 calls should be made to each contact before tagging it under rejected.
- 4.4. QCI reserves the right to randomly check the responses/calls at any point of time

## 5. GENERAL TERMS & CONDITIONS

- 5.1. **Infrastructure:** The agency needs to arrange all required infrastructure such as space, furniture, dialer, software and other applicable components for the completion of the activity.
- 5.2. **Contract Duration:** The contract shall be awarded for 45 Days which can be extended further based on performance and/or requirement.
- 5.3. **Training:** QCI will provide the training to the respective lead/trainer of the qualified agency for successful completion of project.

All the resources shall be trained by the lead/trainer on taking feedbacks from farmers before the start of the actual exercise based on the training provided by QCI. The duration of training shall be ~2 days.

- 5.4. **Companies' Personnel:** The service provider shall employ and provide at its own cost such qualified and experienced resources as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, travel etc. will be the liability of the service provider(s) and QCI will in no way be responsible for any such claims/ damages.
- 5.5. **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. The tentative date of the technical presentation round has been specified in the Tender Summary. QCI may call for such information/presentation at a short notice.
- 5.6. **Rejection of Application:** The application is liable to be rejected if:
  - 5.6.1. Not in prescribed forms and/or not containing all required details;
  - 5.6.2. Not properly sealed and signed as per requirements;
  - 5.6.3. Received after the expiry of due date and time;
  - 5.6.4. Missing of any supporting document(s) with the Proposal.
- 5.7. **Disclaimer:**
  - 5.7.1. 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.
  - 5.7.2. QCI reserves the right
    - a. To reject any/all applications without assigning any reasons thereof;
    - b. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of QCI without assigning any reasons thereof;
    - c. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.
- 5.8. **Language:** It is required that all callers are well versed in local languages & all calls should be made in local languages spoken in the above-mentioned states.
- 5.9. **Payment:** Payment shall be made within 20 days of submission of the proper monthly invoices for Completed Outbound subject to maximum quantity allocated and verification of actual callings done under this contract.
- 5.10. **Penalty:** In case of any failure by the bidder in providing the required services laid down under this RFP which results in failure or inoperability of systems and if QCI has to take corrective actions to

ensure completion of deliverables by any other means, QCI reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures. – may impose penalty to the extent of loss, if the damage was due to the actions directly attributable to the Bidder.

- 5.11. Subletting of Work:** The selected service provider should not sub-contract this work to any other external agency after the award of the contract.
- 5.12. Maintenance of Confidentiality:** The service provider must not divulge any confidential information and assure that reasonable steps are undertaken to provide for the safe custody of any and all 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 deems fit, and the agency must comply with these conditions. Confidentiality clause shall continue for a longer period than one year after the termination of contract or contract expiry period.
- 5.13. Indemnity:** The service provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by the service provider or any instance of corruption or improper payment.
- 5.14. Force Majeure:** Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

Force Majeure shall not include

- a. any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor
  - b. any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
  - c. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.
- 5.15. Knowledge Transfer:** Subject to any qualification or provision to the contrary in the statement of work, the service provider must provide the following assistance to the QCI on termination or expiration of this Contract: transferring or providing access to the QCI to all information stored by whatever means held by the service provider or under the control of the service provider in connection with this Contract; and making Specified Personnel / employees and Agency Personnel available for discussions with the QCI as may be required. The time, length and subject of these discussions will be at the sole discretion of the QCI, provided that any matter discussed is not considered to reveal any 'commercial-in-confidence information of the service providing firm.
- 5.16. Written Undertaking:** QCI may at any time require the service provider and its employees/advisors/professionals/Contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that

QCI suggests to be confidential. Upon receiving a request aforesaid the service provider must promptly arrange for all such undertakings to be given to QCI.

**5.17. Amendments 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.

#### **5.18. Termination of Contract**

**5.18.1. Termination for Default:** QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving 15 days' notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure their failure within a period of 7 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

**5.18.2. Termination for Insolvency:** QCI may at any time terminate the contract by giving written notice without compensation to the agency, if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

**5.18.3. Termination for Convenience:** QCI may by written notice sent to agency, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by agency till the date upon which such termination becomes effective.

## **6. SUBMISSION OF PROPOSAL**

### **6.1. TECHNICAL BID**

The Technical Bid must include the following details:

- a. Understanding of Scope of Work
- b. Profile of the bidder organization
- c. Details and profile of the proposed resources including educational qualification and experience.
- d. Documents relevant to Pre-qualification criteria
  - Copy of Registration Certificate/ Certificate of Incorporation
  - Audited financial statement for last 3 financial years/ Turnover Certificate issued by CA
  - List of male and female callers which must include their name, qualification, and experience details
  - GST Registration Certificate and PAN details
  - Non-Blacklisting Undertaking
  - Proof of similar past experience preferably with the government organization in form of work orders, sanction orders etc. (at least three)



## 6.2. FINANCIAL BID

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

S. No.	Particular	Per unit cost*	No. of units	Total Cost*
1.	Cost of Skilled Resource per month			
2.	Cost for completed Outbound Call (Per Minute)			
3.	PRI Rental (Per Month)			

\*Exclusive of Taxes

## 6.3. SUBMISSION GUIDELINES

- 6.3.1. Bids/Proposals not conforming to the prescribed format and not containing all the relevant documents /information would be summarily rejected.
- 6.3.2. The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the agency itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals. All the pages of the proposal/ bid document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- 6.3.3. All pages of the bid including the duplicate copies, shall be signed and stamped by the authorised signatory.
- 6.3.4. Please Note that Prices must not be indicated in the Technical Bid.
- 6.3.5. The Technical Proposal which includes the supporting documents pertaining to pre-qualification criteria shall be placed in a sealed envelope clearly marked 'Technical Proposal' for "Engaging Call Centre Services for Farmer Feedback". Further, the Financial Proposal shall be placed in a sealed envelope clearly marked 'Financial Proposal' for "Engagement of Call Centre Services for Farmer Feedback"

Interested parties may submit the technical and financial Proposal in two separately sealed envelopes inside a larger sealed envelope super-scribing "Engagement of Call Centre Services for Farmer Feedback" to Deputy Director (Finance & Accounts), Quality Council of India, Indian Council for Child Welfare, 2nd Floor, 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi 110002 latest by August 16, 2022, 1200 Hrs. (By post or by hand)

A copy of only technical proposal, in the PDF format, may be submitted to [procurement@qcin.org](mailto:procurement@qcin.org) on or before August 16, 2022 by 1200 Hrs.

Note: In case of any discrepancy in the submitted technical proposals (PDF version and Hard Copy), the documents submitted in the hard-copy shall prevail.

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

For any other queries:

Procurement Team

Email id: [procurement@qcin.org](mailto:procurement@qcin.org)

**List of States and respective languages:**

S.No.	States	Language/Dialect
1.	Andhra Pradesh	Telugu
2.	Assam	Assamese & Bengali
3.	Bihar	Hindi/Bhojpuri
4.	Haryana	Hindi
5.	Jharkhand	Hindi
6.	Karnataka	Tulu & Kannada
7.	Kerala	Malayalam
8.	Madhya Pradesh	Hindi
9.	Maharashtra	Marathi
10.	Odisha	Odia
11.	Puducherry	Tamil
12.	Punjab	Punjabi
13.	Tamil Nadu	Tamil
14.	Telangana	Telugu
15.	Tripura	Bengali
16.	Uttar Pradesh	Hindi/Bhojpuri
17.	West Bengal	Bengali

**Form A: Application Letter**

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

{Place}

{Date}

To,

Deputy Director (Accounts & Administration),  
Quality Council of India,  
Institution of Engineers Building,  
2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

Subject: Submission of proposal in response to the RFP for “ \_\_\_\_\_ ”

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 \_\_\_\_\_
2. We undertake, if our proposal is accepted, to assign a team dedicated to this project.
3. 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.
4. 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.
5. 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 THREE 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.
6. 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.
7. 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 B: Format for Non-Blacklisting Undertaking**

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

To,  
Deputy Director (Accounts & Administration),  
Quality Council of India,  
Institution of Engineers Building,  
2nd Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

**Subject:** Non-Blacklisting declaration in connection with RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_ for \_\_\_\_\_

Dear Sir,

This is to notify you that our Firm/Company/Organisation \_\_\_\_\_ intends to submit proposal in response to invitation for Tender Ref. No. \_\_\_\_\_ for <>. In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

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