

Reference No. QCI/PPID/0324/282

**Request for Proposal for
Engagement of Service Provider for Call Center
services for feedback collection**



**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, an autonomous body under Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India in partnership with the Indian Industry invites proposals for **“Engagement of Service Provider for Call Center services for feedback collection”**.
2. The content of this Request for Proposal (RFP) enlists the requirements of the QCI. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the QCI wishes 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 bids will be evaluated through a two-stage process.
4. The Documents to be submitted:

S. No.	Forms	Particulars
1.	Form A	Covering Letter with the Proposal in response to the RFP Notice
2.	Form B	Relevant Project Experience
3.	Form C	Details of the responding firm
4.	Form D	Non-Blacklisting Undertaking
5.	Form E & F	No of calls and Manpower details
6.	-	Technical & Financial Bid

5. The Technical and Financial proposal may be submitted at the following address on or before **20th March, 2024 by 5 pm** via post/hand to:

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

Tender Summary

S. No.	Item	Details
1.	Project Scope	Engagement of Service Provider for Call Center services for feedback collection
2.	Contract Duration	1 Month
3.	Performance Bank Guarantee	5% of the Contract value
4.	Proposal Selection	Quality & Cost Based Selection (QCBS)
5.	Earnest Money Deposit (EMD)	₹ 1,00,000
6.	Bid Validity	90 days

I. INTRODUCTION

Quality Council of India (QCI)

QCI was established as an autonomous non-profit organization by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India in partnership with the Indian Industry. QCI plays 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.

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.

It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

II. AIM OF PROJECT

The Credit Linked Subsidy Scheme (CLSS) component under the Pradhan Mantri Awas Yojana (Urban) has emerged as a pivotal intervention in addressing the housing needs of EWS, LIG and MIG in urban India. Since its inception, CLSS has made significant strides in providing financial assistance to eligible beneficiaries, thereby facilitating their journey towards home-ownership.

Quality Council of India (QCI), aims to delve into various aspects of the scheme, including affordability, accessibility, and socio-economic impact on beneficiaries. By collecting surveys related to socio-economic impacts and assessing the effectiveness of implementation processes. It also plans to capture the challenges faced by stakeholders and interventions required to improve the home loan process across urban India.

III. SCOPE OF WORK:

The scope of work to be performed by the selected agency(s) are mentioned below:

1. The call center will be set up to cater 40,000 beneficiaries of CLSS and 1000 non-CLSS beneficiaries (refer Annexure-B) under PMAY-U at PAN India level. The calls will be made to seek feedback regarding affordability, accessibility, and socio-economic impact on beneficiaries. The questionnaire will contain approx. 25 questions.

Expected Services

- i. Call center services for outbound calls to remain active for 7 days (Monday to Sunday) in a week with working hours (8.00 AM to 08.00 PM).
- ii. A **completed outbound call** should have responses to all the questions (Introductory & Survey).
- iii. It is required that all callers are well versed in English, Hindi and other regional languages (based on the state allocated to the callers).
- iv. The agency will ensure monitoring of status of the calls.

- v. The call center shall submit reports of outbound calls daily and preserve all the call recordings for at least for 60 days. The format of the daily reports will be shared by QCI.
- vi. The call center shall share the data as and when asked by the QCI SPOC.
- vii. The calling status will include the entire database that is to be maintained against each contact as dialed, connected, rejected, and rescheduled.
- viii. A minimum of 3 calls should be made to each contact before tagging it under rejected. Such calls should be spanned across standard interval.
- ix. QCI reserves the right to randomly check the responses/calls at any point of time.
- x. QCI team may conduct surprise visit of the central calling station at any given day to check the quality adherence. Agency is required to cooperate with such visits.

2. **Interactive Voice Response (IVR) calls:** In addition to telephonic surveys conducted by live interviewers, Interactive Voice Response (VR) calls shall be utilized to engage and aware CLSS beneficiaries/ non-CLSS about the survey.

IV. PRE- QUALIFICATION CRITERIA

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	<p>The Bidder(s) interested in participating in the selection process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • A Limited Liability Partnership ("LLP") registered under the LLP Act, 2008; • an Indian Company ("Company") registered under the Companies Act, 1956/ 2013; • a "Partnership Firm" registered under the Indian Partnership Act, 1932; • a Sole Proprietorship firm, registered as such under the Applicable Laws of India <p>With minimum 5 years of existence at the time of submission of the bid.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> • Incorporation Certificate of the company • PAN Card of the registered legal entity • GST certificate of the registered legal entity • Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm • MSME Certificate (if applicable) • Any other supporting document, as may be required
2	Annual Turnover	Average turnover of at least ₹ 1 Cr. generated in the past three (3) financial years (2020-21, 2021-22 and 2022-23) from services relevant to the scope sectors.	<ul style="list-style-type: none"> • Turnover certificate by CA (original); or • Audited balance sheets for the last three financial years (i.e., 2020-21, 2021-22 and 2022-23) to support the claim
3	Work experience	The Bidder(s) must have relevant experience with reference to development of web application for at least 03 (three) projects/ contracts with each project/ contract having a minimum contract value of INR 15 (Fifteen) Lakhs for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, national institutes in the last 05 (five) Financial Years	<ul style="list-style-type: none"> • Contract/ Agreement/ Work Orders from client(s) providing the details of the project/contract.
4	Office	The applicant must have a local/ central office in Delhi NCR Area.	Valid proof of address, i.e. Rent Agreement, Electricity Bill, Water Bill etc.

5	Non-Blacklisting	The bidding entity must not be blacklisted / terminated / debarred by any state or central government or their agencies and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.	An undertaking to be submitted in the format of Annexure-D
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Interested Bidders submitting their proposals are expected to meet the above pre-qualification criteria. In case any Bidder fails to either meet all these criteria or does not furnish the requisite supporting documents/ documentary evidence in support thereof, the bid is liable to be summarily rejected.

V. EVALUATION CRITERIA

Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre-qualification check and technical presentation) and financial evaluation based on QCBS basis.

The technical evaluation shall be based on the following criteria:

S. No.	Criteria	Weightage
1	Brief about the understanding of the mentioned scope of work	25
2	A description of the approach, methodology, and work plan for performing the assignment covering the following subjects: approach and methodology, work plan, activity schedule and timelines, management of resources.	25
3	Case study for previous 5 similar assignments value of INR 15 lakhs or more undertaken in past 5 years for Central or State Govt., Union Territory, PSU, CPSU, SPSUs.	25
4	Profile of proposed resources as well as the team composition by area of expertise, years of experience, the position that would be assigned to each resource, and their tasks along with timelines for completion	25
	Technical Score	100

Minimum marks required for technical qualification is 70 out of 100.

VI. METHOD OF SELECTION

1. The bids shall be evaluated on Quality and Cost Based Selection (QCBS).
2. In deciding the final selection of the agency, the technical bid of the proposal will be given a weightage of 70% and the financial bid will be given a weightage of 30%. (in case of QCBS).
3. The financial bids of only those bidders who qualify for the technical evaluation will be invited. (in case of QCBS).
4. The proposal with the lowest cost will be given a score of 100 and the other proposals will be scored on a pro-rata basis, inversely proportional to the offered cost i.e., lower marks for higher priced offers. (in case of QCBS).
5. Subcontracting may be allowed only upon prior written intimation to QCI at the Bidding stage itself, the responsibility for management and liability shall rest with the selected agency.

VII. TERMS AND CONDITIONS

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.
2. **Contract Duration:** The contract will be assigned for a period of 01(One) month, which may be extended further up to one more month, subject to satisfactory performance of the agency on the same terms & conditions and the requirements of QCI. QCI reserves the right to expand/enhance the scope of work based on the requirement and/or performance after the start of the project.
3. **Companies' Personnel:** The agency 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 agency(s) and QCI will in no way be responsible for any such claims/ damages.
4. **Authorization of Signatory:** The Bid may be signed either by the Principal Officer of the service providing firm or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the firm shall sign the proposal and also initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.
5. **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the bidders for evaluation purposes.
6. **Payment Terms:** Payment shall be made within 30 days of submission of the proper monthly invoices.
7. **Earnest Money Deposit (EMD)/ Bid Security:** Bidders shall submit, along with their Bids, Bid Security (EMD) of ₹ 1,00,000 as per the details mentioned below:
 - i. By demand draft in favor of Quality Council of India, payable at New Delhi, or
 - ii. Deposit through RTGS/ NEFT as detail under**:-

For payment of EMD through Bank transfer: -

Name of the Bank	Axis Bank LTD, 6/83, Padam Singh Road, Karol Bagh, New Delhi
Name of the Account	Quality Council of India
Saving Bank Account	223010100053020
IFSC Code	UTIB0000223

Note:

- i. NO CHEQUES WILL BE ACCEPTED. The applicant whose EMD has been deposited by NEFT/RTGS, must enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.
- ii. Bid security in any other form will not be entertained.
- iii. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days of completion of the process.
- iv. In case bid is submitted without the bid security then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- v. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - Bidder does not respond to requests for clarification of its Proposal.
 - Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

*MSEs (Micro and Small) are exempted from paying Earnest Money Deposit. In this case participants are required to submit valid MSE registration certificates (Udyog Aadhaar) to avail exemption.

8. EMD Refund:

For Unsuccessful Bidders: The EMD of all unsuccessful bidders would be refunded without interest by QCI on finalization of the bid in all respects by the successful bidders within 45 days after finalization of tender.

For Successful Bidders: The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The above- mentioned refund would be completed within 30 days of the issue of work order to the successful bidder.

In case bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

9. **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 to take the proposed amendments into account while 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 communicated to the agencies.
10. **Performance Bank Guarantee:** QCI shall require the selected agency to provide a Performance Bank Guarantee, within 7 days from the notification of award, for a value equivalent to 5% of the contract value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder 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 submission of deliverables. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

11. Conflict of Interest:

- i. The bidder shall not have a conflict of interest that may affect the Selection Process or the work envisaged under this RFP (the "Conflict of Interest"). Any Applicant found to have a Conflict of Interest shall be disqualified.
- ii. QCI requires that the Agency provides professional, objective, and impartial advice and at all times hold the QCI's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
- iii. The Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the QCI.
- iv. In the event that a Agency identifies a potential conflict of interest, they shall make a disclosure to QCI as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. QCI shall, upon being notified by the Agency under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the agency within a period not exceeding 15 (fifteen) days.

12. Fraud/Corruption: QCI requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

- i. "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.
- ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.
- iii. "collusive practices" means a scheme or arrangement between two or more bidders with or without the knowledge of QCI, designed to establish prices at artificial, non-competitive levels.
- iv. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. QCI will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and
- v. QCI will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

13. Termination of Contract:

i. 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 the 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.

ii. 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 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.

iii. Termination for Convenience

QCI may by written notice sent to Agency, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. 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.

iv. The Agency may terminate this contract, or any particular Services, by giving 15 days' written notice to QCI, if the Agency reasonably determines that the Agency can no longer provide the Services in accordance with applicable law or professional obligations.

14. The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / on-going audit of the services provided by the bidder. QCI reserves the right to ascertain information from organizations to which the bidders have rendered their services for execution of similar projects.

15. **Companies' Personnel:** The agency shall employ and provide at its own cost such qualified and experienced audit personnel as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, travel etc. will be the liability of the agency(s) and QCI will in no way be responsible for any such claims/ damages.

16. **Language:** The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and QCI shall also be written in the English language.

17. **Ethics:** QCI expects all assessors, Agency to show highest ethical standards during the course of the assignment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the Agency 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; all personnel should have signed the code of conduct with the Agency and any conflict of interest shall be declared to QCI.

18. **Penalty:** QCI reserves the right to lay penalty (including legal action) in case of breach/non-performance of any of the terms of the scope of work or in case of faulty services.
19. The contract will be awarded to the agency 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.
20. **Written Undertakings:** QCI may at any time require the Agency 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 Agency must promptly arrange for all such undertakings to be given to QCI.
21. **Security:** The Agency shall not disclose the details of this Contract with any third party at any point of time unless required by law. That the Agency and its employees/professionals/personnel are only authorized to access the information shared and or collected under this project and no third party shall have any access to any information either written or oral without the written consent of QCI.
22. QCI reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected agency(s) or any obligation to inform the affected agency(s) the grounds for such decision. QCI also reserves the right to negotiate with the successful agency, if necessary.
23. **Subcontracting:** There must be no further subcontracting without prior written consent of QCI; all manpower deployed by the Agency shall be on-roll employees of the Agency or must have a direct employment contract with the Agency.
24. The Agency shall ensure that all the data collected and processed and information received under this project or during the execution of this project and or required to be shared with QCI, by the Agency under this Contract shall be in totally secure mode and that the Agency shall take all necessary steps to prohibit any unauthorized sharing/publishing of data in the public domain or with any other party or person who is not authorized by QCI to receive such information and or data. That the Agency shall ensure that all the data collected, and information received under this contract shall be used only for the purpose of execution of this contract and once the purpose of this contract is fulfilled then all the papers, drawings, notes, memoranda, manuals, specifications, designs, devices, documents, diskettes, CD's, DVD's. Tapes, Trade Secrets, and any other material on any media containing or disclosing any confidential or proprietary technical or business information shared during the course of execution of this contract shall be returned to QCI.

25. Maintenance of Confidentiality:

- i. 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.
- ii. 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 bid. The information contained in this document is only disclosed for the purposes of enabling potential agencies to submit a proposal to QCI. This document should not therefore be used for any other purpose. These documents contain 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. agencies must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
- iii. The agency must agree to the non-disclosure/non-usage terms regarding the data provided by QCI for any purpose. If there's a breach, leakage, or trading of the data by the agency, it will be held accountable.

26. Removal of Data: The Agency must ensure that its employees/ professional's subcontractors and/ personnel do not:

- i. remove any data or allow any data concerned with this contract to be removed from the places as notified/directed by QCI; or
- ii. take any data or allow any data to be taken outside of India, without QCI's prior written consent.

27. Access by QCI:

- i. The QCI may, at all reasonable times and on giving reasonable notice to the Agency access the premises of the Agency to the extent relevant to the performance of this contract; require the provision by the Agency, its employees, personnel or professionals agents of records and information in a data format and storage medium accessible by the QCI by use of the Agency existing computer hardware and software; inspect and copy documentation, books and records, however stored, in the custody or under the control of the Agency, its employees, agents, professional or personnel; and require assistance in respect of any inquiry in to or concerning the Services or this Contract.
- ii. For these purposes an inquiry includes any audit whether administrative or statutory review 'audit or inquiry (whether within or external to the Department), any request for information directed to the QCI by any authority or Government Department or any Ministry and any inquiry conducted by Parliament or any Parliamentary committee.

- iii. The Agency must provide access to its computer hardware and software to the extent necessary for the Agency to exercise its rights under this clause and provide QCI with any reasonable assistance requested by the Agency to use that hardware and software provided that any proprietary information including confidential information like profit margins, overheads and other such confidential information about its employees, sub-contractors, organization would not be made available.
28. 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.
29. QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
- i. Submitted the proposal after the response deadline.
 - ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - iii. 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.
 - iv. Submitted a proposal that is not accompanied by required documentation or is non-responsive, failed to provide clarifications related thereto, when sought.
 - v. Submitted more than one proposal.
 - vi. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
30. **Knowledge transfer:** Subject to any qualification or provision to the contrary in the statement of work, the Agency 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 Agency or under the control of the Agency 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 Agency.
31. **Force Majeure:** Neither party shall be held responsible for non-fulfillment 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:

- i. 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
- ii. 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.
- iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

32. **Indemnity:** Agency undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by Agency or any instance of corruption or improper payment.
33. **Taxes & Duties:** The agency shall be liable to pay all direct and indirect taxes, duties, fees, and other impositions levied under the laws of India.
34. **Rescinding of Work order:** The work order issued by QCI to Agency for the above scope can be withdrawn at any time by giving a notice period of 7 days if an Agency fails to perform/execute work as per the requirements specified in this document after two warnings (served in writing) or in case of non-compliance/breach of any of the terms and conditions of this order.
35. **Validity of Proposals:** The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, QCI may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder consenting to such request shall not be required nor permitted to modify its Proposal.
36. QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The agency will absolve QCI of all responsibilities if the project does not start within a stipulated time frame. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the agency.
37. The agency shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the agency will not be considered.
38. The agency shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
39. 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.
40. **Disclaimer:**
- i. QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.
 - ii. 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
 - iv. To adopt method deemed fit to evaluate the proposals.
 - v. To select multiple Agency for the project for allocation of work in different areas if it meets the essential criteria for qualification.

VIII. SUBMISSION OF PROPOSAL

1. TECHNICAL BID

The Technical Bid must include the following details:

- i. Signed and stamped Form-A, B, C, D, E and F attached as Annexure-A
- ii. Details of relevant previous experience
- iii. Profile of the resources to be deployed
- iv. Documents relevant to Pre-qualification criteria
- v. Any other details that the bidder may like to provide.

2. FINANCIAL BID

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

S. No.	Particulars	No of Units	Unit Cost*	Total Cost*
1	Skilled resource (Per Month)	-		
2	Interactive Voice Response (IVR) charges for toll-free recording	-		
3	CRM Software (One time)	-		
4	IVR call charges	-		
5	Call charges – outbound call (Per Minute)	-		

**exclusive of taxes*

3. SUBMISSION GUIDELINES

- 3.1 The Financial and Technical Proposals should be submitted separately in the given format and signed by the Authorized Signatory. Financial bid, if submitted along with the technical bid is liable to be rejected.
- 3.2 All the pages of the proposal 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.
- 3.3 All pages of the application shall be signed and stamped by the authorized signatory.
- 3.4 Please Note that financial bid must not be indicated in the Technical Bid.

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing “**Engagement of Service Provider for Call Center services for feedback collection**” to The Procurement Team, Quality Council of India, 2nd Floor, Institution of Engineers, 2 Bahadur Shah Zafar Marg, New Delhi, Delhi 110002 latest by **March 20, 2024, 5 PM**.

For any queries:

Procurement Team: Email id: procurement@qcin.org

Annexure-A

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

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

To,

Deputy Director (Finance & Accounts),

Quality Council of India,

Institution of Engineers Building,

2nd 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 ____for “_____”,in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation 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 bid response for a maximum period of THREE MONTHS from the date fixed for bid 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 bids 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 bid 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 bid 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 __ Day of __ 2024

(Signature)

(In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company) Seal/Stamp of Bidder

{Place}

{Date}

Form B: Relevant Project Experience

S. No.	Name of the Project/ Engagement	Client Name	Duration (Period)	Approximate value of the assignment

Form C: Details of the responding firm

S. No.	Particulars	Details to be furnished	
1.	Details of responding Company		
	Name		
	Address		
	Mobile	Fax	
	E-mail	Website	
2.	Information about responding Company		
	Status of Company (<i>Public Ltd. / Pvt. Ltd etc.</i>)		
	Details of Registration (<i>Ref e.g. ROC Ref #</i>)		Date
			Ref #
	Details of Service Tax Registration		Date
			Ref #
3.	Current Year Turnover (Rs Crores) from _____ Services in India;		
4.	Company Profile (Operations in India)		
4.1	Average turnover from Indian Operations from _____ services in last three years	(Turnover in Rs Crores)	
4.2	Full-time professional staff engaged in similar projects	(Number of Staff)	
4.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be considered)	(Number of Offices in different cities/towns and their address)	

Form D: Format for Non-Blacklisting Undertaking

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

To,
Deputy Director (Finance & Accounts),
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/Organization _____ 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 (Year)

(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 Bidder

Form E: The estimated number of calls to be done per day/per week/per month:

Type of call	Per day calls	Avg. call duration (min)	Per week calls	Per month calls
Outbound Call				
IVR calls				

Form F: Number of Manpower required:

S.no	State	Regional Language	No of Manpower available	No of Manpower required

Annexure-B

Tentative Sample Distribution of CLSS				
S. No.	Name of the State/UT	Sample Distribution for CLSS Beneficiaries	Sample Distribution for Non-CLSS Beneficiaries	No. of cities
1	Andhra Pradesh	1500	375	5
2	Assam	100	25	1
3	Bihar	250	63	3
4	Chhattisgarh	600	150	3
5	Delhi (UT)	500	125	3
6	Gujarat	8500	2125	10
7	Haryana	500	125	4
8	Himachal Pradesh	50	13	1
9	J&K (UT)	100	25	1
10	Jharkhand	250	63	2
11	Karnataka	3000	750	10
12	Kerala	1000	250	2
13	Madhya Pradesh	5000	1250	15
14	Maharashtra	8500	2125	10
15	Mizoram	50	13	1
16	Odisha	250	63	2
17	Punjab	500	125	3
18	Rajasthan	600	150	6
19	Tamil Nadu	2000	500	10
20	Telangana	2000	500	7
21	Tripura	50	13	1
22	Uttar Pradesh	4000	1000	12
23	Uttarakhand	200	50	3
24	West Bengal	500	125	5

Please Note: The sample distribution is tentative and may be revised later accordingly.