



RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Dated – 14-06-2019

Request for Proposal

For

Selection of Agency for Call Center Services on Outsourced Model

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List of abbreviations

ACD	Automatic Call Distributor
BG	Bank Guarantee
Bidder	The organization submitting the proposal who will also be the single point of contact for the Company and single point responsibility for execution of scope and deliverables as required by this Request for Proposal.
Cr.	Crore
CTI	Computer Telephone Integration
DD	Demand Draft
DIT	Department of Information Technology
DOT	Department of Telecommunication
EMD	Earnest Money Deposit
EOD	End of Day
FTE	Full Time Equivalents
FY	Financial Year
HO	Head Office
Indemnity	Compensation for damages or loss.
ISO	International Organization for Standardization
IT	Information Technology
ITD	Information Technology Department
IVRS	Interactive Voice Response System
MIS	Management Information System
MSE	Micro and Small Enterprises
NSIC	National Small Industries Corporation
NSSH	National SC-ST Hub
OS	Operating System
PBG	Performance Bank Guarantee
PO	Purchase Order
PRI	Primary Rate Interface
PSU	Public Sector Undertaking

RFP	Request For Proposal
SLA	Service Level Agreements
SRS	System Requirement Specification
SLA	Service Level Agreements
UAM	Udyog Aadhaar Memorandum

1. Invitation for proposal

Subject: - Selection of agency for call center services on outsourced model

Sealed quotations are invited in two bid systems (Technical & Financial offers in two separate sealed envelopes contained in one bigger envelope) for “**Selection of agency for call center services on outsourced model**” as detailed below:

Eligibility Bid documents	The details for submission of eligibility offer is placed at Annexure-`C`
Technical Offer	The details for submission of Technical offer is placed at Annexure-B, Annexure-D, Annexure-E, Annexure-F, Annexure-G, Technical Response and Architecture proposed, EMD in the form of Demand Draft and any other documents
Commercial Offer	The details for submission of Commercial offer is placed at Annexure-`H`
Cost of RFP Documents	Free, downloadable from NSIC Website
Earnest Money Deposit	Rs. 1,00,000/- in the form of Demand Draft
Date & Time of Pre-Bid Meeting	20-June-2019 at 1500 hours
Venue for Pre-Bid Meeting	NSIC Bhawan National Small Industries Corporation Limited (A Government of India Enterprise) Okhla Industrial Estate Phase – III, New Delhi– 110 020
Last date of submission of offer	04-07-2019 at 1500 hours
Date of opening of Technical Offer	04-07-2019 at 1600 hours
Date of Technical Presentation	05-07-2019 1100 hours onwards
Date of opening of Financial Offer	10-07-2019 1200 hours
Address for Submission of Offers	General Manager (NSSH) National Small Industries Corporation Limited (A Government of India Enterprise) NSIC Bhawan, Okhla Industrial Estate Phase – III, New Delhi - 110 020 scsthub@nsic.co.in
Contact Person for Queries	Sh. Umesh Dixit Dy. General Manager (NSSH) National Small Industries Corporation Limited NSIC Bhawan, Okhla Industrial Estate Phase – III New Delhi - 110020 +91-11-26926275, Extn. -140

2. Instruction to the bidders

1. RFP documents can be downloaded from our website www.nsic.co.in **free of cost.**
2. The **Earnest Money Deposit of Rs. 1,00,000/- (Rupees Lakh only) by way of demand draft only drawn in favor of "The National Small Industries Corporation Ltd." payable at New Delhi shall be submitted along with Technical Offer.**

The offers without EMD will be rejected. However, exemption from EMD is applicable under Rule 170 & 173 of General Financial Rules (GFR), 2017 for Micro & Small Enterprises (MSEs) as per the "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012". **A copy of valid certificate/ proof of registration for the Call Centre Services must be enclosed along with the Technical offer for availing exemption.** Relaxed Norms of Public Procurement for startups shall also be applicable for MSEs in respect of EMD and prior turn-over/experience criteria.

3. The Bidder must submit an undertaking on its letter head that they have not been blacklisted by any Government Department (Central/ State/ Autonomous/PSU) in India. Self-declaration is required as per Annexure M
4. Proposal shall be duly, properly and exhaustively filled in. All pages of the proposal should be **signed with stamp by the Authorized Signatory of Bidder with company stamp on all the pages of this proposal.**
5. Any cutting/over writing etc. in the proposal must be signed by the person who is signing the proposal. The rates and units shall not be overwritten. **The financial figures in commercial offer shall always be both in figures and words. In case of any discrepancy in figures and words, the amount written in words shall be considered.**
6. The Bidder shall submit the copy of PAN and GSTN along with the Technical Offer of the proposal.
7. The proposal shall be placed in a properly sealed bigger envelope addressed to:
**General Manager (NSSH),
National Small Industries Corporation Limited,
(A Government of India Enterprise),
NSIC Bhawan, Okhla Industrial Estate Phase – III,
New Delhi– 110020**

And the said **bigger envelope shall contain two separate sealed envelopes containing Technical & Financial offers.**

The bigger envelope shall be super-scribed as **“Proposal for Selection of Agency for Call Center services on outsourced model”**. The two sealed envelopes inside the bigger envelope must be super-scribed as:

- A. **Envelope No-1:** *The said envelope is for technical offer & shall be super-scribed as “Selection of Agency for Call Center services on outsourced model” – TECHNICAL OFFER”.*
 - B. **Envelope No-2:** *The said envelope is for financial offer & shall be super-scribed as “Selection of Agency for Call Center services on outsourced model” – FINANCIAL OFFER”.*
8. The Technical Proposal should be submitted in One Hard Copy and One Soft Copy (in CD/DVD/Pen Drive). In case of discrepancy, the hard copy submitted will be considered as final.
 9. Technical offer will be opened on the date & time specified in the **Invitation for Proposal** in the office of **General Manager (NSSH)**. A representative of the Bidder may be present at the time of opening of the offer.
 10. The time slot of making presentation on proposed solution for call center operations will be intimated to the Bidders separately.
 11. The technically qualified Bidders will be invited for opening of envelope containing financial offer. Presence of Bidders’ Representative is however optional.
 12. **NSIC reserves the right to accept or reject any or all of the quotations received in response to the above referred invitation, without assigning any reason.**
 13. In the event of any dates mentioned in the RFP document is declared as holiday for NSIC, the offers will be received / opened on the next working day at the appointed time.
 14. Consortium of Bidders is not allowed.
 15. This RFP document is not transferrable.

General Instructions:

1. The Scope of Work, Bid procedures and Contract terms are prescribed in the RFP Document.
2. The Bidders are expected to examine all instructions, forms, terms and conditions, and specifications in the RFP and furnish all information as stipulated therein. This RFP together with all its attachments thereto, shall be considered to be read, understood and accepted by the Bidders. Failure to furnish all Information required by the RFP or submission of a Proposal not substantially responsive to the RFP in every respect will be at Bidder's risk and may result in the rejection of his Proposal. Bidders must submit all documents listed in the RFP.
3. It may be noted that the costs of preparing the proposal are not reimbursable and NSSH is not bound to accept any of the proposals submitted.
4. The Bidders are required to provide professional, objective, and impartial service and at all times will hold the NSSH's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own Corporate interests.
5. Bidder must observe the highest standards of ethics during the selection and execution of the contract. NSSH may reject a proposal at any stage if it is found that the Bidder recommended for award has indulged in corrupt or fraudulent activities in competing for or in executing the contract in question, and may also declare such Bidder ineligible or blacklist the firm, either indefinitely or for a stated period of time.
6. The NSIC's Representative is the General Manager(National SC-ST Hub) and can be contacted at e-mail: scsthub@nsic.co.in. Please note: The RFP forms the part of Contract to be signed between NSIC and the Successful Bidder.
7. Prices should not be indicated in the proposal section addressing "Technical" and should only be indicated in the financial proposal. NSIC will select an agency, in accordance with the method of selection specified in RFP
8. A pre-bid meeting will be held at NSIC office as per date and time mentioned in Section 1, for clarifications required on any aspect pertaining to the RFP Document. Bidders are encouraged to attend the pre-bid meeting; however, attending the pre-bid meet is optional.
9. **Earnest Money Deposit (EMD)** in the form of Demand Draft from a nationalized Bank for Rs. 1,00,000/- (Rupees one lakh only) drawn in favor of "The National Small Industries Corporation Limited, New Delhi". Proposals not accompanied by

EMD, unless exempted, shall be rejected as non-responsive. No interest shall be payable on the sum deposited as EMD. The EMD of all bidders would be returned back within 30 days of issue of the work order / contract to the successful bidder.

10. An undertaking on the letterhead of the bidder and signed by the authorized person, that the Successful Bidder will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Bidder in the financial proposal (the cost is not to be indicated in the undertaking). The above undertaking submitted by the bidder would be binding on them.
11. For **Clarification on bid document**, a prospective Bidder requiring any clarification on the Bid Document may submit his queries as per **Annexure A**.
12. The NSIC will respond in writing, to any request for clarification to queries on the RFP, received through email or in writing not later than the date of the Pre-bid meeting prescribed by the NSIC in Chapter 1 of this bid document. NSIC's response to all the queries (including the query but without identifying the source of inquiry) will be posted on e-tendering portal.
13. Based on discussions held during the pre-bid meeting, amendments / clarifications, if any, in the RFP Document will be hosted on the websites of NSIC www.nsic.co.in
14. **Cost of bidding** - The Bidders shall bear all costs associated with the preparation and submission of the Proposal, including cost of presentation and site visits for the purposes of clarification of the bids, if so desired by NSIC, and NSIC will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
15. Language of proposal – The Proposals prepared by the Bidder and all correspondence and documents relating to the Proposal exchanged between the Bidder and the NSIC, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

16. Amendment of Bid Document

- (i) At any time prior to the Bid Due Date, the NSIC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by an amendment/ corrigendum/ addendum.
- (ii) The amendment will be notified on the NSIC Website www.nsic.co.in for

the information of all the prospective bidders and will be binding on them.

- (iii) In order to provide prospective Bidders reasonable time in which to take the amendment/ corrigendum/ addendum into account in preparing their bids, the NSIC may, at its discretion, extend the Bid Due Date.
- (iv) NSIC may at any time during the bidding process request the Bidder(s) to submit revised Technical / Financial proposals and/or supplementary financial proposals without thereby incurring any liability to the affected Bidder or Bidders.

17. Period of validity of the Bid is **90 days** from the closing date of the proposals.
18. The successful bidder will execute a Performance Guarantee for 10% of the total value of the contract till 31-03-2020 in the form of Account Payee Demand Draft or a Bank Guarantee from a nationalized Bank in an acceptable form. The Performance Guarantee should remain valid for a period of 60 days beyond the completion of the period of contract.
19. The NSSH is however not bound to accept any tender or to assign any reason for non-acceptance. The NSSH reserves its right to accept the tender either in full or in part. Conditional, erroneous and incomplete Bids will be rejected outright.
20. The NSSH reserves its right to summarily reject offer received from any Media Consultant on national security considerations, without any intimation to the bidder.
21. The NSSH reserves the right to place an order for the full or part quantities under any items of work under scope of work.
22. Bidders submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
23. NSIC reserves its right not to accept bids from Agencies resorting to unethical practices or on whom investigation/enquiry proceedings has been initiated by Government Investigating Agencies / Vigilance Cell.
24. **Termination:** NSIC has the right to terminate the Contract of the Call center with the successful Bidder in case of the occurrence of any of the events specified below :
 - a. If the successful Bidder becomes insolvent or goes into compulsory liquidation.
 - b. If the successful Bidder, in the judgment of NSIC, has engaged in corrupt or fraudulent practices in competing for or in executing this

Contract.

- c. If the successful Bidder submits to NSIC false statement which has a material effect on the rights, obligations or interests of NSIC.
- d. If the successful Bidder places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to NSIC.
- e. If the successful Bidder fails to provide the quality services as envisaged under this RFP/Contract. Reasons for the same would be recorded in writing.

In such an occurrence NSIC shall give a written advance notice of 30 days before terminating the Contract of the successful Bidder.

25. The contract shall be governed by laws of India and all Government rules on purchase matters issued from time to time and in force for the time being are applicable to this contract/RFP.

Terms of Reference

For

**Selection of Agency for Call Centre
Services on outsourced Model**

3. Introduction

Micro Small and Medium enterprises (MSMEs) plays an important role in the nation's economy. The development MSMEs is critical to meet the national imperatives of financial inclusion and generation of significant levels of employment across urban and rural areas across the country. Further, the sector can nurture and support development of new age entrepreneurs who have the potential to create competitive businesses at global level.

The Government of India envisions entrepreneurship as an integral part of accomplishing rapid and robust economic growth. To ensure, that benefits of growth spread across all sections of the society, especially the marginalized groups including SC/ST entrepreneurs, government is trying to make procurement activities of the public sector to more inclusive and participative. In this regard, the "Public Procurement Policy for MSEs" of 2012, revised in November-2018, mandates that central government ministries, departments and public sector undertakings procure minimum of 25 percent of their annual value of goods or services from MSEs which would include 4% procurement from MSEs owned by SC/STs and 3% from MSEs owned by women..

The government launched National SC/ST Hub scheme in October-2016 with an aim to not only increase market access and ensure higher participation of SC/ST entrepreneurs in public procurement but also to promote creation of new enterprises. The NSSH Scheme is being implemented by the Ministry of MSME through **National Small Industries Corporation (NSIC)**, a public sector undertaking under its administrative control.

The key objective of NSSH is to provide professional support to Scheduled Caste and Scheduled Tribe Entrepreneurs to fulfill the obligations under the Central Government Public Procurement Policy for Micro and Small Enterprises Order 2012, adopt applicable business practices.

The other action points of NSSH include –

- Facilitating SC/ST Entrepreneurs' participation in Public Procurement to achieve at least 4% of total procurement being made by Central/State Governments, CPSEs and other government agencies
- To prepare strategy for intervention through industry associations to sensitize, encourage and enable the SC/ST owned units for participation in Public Procurement process
- Collection, collation and dissemination of information regarding CPSEs' tenders to SC/ST entrepreneurs
- Facilitating SC/ST Entrepreneurs to participate in Bidder Development Programs (VDPs)

The Ministry, through NSSH, has taken several initiatives with an objective to increase participation of SC-ST MSEs in the mainstream procurement process i.e. State Conclaves, Sectors led training under capacity building program and launching of multiple schemes/interventions for the benefit of SC/ST entrepreneurs.

The schemes/interventions under NSSH are duly publicized through various media mix including website, print and social media. As an outcome of this, entrepreneurs and youth from the SC/ST community are approaching the field offices of NSIC including NSSH Offices. There is a need for reaching out to beneficiaries under various interventions of NSSH for their feedback through outbound calls. Moreover, inbound calling is to be introduced to centrally handle the calls coming from public at large and the prospective SC/ST beneficiaries under various interventions of NSSH.

The nature of assistance under the NSSH and various interventions under the Scheme are continuously evolving. Therefore, it is envisaged to have an in-house multilingual Call Centre at the office of NSIC situated at Okhla Industrial Estate, New Delhi -110020 for offering inbound and outbound calling along with email and SMS support. .

4. Objective & Scope of work

1. NSIC envisages outsourcing its Call Centre operations to successful Bidder that can deliver a complete call center solution and will be responsible for establishing, operating and managing the end-to-end Call Centre services for NSSH. The Call Centre operations should be purely on outsourced model but will be setup at NSIC premises. The successful Bidder should setup all required infrastructure as required for operation of Call Centre.
2. The solution should, at minimum, consist of the elements listed below. Additionally, the solution should be readily configurable, with minimal, if any, development efforts required.
 - 10 seater call center set up headed by a Team Lead
 - Blended process (Outbound/inbound Calls, Bulk SMS and emails support)
 - Capable of operating 12/7/365 and includes the following tools:
 - Complete outbound and inbound solution
 - E-mail response management
 - Session recording and transcript mailing
 - Self-service Knowledge-base
 - Analytics and Quality System
 - Telephony Infrastructure, including Computer Telephony Integration (CTI)
 - Interactive Voice Response (IVR) technology
 - CRM software

3. Envisaged call center volume:

Given below is the envisaged call and email volumes

	Estimated Call/Email/SMS Volumes per day (actuals may vary)
Inbound	100 calls per day
Outbound	100 calls per day per seat
Email queries	Up to 50 per day
SMS	Approximately 50000 SMS per month

5. Detailed Scope of Work

Following are the key features of the proposed Call Centre:

Particular	Description
Number of seats	10 sealer process and one team lead
Language supported	Languages: <ul style="list-style-type: none"> • Hindi • English • Malayalam • Bengali • Tamil • Telegu • Kannada • Odiya <p><i>It is preferred that all resources are familiar in Hindi language</i></p>

Particular	Description																
FTE's requirements	A. Preferred language expertise:																
	<table border="1"> <thead> <tr> <th>No. of Resources</th> <th>Languages</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>Hindi and English</td> </tr> <tr> <td>1</td> <td>Malayam, Hindi/English</td> </tr> <tr> <td>1</td> <td>Kannada, Hindi/English</td> </tr> <tr> <td>1</td> <td>Bengali, Hindi/English</td> </tr> <tr> <td>1</td> <td>Tamil, Hindi/English</td> </tr> <tr> <td>1</td> <td>Telugu, Hindi/English</td> </tr> <tr> <td>1</td> <td>Odiya, Hindi/English</td> </tr> </tbody> </table>	No. of Resources	Languages	4	Hindi and English	1	Malayam, Hindi/English	1	Kannada, Hindi/English	1	Bengali, Hindi/English	1	Tamil, Hindi/English	1	Telugu, Hindi/English	1	Odiya, Hindi/English
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1	Telugu, Hindi/English																
1	Odiya, Hindi/English																
B: Qualification: Graduates in any discipline.																	
C: Experience : 2 years' (minimum) experience in tele-calling																	
Team Lead Requirements	Qualification : MBA/PGDBM Experience : 2 years as Team Lead																
Accessibility	Accessible through Toll Free Number 1800-11-1955																
Location	The facility to be located at NSIC Limited , Okhla Industrial Estate , New Delhi– 110020																
Service Window	9:30 AM to 6:30 PM, 7 days a week																

The successful Bidder is expected to ramp-up by upto 100% or ramp-down by upto 20% of the operational capacity (minimum 8 seats) within a notice period of 30 days for all sets of agents to handle surges during operational period. This project on turnkey basis would be understood to mean that the Successful Bidder shall have the complete responsibility to design, establish, operate and maintain complete setup at the mentioned location of NSIC on payment of per-agent-month based rates billed to NSIC.

The successful Bidder shall understand the processes of NSSH and various service requirements at the Call Centre along with **Chat Session (English and Hindi only)**. Call Centre services would be required for - **Inbound Calls, Outbound Calls**, IVR functions, Bulk SMS , email support etc.

The successful Bidder shall design the overall approach for call center operations, which will include but not limited to the following:

- Detailed plan including timelines for setting up of call center
- Defining various procedures linked to call center like call handling procedure, call routing procedure, chats, interface between NSSH and call center systems
- Reporting requirements
- Designing call and scripts for various types of calls
- Deployment of dedicated manpower as mentioned in scope of work
- All Inbound calling will be received on a toll free number and in no case wait time of the caller will be more than 45 sec.

The scope of services that need to be provided by the successful bidder can be broadly classified into the following areas:

- Business Services
- Call Centre Infrastructure & Technology
- Resources on-boarding and training
- Quality Assurance
- Monitoring and Reporting
- Storage and retrieval

5.1 Business Services

The call center FTEs, who will be trained on Schemes/Objectives and procedures of NSSH, shall understand the customer's requirements and resolve the query as per the information provided. The proposed services to be provided through the call center can be categorized into two broad areas:

5.1.1 Informational Services:

Provide published or processed information on specific Schemes or procedures to the callers / MSE Units / entrepreneurs. Usually, the nature of informational services remains static over a period and it is common for all the customers, e.g. schemes information, UAM registration, About NSSH, Portal Information, about offices/branches etc. Apart from information services for inbound calls there will be task based outbound calls to provide and collect information from specific audience. Bidder should be qualified telemarketer to carry out the outbound calling.

Inbound calls:

Knowledge areas can be described as under but are not limited to these:

S.No	Area	Description
1	General enquiry and schemes related queries	<p>An indicative list of services on which general queries are expected to be received, is:</p> <ul style="list-style-type: none"> • About NSSH, • About UAM, MSME Certifications, NSIC Branch details • About MSME schemes and schemes specific for SC ST MSEs. • About Tenders and CPSE details. • About SC ST MSEs with product details. • Any other enquiry related to NSSH programme and its schemes.
2	Service Requests	<p>The types of service requests expected to be received include UAM Registration, MSME Databank Registration, FFC online and SCST Hub portal Registration, Event registration, Training Program registrations etc.</p> <p>Status requests on scheme participation should also be handled.</p> <p>Follow-up queries on earlier service requests would also need to be handled</p> <p>All complaints/ feedback/ suggestions from Entrepreneurs, MSEs, CPSEs and other stakeholders would need to be recorded in the system.</p>
3	Complaints	<ul style="list-style-type: none"> • Complaints may be expected on any of the Schemes/Interventions under NSSH. • All service requests related complaints would need to be recorded in System. • Queries on earlier complaints also need to be handled.

4	Queries on e-Tendering and Public Procurement policy	Customers might also need to be handheld and guided through the entire processes of e-tendering and schemes application.
5	Queries on external systems like UAM GeM, GSTN, Public Procurement Portal of NIC etc.	Customers might also need to be handheld and guided through the entire processes of Registration on these systems or guided to their support and follow-ups.

Outbound calls:

Knowledge areas can be described as under but are not limited to these:

S.No	Area	Description
1	Data validation	Assist NSSH to validate SC ST MSE UAM registrations
2	Marketing functions	Assist NSSH to promote the new schemes and service offering by making outbound calls Capture leads identified while promoting the new offerings
3	Continuation of abandoned calls	Make calls to receivers whose calls got disconnected due to technical/ operational snag.
4	Calls to events/training registrations	Make event related calls like registration verification , feedback etc.
5	MSE - CPSE connection and awareness calls	Make calls and record CPSE requirements and follow-ups

Email Support:

Responding to queries received through emails. Knowledge areas would be similar as mentioned above (Inbound and outbound calls).

5.1.2 Transaction Services:

Exchange of information through **a mail or any other media**. The transactional services can be static (Registration form, FFC form, Training Form etc.) or dynamic (VDP / Training program, events etc.). Information is to be provided to customers over phone/email/SMS based on data available at NSSH based on application number, UAM Number, etc.

5.2 Call Centre infrastructure and technology:

5.2.1. NSIC's Responsibility:

NSIC will be responsible for arranging premises duly equipped with requisite infrastructure for dedicated seating for FTEs with proper lighting, air conditioning etc. to ensure sufficient comfort levels to the FTEs/Agents. The space provided to the successful Bidder will be lockable by the successful Bidder but the responsibility of safety and security of all furniture, fixtures, fittings etc provided by NSIC and the entire infrastructure put up by the successful Bidder for the day-to-day operations of the Call Centre will be of the successful Bidder.

5.2.2. Successful Bidder's responsibility:

5.2.2.1. Requisite Hardware, software, telephony infrastructure, internet connectivity and toll free number:

Successful Bidder shall arrange for all requisite hardware and software components including desktops, IVRS, dialer and related hardware, internet connectivity, software & licences as per TRAI and network components for running the call centre. The Successful Bidder shall also hire the requisite ISDN PRI line along with separate numbers for inbound & outbound calling including escalation on call conference. The toll free number 1800-11-1955 is owned by NSIC and is presently mapped to a landline number for handling inbound calls only.

5.2.2.2. Interactive Voice Response System (IVRS)

- a) Receive all inbound calls on the telephone number 1800-11-1955 with IVRS guiding to opt for FTE of either NSIC or NSSH.

- b) The calls to NSIC would be routed to specified seats for which IVRS should have enough provision. Handling of such calls beyond this point is not in the present scope of work.
- c) The calls to NSSH, as per the choice made by the caller through IVR, should have an easy navigable voice assistance for the caller to select the desired option of language, IVRS should promote and educate beneficiaries regarding government schemes and programs with a permission from caller, preferably at the end of the call and all messages should be tailor made considering the profile of the person calling, region, gender etc.
- d) Prompts callers to make selection(s)
- e) Ability to identify state and language based on originating number and IVR should communicate in the same language.
- f) Ability to direct the calls to a regional language speaking FTE/Agent based on language preference/originating number.
- g) Provide an easy to configure system that enables the users to change the IVR tree with no hard coding
- h) The IVR solution must be capable of capturing usage details of each caller as the caller traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.
- i) The IVR must integrate with the rest of the proposed solution to provide seamless call centre performance
- j) Successful Bidder shall configure and implement the IVR product and dialer along with any required third party solutions to meet NSSH's requirements.
- k) Successful Bidder shall design the IVR tree structure in consultation and with the approval of NSIC. NSIC may suggest changes and customization in IVR tree structure from time to time, which the Successful Bidder shall execute within 10 working days with no additional cost.
- l) There shall also be a provision of ignoring the IVRS and directly landing the call with FTE.
- m) In case of additional language request from NSIC, the Successful Bidder should be able to configure additional language in the IVR.
- n) Successful Bidder should be able to configure important messages/advertisements on IVR free of cost during the waiting period. The content and time period for such messages/advertisements shall be decided by NSIC.

5.2.2.3. Unified Call Centre Application

The Successful Bidder shall deploy comprehensive call center software with robust CTI, Reporting, Unified Agent Management, Supervisor Monitoring tool to provide a seamless customer experience across all channels (Calls/ chats/ Email). All interactions

from various channels shall come to a single unified queue. With unified view agents get to see all historical interactions.

The software shall support queuing for calls and chats. In case a FTE/agent is already on call, then he/she would not get any chat request on the screen. Similarly, if a FTE is already handling a chat, then he/she should not get any incoming call.

The software shall maintain complete call, email & chat history and case history of all communications received at the call center through a central customer relationship management (CRM) tool. The Successful Bidder shall provide access for all the data of this application and role based reports to NSIC.

5.2.2.4. Computer Telephone Integration (CTI)

- a) Should be able to integrate with Call Centre solution
- b) Ability to generate service requests and register grievances
- c) On transferring the call to another FTE/Agent the screen too should be transferred to that FTE's/Agents' screen
- d) Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.

5.2.2.5. Automatic Call Distributor (ACD)

ACD distributes incoming calls to FTEs/Agents as they are received. It should be pre- integrated with the IVR with the following features:

- Handle high call volumes efficiently
- Provide capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD)
- Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets
- Allow calls to be transferred within the call center and outside the call center
- Support relaying of relevant information messages to voice callers waiting in queues or on hold
- Skill based routing: Standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc. should be present
- System should be able to intelligently route the callers to FTE's/Agents as defined by the administration
- System should announce the queue waiting time for the caller before getting attended by an FTE

- Other Infrastructure, but not limited to, to be provided by Successful Bidder are:
 - Call barging and recording software.
 - FTE’s computers, phone sets and head sets.

5.2.2.6. Single view for calls being handled

Team Lead should be able to view details of calls being handled by his/her team in real time. The Team Lead should be able to view Login Id., Agent name, Number of times called during the day, etc. The above will help the Team Lead take action on real time basis to avoid future repeat calls and escalations from callers Viz. barge into calls / take over calls if required.

5.3 Resource Training:

Considering the nature of the services, training is an important aspect of NSSH Call Centre. The Successful Bidder should make arrangements for imparting proper training in soft skills; call handling, exposure to related application so as to prepare FTE to handle different types of queries, and on other aspects of Call Centre services.

The Successful Bidder should ensure that all FTEs are put on actual duty only after providing proper training on at least the following areas:

#	Training Area	Responsibility
1	Soft Skills	Successful Bidder
2	Application(s)	Successful Bidder
3	Call Handling procedures	Successful Bidder
4	Online support and handholding	Successful Bidder
5	Email writing skills	Successful Bidder

Note: For such training sessions, arrangement of logistics, travel, etc. for shall be the responsibility of the Successful Bidder only.

NSSH, at its discretion, may provide refresher training to the Team Leader as a part of train the trainer methodology. The Successful Bidder needs to ensure that their Team Leader provide further in house refresher training to FTEs.

The Successful Bidder will be responsible for creating all materials required for smooth operations of call centre. All scripts for inbound and outbound calling, email templates, chat scripts and templates shall be created by the Successful Bidder.

The Successful Bidder needs to ensure that their Team Leader provide further in-house refresher training to FTEs.

5.4 Quality Assurance:

- a) Each call/ Email would have a unique identifier i.e. Call/email ID and in case there is any query/grievance/any other request, member/provider/other stakeholder shall be intimated about the id for future tracking purpose.
- b) Every call/email initiated/ received/ done from the call centre shall be recorded in the call centre application against the respective FTE and id.**
- c) To ensure Customer Service Quality, NSIC, at its discretion, may conduct Regular audits, Random audits and call barging
- d) NSIC may do a random sample survey of calls/ emails on quality as well as be involved into calls/ emails without prior notification on a daily basis. For this purpose administration level permissions to access relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc. related to NSSH Call Centre Setup) shall be provided to NSIC.
- e) To monitor and generate reports including those required for cross-verification of SLAs and related payments will be provided by the Successful Bidder.
- f) The call/ emails data from the tapes/voice/ email logger should be archived on to hard disk as per Gol policy. The data on the hard disk should be stored in using such naming conventions that support easy retrieval. NSIC might require the records to be kept for longer period of time.
- g) If it is observed by NSIC that a FTE/Team leader has misbehaved with a caller/ visitor on telephone/ chat window, or if complaint is received against any of the FTE/Team leader, if his/her performance is found to be lacking in the opinion of NSIC, NSIC may instruct the Successful Bidder to remove such person from NSSH Call Centre immediately and suitable replacement of such person should be provided within 7 days.
- h) Additionally, it should be possible to remotely monitor performance on all SLAs/KPIs and also of all the applications provided by the system i.e. real time ACD statistics, calls in queue, number of FTEs logged in, number of FTEs abandoned answered calls, query of the call logs of a particular customer etc. by designated Call Centre Coordinator or Call Centre in-charge.

5.5 Monitoring and Reporting:

- Suitable reporting software should be available to generate standard report formats to measure/verify various SLAs, for monitoring the performance of FTEs, IVRS, ACD, etc. Successful Bidder has to provide a portal for report viewing by the NSSH or its designated Bidder(s).

- Reports should also be available in common format like Excel, PDF, Word, etc. & should be configurable to be mailed to a defined mailing list.
- The Successful Bidder shall also assist NSIC in responding to queries and investigations initiated by the statutory bodies or law enforcement agencies as well as in fulfilling regulatory reporting requirements.
- NSIC will approve on the format of the reports to be submitted by the Successful Bidder to NSIC. If NSIC requests the Successful Bidder to provide customized reports, the Successful Bidder will provide customized reports at no cost to NSIC. The following reports, but not limited to, must be provided by the Successful Bidder:
 - a) Reports based on time period/ location wise/ office wise
 - b) Type of grievances/queries/demand/analysis location wise
 - c) Repeat request or complaints analysis
 - d) Call waiting time
 - e) Disposal rate through IVRS and FTE
 - f) Lost calls/ unanswered calls
 - g) System/position log on off or breakdowns
 - h) Call time (Average Talk Time/Hold Time/Handle Time)
 - i) Hourly call details
 - j) Complaints pending for more than defined time period
 - k) Calls Handled
 - l) Abandoned Call Rate
 - m) Delay Before Abandon (Average/ Longest)
 - n) Time for After Call Work (Wrap Up)
 - o) Staffing related Report
 - p) Call origination report
 - q) Other monthly MIS, SLA reports, number of FTEs logged in FTE wise, language wise, etc.
 - r) Any other report as requested by NSSH.
 - s) System performance report
 - Application availability
 - Dialer availability
 - Network availability
 - Power availability

- t) Manpower performance report
 - Availability of deployed call center staff & biometric attendance report
 - Number of Emails Sent
- u) Performance report
 - Performance reports generated based on the feedback of beneficiary and other stakeholders
 - Call/ Chat status report
 - Call/ Chat status report should contain the details such as number of calls and duration of calls.
 - Other parameters like sensitivity of handling call, accuracy of information provided, effectiveness, etc. will be monitored.
- v) Availability report – Availability report of all the agents. System should log the time of availability of agents during the course of shift. Break should be also be logged in the system. It shall be ensured that 8 hours productive time is logged in the system per day basis for each agent

5.6 Storage and retrieval

All calls made be voice logged i.e. all calls will be recorded by the Call Centre and the audio files will be stored & maintained for future reference as per the terms specified by NSIC. All voice logs transferred to NSIC are to be purged on a monthly basis based on instructions from NSIC.

Similarly all chats/email handled shall be logged in the system i.e all chats/emails will be captured by the Call Centre application and the data files will be stored & maintained for future reference as per the terms specified by NSIC. All such logs transferred to NSIC are to be purged on a monthly basis based on instructions from NSIC.

Complete Database along with information generated should be handed over to NSIC after completion or termination of assignment with the successful Bidder.

5.7 Issue and Escalation Management Procedure

In case of issues/escalation raised by caller/chat initiator, the Successful Bidder shall escalate the matter to the concerned officer in NSSH as per the mutually agreed escalation matrix. However, initially, following escalation matrix shall be followed to handle issues:

Escalation Levels	Contact Person
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Level 1	Team Lead (Successful Bidder)
Level 2	PMU – NSSH
Level 3	Dy. General Manager (NSSH)

6. Evaluation Process:

The objective of the evaluation process is to evaluate the bids to select an effective and best fit Service at a competitive price. The evaluation will be undertaken by NSIC. NSIC may consider recommendations made by external experts/consultants. The decision of NSIC shall be final.

The competitive bids shall be evaluated in the following stages:

- Phase 1 – Eligibility Criteria (Pre- Qualification)
- Phase 2 – Technical Bid
- Phase 3 – Commercial Bid

Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial evaluation.

6.1 Phase 1- Evaluation of Eligibility Criteria (Pre-Qualification)

The evaluation will involve validating the credentials submitted in the format as prescribed Annexure C. Credentials without valid proof will be invalid and will not be considered for eligibility. NSIC reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the Bidders thereof. Only those Bidders meeting the eligibility criteria will be considered for further stages of evaluation.

Only those bidders who fulfil the criteria mentioned in the table below are eligible for technical evaluation. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

#	Eligibility Criteria	Supporting Documents required
1	The Bidder should be a Government Organization/PSU/Public/Partnership/ Private limited company or subsidiary thereof or a Proprietorship firm	Certificate of Incorporation/ Registered Partnership Deed/ ITR (for proprietorship firms)
2	The Bidder should have been in operation for at least 3 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of RFP.	ITR and balance sheet for last three years

3	The Bidder should be profitable in two out of last three financial years	Audited Financial Statements for last three years. Note: Certificate from the chartered accountant may also be reckoned only for FY2018-19
4	The Bidder should have a minimum turnover of Rs.25 Lakh per annum in two of last three financial years	Audited Financial Statements for last three years. Note: Certificate from the chartered accountant may also be reckoned only for FY2018-19
5	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder
6	The Bidder must have registered itself with Department of Telecommunication (DoT)/ TRAI for providing BPO/Call Centre services.	Copy of DOT/ TRAI certificate
7	The Bidder should be operating with an aggregate of at least 100 employees on company payroll for its Indian Call Centre Voice operations as on date of RFP.	Certificate from the Bidder
8	The Bidder must have set up a Call Centre of at least 25 FTEs for any state/ central govt/PSU in the last three years.	Letter from client on its letter head/ LOI/ Agreement that confirms this point
9	The Bidder should have a liaison office located anywhere in Delhi/NCR	Proof of Telephone/electricity bill or rent agreement of the said address

10	The Bidder should have obtained an ISO 27001:2013 certification	Copy of the certificate
11	Bidder should provide an undertaking for providing adequate data and information security	Annexure D – Undertaking for Data and Information and Security

*Note: Bidders need to ensure compliance to all the eligibility criteria points.

The Bidder needs to comply with all the eligibility criteria mentioned above. Noncompliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is required to provide proof for each of the points for eligibility evaluation. Technical bid not accompanied by relevant proof documents from the clients will not be considered for evaluation.

Any assumptions made by the Bidders in response of this RFP will be at their own risk and costs. NSIC will not be liable for any such assumptions / representations made by the Bidder's. NSIC's assumptions and decision will be final. NSIC reserves the right to disqualify the Bidder who does not submit sufficient proof of their credentials as prescribed in eligibility criteria.

6.2 Phase 2- Technical Evaluation

Bidders shall have to enclose documentary evidence in support of following mentioned parameter. In the absence of such supporting documents as detailed in relevant Forms and annexures of the RFP, the bid will be rejected summarily. Technical bids will be opened as per the schedule stipulated by NSIC in the RFP and will be evaluated as per the following matrix

S No.	Evaluation Criteria	Description	Maximum Marks
1	Relevant Experience	1) Managing Call Centre operations for inbound and/or outbound calls for any Govt. department or PSU client in India <ul style="list-style-type: none"> • 3 or more Clients : 10 marks • 2 clients : 7 marks • 1 client: 5 marks 2) Managing Call Centre operations for any client in India with over 25 FTEs (for each client) <ul style="list-style-type: none"> • 3 or more Clients : 10 marks • 2 clients : 7 marks • 1 client: 5 marks • No Client : 0 marks * no overlap allowed	20
2	Completeness of Solution Proposed	The Bidder will be scored on the following parameters for project approach & methodology <ul style="list-style-type: none"> • Suggested Project Methodology : 4 Marks • Adherence to Timelines : 4 Marks • Solution Proposed :4 Marks • Add on Value proposed to NSSH :4 Marks • Governance & project Management Methodology : 4 Marks 	20

3	Reference Site Feedback	<p>The Bidder is required to provide particulars of clients as per the following requirements: The Clients for which the bidder is providing services for Call Centre operations in India, preferably in Govt. /public sector in India, for the following services,</p> <ul style="list-style-type: none"> • Inbound call handling for queries/requests/complaints handling and • Outbound call handling for Grievance Redressal and query solving <p>NSIC reserves the right to visit the same and include the same for evaluation.</p>	20
4	ISO Standards	ISO 27001:2013 certification	10
5	Presentation of proposal and solution walkthrough.	<ol style="list-style-type: none"> 1) Proposed Call Centre solution and its components (including infrastructure, people, Call Centre and services provided) : Detailed presentation on the solution scope components as per requirements 2) Contact Centre management and governance approach: Structure, governance processes and SLA adherence as defined in the RFP 3) Project implementation plan : Proposed project approach which would ensure smooth transition from present state to desired state 4) Key value propositions: Key differentiators/ value-add presented by the bidder 5) Relevant case studies: Relevant case studies where requirements are similar 	20

6	Human capital Strength	1) Number of FTE working <ul style="list-style-type: none"> • 500 and above : 10 marks • 250 to 499 : 7.5 marks • 100 to 249 : 5 marks 	10
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6.3 Phase 3- Commercial Evaluation

The bidders who are technically compliant i.e. passing the overall 70% marks in the Technical evaluation, shall be eligible for Phase-3 Commercial Bid Evaluation. The bidder with the lowest commercials will be declared successful L1 bidder and shall be considered for award of the Contract. The procedure is as below:

1. NSIC seeks the Bidders to quote “Total cost per seat per month” for FTEs and Team Lead.

The “Final Score” resulting from “Commercial Evaluation” (L- 1) shall be the basis for identification of a single Bidder.

7. Preliminary Examination of Proposals

NSIC will examine the proposals to determine whether they are complete, whether the documents have been properly signed and whether the offers are generally in order. Any proposals found to be nonresponsive for any reason or not meeting any criteria specified in the RFP, will be rejected by NSIC and shall not be included for further consideration.

Initial Proposal scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:

- a) Are not submitted in as specified in the RFP document
- b) Received without the Letter of Authorization (Power of Attorney) in favour of signatory of the bid document(s).
- c) Are found with suppression of details
- d) With incomplete information, subjective, conditional offers and partial offers submitted
- e) Submitted without the documents requested in the checklist
- f) Have non-compliance of any of the clauses stipulated in the RFP
- g) With lesser validity period, however if requested, grace period of 15 days may be allowed.

h) are received without EMD, unless exempted

8. Right to vary scope of contract at the time of award

NSIC may at any time, by a written order given to the Bidder, make changes within the general scope of the contract.

9. Right to accept any offer and reject any or all offer

NSIC reserves the right to accept any offer, and to annul the Tender process and reject any or all offers at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for NSIC's action.

10. Canvassing/Contracting

Any effort by a Bidder to influence NSIC in its decisions on offer evaluation, offer comparison or Award of Contract may result in the rejection of the Bidder's Offer. No Bidder shall contact NSIC on any matter relating to its offer, from the time of opening of Technical offer to the time the Contract is awarded.

11. Duration of the contract

The rights hereby granted are for a period commencing from the Appointed Date till ending on 31st **March 2020**. Provided that in the event of termination, the Contract Period shall mean and be limited to the period commencing from the Appointed Date and ending with the Termination Date.

NSIC reserves the right to renew the contract post completion of contract term subject to extension of National SC-ST Hub Scheme

12. Repeat Order

NSIC at its discretion may place Repeat Orders for additional requirements based on its requirements during the tenure of the Contract.

13. Payment Terms

The successful bidder's payments will be paid on Monthly basis after adjusting for penalty (if any) as per Call Centre Cost given by bidder. The Cost will be computed by multiplying the number of seats deployed every month , excluding the Team

Lead , with that of cost of per seat per month rate. Payment cycle shall be considered from go-live date only.

Bidder shall submit all the reports as mutually agreed between NSIC team and bidder, after respective period before the payment of that period. These reports may include but not limited to:

- SLA Compliance Reports
- Inbound call details
- Outbound call details
- Emails details
- Staffing related Report
- Any other report as requested by NSIC.

14. Time Frame

The Successful Bidder is expected to adhere to these timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:

S.N.	Key Activities	Time Lines
1	Date of issuance of PO	T
2	Entire setup of call center including infrastructure establishment, resource training and other set up	30 days
3	Go-Live of call center	T+30

- NSIC, at its discretion, shall have the right to alter the quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if a need arises.
- The Successful Bidder is required to provide a detailed strategy/ implementation plan to NSIC; the activities mentioned above are indicative but the timelines for procurement, readiness and inspection should be maintained. Hence, if the Bidder has a faster and more effective solution, the same may be discussed and agreed by NSIC.

15. Service Level Agreement:

Service disruption is defined as the events and parameters due to which Call Centre services are completely/partial unavailable for NSIC, MSEs and other stakeholders.

Successful Bidder will submit monthly performance report to NSIC at the end of every month to measure and improve the service level. NSIC or its appointed agency may audit these reports and instruct Service Provider to implement corrective and preventive measures for service improvement.

The service disruption parameters are defined below:

S. No.	SLA Parameter	Target Performance	Description
Call Centre			
1.	Call abandonment rate at IVR	Number of calls which were abandoned on IVR without execution of a single function / Number of calls which reached IVR	The number of calls that reached IVR and the number of calls which were abandoned on IVR without execution of a single function, both, would need to be captured.
2.	Call abandonment rate at ACD	Number of calls abandoned on ACD/Number of calls which reached ACD	The number of calls requesting for agents and the number of calls which are answered by the agents, both, would need to be captured
4.	Occupancy Ratio for agents	Average utilization time of the agents on a monthly basis	Bidder is required to monitor TOS (Time on System) which is summation of total idle time, Total Handling Time, Total Hold time and Total Wrap time for the given period. Occupancy Ratio = (Handling Time + Hold Time + Wrap Time)/ TOS

S. No.	SLA Parameter	Target Performance	Description
4.	Call/chat queue wait time	The waiting time in que for call chat	This will be captured from the time the customer has keyed the relevant number in the IVR option menu, for speaking to an agent.
5.	Call/chat quality score	This is measured by scoring a random sample of calls/chats.	The Call Centre needs to have a call logging facility to record all the different calls that have been handled by the agents. A random sample of these calls will then be graded by the NSIC's call quality audit team.
6	Availability of Call center Applications	This is measured based on uptime of the call center. Total Time shall be measured on 24*7 basis	$\text{Availability} = \left\{ 1 - \frac{(\text{Application Downtime})}{(\text{Total Time} - \text{Maintenance Time})} \right\} * 100$ Total Time shall be measured on 24*7 basis Downtime shall be measured from the time the application becomes unavailable (due to any reasons attributable to the Service Provider) to the end user, Planned downtime shall be excluded from the above.

S. No.	SLA Parameter	Target Performance	Description
7	Email Response	This is measured based on the turnaround time to respond to emails	Timestamps of all incoming/outgoing emails shall be logged and provision to be made to track the turnaround time of responding to emails

16. Penalties:

Penalty table includes penalty that would be levied on successful bidder on non-achievement of SLAs. Slabs have been created for each SLA and penalty would be imposed on successful bidder as per the SLA achievement/ non-achievement for the period under consideration.

Penalties are mentioned as a percentage of components of cost, for example, support cost or call centre cost etc.

S. No.	SLA	Periodicity	Expected Service	Service Deviation	Penalty as %age of Monthly Billed Amount
1	Call abandonment rate at IVR	Monthly	<7%	10% > Service Level >= 7% 20% > Service Level >= 10% Service Level >=	- 1% -2% -5%

S. No.	SLA	Periodicity	Expected Service	Service Deviation	Penalty as %age of Monthly Billed Amount
2	Call abandonment rate at ACD	Monthly	<5%	7% > Service Level >= 5% 10% > Service Level >= 7% Service Level >= 10%	- 2% -4% -6%
3	Occupancy Ratio for agents	Monthly	>75%Level	70% < Service Level <= 75% 60% < Service Level <= 70% Service Level <= 60%	- 1% -2% -3%
4	Call queue wait time	Monthly	>90% calls attended within 20 seconds	85% < Service Level <= 90% 80% < Service Level <= 85% Service Level <= 80%	- 1% -2% -5%
5	Call quality score	Monthly	>85%	80% < Service Level <= 85% 75% < Service Level <= 80% Service Level <= 75%	- 1% -2% -3%

S. No.	SLA	Periodicity	Expected Service	Service Deviation	Penalty as %age of Monthly Billed Amount
6	Availability of Call center Applications	Monthly	100%	>=96% to <99 % >=90% to <95 % >=80% to <90 % Availability below 80% shall be escalated NSIC authorities	-2 % -5% -10%
7	Emails	Monthly	24 hours	>24 to <=36 hours >36 to <=48 hours	-1 % -2%

Note: It is to be noted that the maximum overall penalty imposed for each payment milestone will be 5% of the project cost during that milestone.

17. Force Majeure

The Term "Force Majeure" shall include, without limitation, acts of nature, fire, explosion, storm, or other similar occurrence; order or acts of military or civil authority; national emergencies, insurrections, riots, wars, strikes, work stoppages, or other labour disputes, supplier failures, shortages, breach, delays or raw water resource not being available/ getting defunct / altered/ non-usable.

18. Liquidated Damages

Liquidated damage of (1/2) half percent per week of delay subject to a maximum of 5% of the order value will be levied for delay in execution of the contract. If the assignment is not completed in all respects or left incomplete or breach of terms & conditions or non-performance as per RFP/Contract during contract period, the Performance Bank Guarantee shall be invoked by NSIC.

19. Arbitration

If any disputes or differences relating to the interpretation, termination and meaning of the words, terms, specifications, operations and instructions, mentioned in this RFP/agreement/contract and as to the quality of workmanship, work or performance of the bidder /call centre or any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to tender document/agreement/contract, orders or these conditions; or otherwise concerning the performance of the tender document/agreement/contract, the execution or failure to execute the same whether arising during the existence of contract or after the termination or abandonment thereof, shall be referred by either party to the Chairman Cum Managing Director of the NSIC who shall refer the matter for adjudication to the Sole Arbitrator. There shall be no objection to the said appointment of the Arbitrator by CMD-NSIC. The award of the Sole Arbitrator so appointed shall be final and binding on the parties.

In case, the Arbitrator so appointed dies, neglects or refuses to act as an arbitrator or is otherwise unable to act for any reason whatsoever, it shall be lawful for the Chairman-cum-Managing Director of NSIC to appoint another Arbitrator in place of such Arbitrator in the manner as aforesaid, who shall be entitled to proceed with the reference from the stage where the earlier arbitrator left the proceeding.

The venue of the Arbitration shall be at New Delhi and shall be governed by provisions of the Arbitration & Conciliation Act 1996 as amended by the Arbitration & Conciliation (Amendment) Act 2015 (3 of 2016) and amended from time to time.

20. Confidentiality

All the data/information sent to the Bidder shall be treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. The successful Bidder has to furnish a Non-Disclosure Undertaking (NDU) as per attached format at Annexure "L".

21. Operation & Maintenance

The selected Bidder will be solely responsible for operation & maintenance of hardware and software from the go-live date till the contract duration. The successful bidder shall be solely responsible for compliance of all statutory laws and applicable regulatory guidelines of Government of India for the operations of such Call Centre. In addition, any necessary infrastructure upgradation will be responsibility of Successful Bidder only.

22. All Inclusive Prices

The price quoted should be inclusive of charges towards setting up requisite equipment's, manpower deployment, maintenance, call costs including all applicable taxes.

23. Rejection Clause

- a) The Proposal submitted by fax or email shall not be entertained.
- b) Any condition put forth by the Bidder non-conforming to the Proposal requirements shall not be entertained at all and such Proposal shall be rejected.
- c) If a Proposal is not responsive and not fulfilling the conditions it will be rejected by NSIC and shall not subsequently be accepted even if it is made responsive by the Bidder by correction of the non-conformity. No further communication will be made in the regards.

Annexures

1. Annexure A:Pre Bid Query Format

If bidder, desiring to respond to RFP for Implementation of Call Center for NSIC, requires any clarifications on the points mentioned in the RFP, it may communicate using the following format.

All questions received before the last Date and time for submission of Pre-Bid Queries stipulated in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, NSIC may at its discretion, answer all such queries in the Pre-bid meeting.

Sub: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

S.No	Page No.	Section point No.	and RFP Clause	Remarks

Place:

Date:
bidder

Seal and signature of the

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

2. Annexure B: Cover Letter (on Bidder's Letterhead)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

Dear Sir,

Sub: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Having examined the RFP documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Call Center services to NSIC as mentioned in RFP document in conformity with the said RFP documents in accordance with the Commercial Bid and made part of this RFP.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by NSIC is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We have read, understood and accepted the Terms/ Conditions/ Rules mentioned in the RFP.

Until a formal contract is prepared and executed, this RFP offer, together with NSIC's written acceptance thereof and NSIC's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We further undertake to take up the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted in the financial proposal, which would be binding on us.

We have never been barred/black-listed by any regulatory / Statutory Authority/PSU/Government undertaking in India.

We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by NSIC in the format requested for. We also understand that NSIC has the exclusive right to reject this offer in case NSIC is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and NSIC reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the Bidder

3. Annexure C: Confirmation of Eligibility Criteria

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

Dear Sir,

Reference: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

#	Eligibility Criteria	Supporting Documents required
1	The Bidder should be a Government Organization/PSU/Public/Partnership/ Private limited company or subsidiary thereof or a Proprietorship firm	Certificate of Incorporation/ Registered Partnership Deed/ ITR (for proprietorship firms)
2	The Bidder should have been in operation for at least 3 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of RFP.	ITR and balance sheet for last three years
3	The Bidder should be profitable in two out of last three financial years	Audited Financial Statements for last three years. Note: Certificate from the chartered accountant may also be reckoned only for FY2018-19
4	The Bidder should have a minimum turnover of Rs.25 Lakh per annum in two of last three financial years	Audited Financial Statements for last three years. Note: Certificate from the chartered accountant may also be reckoned only for FY2018-19
5	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder

6	The Bidder must have registered itself with Department of Telecommunication (DoT)/ TRAI for providing BPO/Call Centre services.	Copy of DOT/ TRAI certificate
7	The Bidder should be operating with an aggregate of at least 100 employees on company payroll for its Indian Call Centre Voice operations as on date of RFP.	Certificate from the Bidder
8	The Bidder must have set up a Call Centre of at least 25 FTEs for any state/ central govt/PSU in the last three years.	Letter from client on its letter head/ LOI/ Agreement that confirms this point
9	The Bidder should have a liaison office located anywhere in Delhi/NCR	Proof of Telephone/electricity bill or rent agreement of the said address
10	The Bidder should have obtained an ISO 27001:2013 certification	Copy of the certificate
11	Bidder should provide an undertaking for providing adequate data and information security	Annexure D – Undertaking for Data and Information and Security
12	The signatory of the bid documents is authorized to sign and submit on behalf of the Bidder.	Except for a proprietorship firm submitting the Bid under the Signature of Proprietor, a power of attorney must be submitted in favour of the signatory authorizing to sign and submit the Bid document(s)

Place:

Date:

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

4. Annexure D: Undertaking for Data and Information Security

(On the Letterhead of the bidder)

Strictly Private and Confidential

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Dear Sir,

Sub: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

We acknowledge and undertake that during the course of Bid evaluation and subsequent signing of contract with the successful bidder against Request for Proposal (RFP) floated for Call Center to NSIC, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, physical data, digital data or intellectual property nature or otherwise), whether oral or written, relating to NSIC and its business that is provided to us pursuant to this undertaking.

A. In consideration of NSIC making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this undertaking) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and subsequently showcasing our capabilities to the evaluation committee and not for any other purpose.
3. We undertake that we shall not disclose any Confidential Information to any other person or firm, other than as permitted by NSIC.
4. We undertake that we shall not disclose or divulge any of the Confidential Information to any other client of [name of product Bidder / implementation partner].
5. This undertaking shall not prohibit disclosure of Confidential Information:
 - a) To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Call Center:
 - b) To the extent that such disclosure is required by law;



- c) To the extent that such disclosure is required by any rule or requirement of any statutory/regulatory authority with which we are bound to comply; and
- B. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
 - 1. For the purpose of a disclosure permitted by item 5 above; and
 - 2. To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
- C. This undertaking shall not apply to Confidential Information that:
 - 1. Is in the public domain at the time it is acquired by us;
 - 2. Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
 - 3. Is already in our possession prior to its disclosure to us; and is independently developed by us.
- D. This undertaking shall continue perpetually unless and to the extent that you may release it in writing.
- E. We warrant that we are acting as principal in this matter and not as FTE or broker for any person, company, or firm.
- F. We acknowledge that no failure or delay by NSIC in exercising any right, power or privilege under this undertaking shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.

Yours sincerely

Signature of Authorized Representative: _____

Name of Authorized Representative: _____

Verified above signature

Place:

Date:

Seal and signature of the bidder

Annexure E: Technical Bid format

Particulars to be provided by the bidder in the technical proposal

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

S. No.	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of "Partnership Deed" or "Certificate of Incorporation" should be submitted as the case may be.	
3	Location of Registered office /Corporate office and address	
4	Mailing address& Company website of the bidder	
5	Names and designations of the persons authorized to make commitments to NSIC	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	

8	Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	
---	---	--

As per "Invitation for Proposal", Annexure-B, Annexure-D, Annexure-E, Annexure-F, Annexure-G, Technical Response and Architecture proposed are attached with this letter and constitute the technical bid.

Declaration:

- 1 We confirm that we will abide by all the Terms and Conditions contained in the RFP.
- 2 We hereby unconditionally accept that NSIC can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- 3 All the details mentioned by us are true and correct and if NSIC observes any misrepresentation of facts on any matter at any stage, NSIC has the absolute right to reject the proposal and disqualify us from the selection process.
- 4 We agree and confirm that this response, for the purpose of short-listing, is valid for a period of 90 days, from the date of expiry of the last date for submission of response to RFP.
- 5 We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that NSIC will have the right to disqualify us in case of any such deviations.

Place:

Date:

Seal and Signature of the bidder

5. Annexure F: Statement of No Deviation for RFP Terms and Conditions

(On Letterhead)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

Reference: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Date:

Dear Sir,

There are no deviations (null deviations) from the terms and Conditions of the RFP. All the terms and conditions of the RFP are acceptable to us.

Witness

Bidder

Signature

Signature

Name

Name

Designation

Designation

Address

Address

Company

Company

Date

Date

Company Seal

Annexure G: Bidder's Past Experience

To,

General Manager (NSSH)
 National Small Industries Corporation Limited
 NSIC Bhawan,
 Okhla Industrial Estate,
 New Delhi- 110 020

Reference: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Date:

Sr. No.	Client's Name	Scope of work	Date of award	Number of FTE's	Client Contact Details along with contact person name, designation, phone number & email id	Value of the project (in Rs.)	Supporting Document attached (PO & Credential Letter etc.) Yes/No

Place:

Date:
bidder

Seal and signature of the

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

6. Annexure H: Commercial Compliance Certificate

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sub: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Dear Sir,

Having examined the RFP Documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and work as bidder as mentioned in the RFP document & in conformity with the said RFP documents for the same.

I / We undertake that the prices are in conformity with the specifications prescribed.

I / We agree and undertake to abide by this bid for the duration of contract after the date fixed for bid opening and it shall remain binding upon us and may be accepted by NSIC, any time before the expiry of this period.

Until a formal contract is prepared and to be executed with the Successful Bider, this bid, together with NSIC's notification of award and our written acceptance thereof shall constitute a binding Contract between us.

I / We understand and agreed that you are not bound to accept the lowest or any bid you may receive. I/ We agree to the Terms & Conditions mentioned in the RFP document. Further, we undertake that we shall abide by all the terms and conditions mentioned in the RFP document.

I/ we agree that NSIC reserves the right to renew the contract beyond 31-03-2020 for next one year at the same rates and further extension of the contract may be considered by NSIC at mutually agreed rates.

Place:

Date:

Seal and Signature of the Bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

7. Annexure I: COMMERCIAL PROPOSAL

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

Sub: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Dear Sir,

This is the commercial proposal for the Response to RFP issued by NSIC for providing Call Centre services.

These costs indicated below are final and we, the Bidder, agree to provide the Call Centre services as detailed in the NSIC's: Request for Proposal" issued on ----- . The Call Centre services will be governed by the Service Level Agreement" to be entered into by NSIC with us, which will encompass the services mentioned in the above referred "Request for Proposal":

	Description	Costs (INR)
(1)	All inclusive Cost Per seat (one FTE) per month	
(2)	All inclusive Cost of one Team Lead per month	
(3)	Sub -Total [10X(1) + (2)]	
(4)	GST on (3)	
(5)	TOTAL [(3) + (4)]	

Any TDS deductible, as per the Income Tax Regulations, will be deducted from amounts payable to the Successful Bidder.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Company's stamp / seal

Annexure J: Format of Bank Guarantee

(to be stamped in accordance with stamp act)

Bank Guarantee No.

Dated:-

This performance bank guarantee made this ----- day of -----, between -----
-----Bank (hereinafter called the "Bank") of the one part and "The National
Small Industries Corporation Ltd (A Govt. of India Enterprise) (hereinafter called
"NSIC") of the other part.

Whereas "NSIC" has awarded/issued the Letter of Intent dated _____ to M/s
_____ having its registered office at
_____ (hereinafter called the "Agency") for providing its Call Centre
Services on outsourced model as per NSIC's Request for Proposal
(RFP) No. _____ dated _____ with the terms and conditions laid
therein.

And whereas the said RFP provides that the Agency (successful bidder) shall
furnish to NSIC a performance bank guarantee of Rs. _____ (Rupees -----
-----Only) by way of security for the due observance and performance and to
secure its obligations to NSIC.

1. We _____ (Banker's name and address) hereinafter to
referred as "the bank" at the request of M/s _____ (Name and
address of Agency) do hereby undertake to pay to the NSIC an amount not
exceeding Rs. _____ (Rupees _____ only) against any
loss or damage caused to or suffered or would be caused to or suffered by
NSIC by reason of any breach by M/s _____ of any of the
terms and conditions contained in the said RFP/letter of intent and indemnify
the NSIC for any liability of damage resulting from any defects or
shortcomings of the Agency or failure to achieve any SLA parameters ,
penalties thereof and liquidated damages stated in the said RFP/Letter of
Intent or the debts the Agency may have incurred to any party involved in
the Call Centre operations under the said RFP/Letter of Intent mentioned
above, whether these defects or shortcomings or failure to achieve any SLA
parameters, penalties thereof and liquidated damages stated in the said
RFP/letter of Intent or debts are actual or estimated or expected.
2. The Bank shall pay the amount claimed by the NSIC immediately on
demand without delay and without reference to the Agency and without the
necessity of any previous notice or of judicial or administrative procedures
and without it being necessary to prove to the Bank the liability or damages
resulting from any defects or shortcomings or failure to achieve any SLA
parameters, penalties thereof and liquidated damages stated in the said
RFP/Letter of Intent or the debts of the Agency. The Bank shall pay to the
NSIC any money so demanded notwithstanding any dispute/disputes raised
by the Agency in any suit or proceedings pending before any Court, Tribunal

or Arbitrators relating thereto and the liability under this guarantee shall be absolute, unequivocal, unconditional and irrevocable.

3. The Bank further agrees that the NSIC shall be sole judge whether the said Agency has committed any breach or breaches of any of the terms and condition of the said RFP/Letter of Intent and the extent of loss, damage, cost, charges and expenses suffered due to non-performance and any defects or shortcoming on the part of the Agency or failure to achieve any SLA parameters, penalties thereof in terms of the said RFP/Letter of Intent. To give effect to this guarantee, the NSIC may act as though the Bank was the principal debtor.
4. The decision of the "NSIC" as to whether the Agency has failed to or neglected to perform or discharge his duties and obligation as aforesaid and / or whether the services are free from deficiencies and defects and are capable of performing the work required and as to the amount payable to the "NSIC" by the Bank herein, shall be final and binding on the bank.
5. Further, the Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur, protest merely on a demand from the NSIC stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the NSIC by reason or any breach by M/s _____ of any of the terms and conditions contained in the said RFP/Letter of Intent by reason of the Agency's failure to perform the said RFP/Letter of Intent, other charges and payment demanded by NSIC in terms of said RFP/Letter of Intent. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee.
6. The Bank undertakes not to revoke this guaranty during its currency except with the previous consent of the "NSIC" in writing.
7. The expression 'NSIC', the Bank and the 'Agency' hereinbefore used shall include their respective successor and assigns.
8. The payment so made by Bank under this guarantee bond shall be valid discharge of Bank's liability for payment thereunder and the Agency shall have no claim against the Bank for such payment.
9. The Bank further agrees that the guarantee herein contained shall remain in full force and effective during the period that would be taken for the performance of the said RFP/Letter of Intent and it shall continue to be enforceable till -----.
10. The guarantee herein contained shall not be affected by any change in the constitution of the Agency, beneficiary or the Bank and shall be a continuing one.

11. The Bank further agrees that the guarantee herein contained shall remain in full force and effect for a period upto _____. If any claim accrues or arises against the Bank on or before _____, the same shall be enforceable against the Bank.
12. The Bank further agrees that the "NSIC" shall have the fullest liberty without its consent and without affecting in any manner its obligations hereunder to vary any of the terms and conditions of RFP/Letter of Intent or to extend time or payment of any charges/expenses or to postpone for any time or from time to time, the powers exercisable by NSIC against the said Agency and to forebear or enforce any of the terms and conditions resulting to the said RFP/Letter of Intent and the Bank shall not be relieved from its liability by reason of any such variation or extension being granted to the said Agency or for any forbearance, act or the omission on the part of the "NSIC" or any indulgence by the "NSIC" to the said Agency or by any other matter or thing whatsoever which under the laws relating to sureties would, but for this provision have the effect of so relieving the bank.
13. This bank guarantee shall be effective only when the Bank Guarantee message is transmitted by the issuing bank through Structured Financial Messaging System (SFMS) to _____ Bank _____ (address of NSIC's Bank); having IFSC -----Account No.-----through SFMS and authenticated by the said NSIC's Bank.
14. Notwithstanding anything contained herein above our liabilities under this guarantee:
- (i) Shall not exceed Rs. _____
 - (ii) This bank guarantee shall be valid upto _____
 - (iii) We are liable to pay the guarantee amount or any part thereof under this bank guarantee as demanded by NSIC and only and only if NSIC serve upon us a written claim or demand on or before _____. If any further extension of this bank guarantee is required, the same shall be extended to such required period on receiving instructions in writing from the Call Centre Agency on whose behalf this guarantee is issued.
 - (iv) Further, the amount on invocation of the BG shall be remitted to NSIC's account No. _____ with _____ (Name & address of NSIC's Bank (IFSC-----)) under written intimation to NSSH _____.

In witness thereof I /we of the Bank have signed and sealed this guarantee on the-----day of -----2018 being herewith duly authorized.

Signature of authorized bank official
ID No. and seal

8. Annexure K: Authorization Letter to Attend - Bid Opening

Date:

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

Sub: RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17

Dear Sir,

Mr./Ms.....has been authorized to be represent at the time of opening of Technical / Financial Bids in response to the above RFP due on..... at.....on my/our behalf.

Yours faithfully

Place:

Date:

Seal and Signature of the Bidder

Copy to: Mr/Ms.....for information and for production before the RFP Opening Committee at the time of opening of Bids.

9. Annexure L: Non-Disclosure Undertaking(NDU)

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with NSIC on contract is confidential and that the nature of the business of the NSIC is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the NSIC/NSSH. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to NSIC all documents and property of NSIC, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to NSIC business, or in any way obtained by us during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also. I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the NSIC, and are reasonable given the nature of the business carried on by the NSIC. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this _____ day of, 20_____.

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date :

10. Annexure – M: Declaration

(To be submitted on the letter head of the Bidder)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sir,

With reference to the RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17,
we..... hereby
confirm that we have not been blacklisted by any Government Department
(Central/State/Autonomous/PSU) in India.

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date :