

Office of the Chief Electoral Officer, West Bengal
Balmer Lawrie Building, 21, N.S Road, Kolkata- 700001
 ☎ (033) -2231-0840

NIT NO. CEOWB/2018/e-Tender/01/Call Centre

Date: 5th February 2018

Notice Inviting e-Tender No. CEOWB/2018/e-Tender/01/Call Centre dated 5th February 2018 of the Chief Electoral Officer and Principal Secretary to the Government of West Bengal.

The Chief Electoral Officer and Principal Secretary to the Government of West Bengal invites e-Tender Pre-qualification-cum-Tender (two cover system) for the work as detailed below. (Submission of Bid through online)

Name of the work	Earnest Money	Eligibility Criteria	Disqualification Criteria	Rejection Criteria
Call Centre for setting up State Contact Centre (SCC) at the office of the Chief Electoral Officer, West Bengal, 21 Netaji Subhas Road, Kolkata 700001	₹5,000/- (Rupees five thousand) only	<u>The participating bidder must have sufficient practical experience of having worked in the field of management of Call Centre. It must have requisite manpower infrastructure & logistics as detailed below.</u>	Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have: (i) Made misleading or false representations in the forms, statements, affidavits and attachments submitted in proof of the qualification requirements and / or record of submission of any false / fake document(s). (ii) Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.	During scrutiny of Technical Bid / Tender documents if it is found that any information is incorrect or inadequate in the Technical Bid / Tender documents, the same will be rejected without assigning any reason thereof. The Chief Electoral Officer, West Bengal will have the sole discretion to decide the eligibility of the Bidder on the basis of submitted documents and evaluation thereof and reserves the right to refuse any explanation to Bidders or any applicant without assigning any reason thereof. The decision of this Office in this respect will be final.

The Chief Electoral Officer, West Bengal, invites rates for Call Centre for setting up State Contact Centre (SCC) at the office of the Chief Electoral Officer, West Bengal, 21 Netaji Subhas Road, Kolkata 700001 including all admissible taxes through e-tender as above, from resourceful Companies/Agencies including bona-fide outsiders & Govt. registered Company(ies)/agency(ies) having experience in same type of works.

1. Services:

- a) To receive and respond to the queries at the Call Centre.
- b) To provide necessary information to citizens.
- c) To register on line platform complaints/ requests lodged by citizens.
- d) Maintaining call logs
- e) 100% call recording facility and archiving
- f) Call routing to respective districts as per requirement
- g) Web CRM(Customer Relationship Management) for better communication and feedback
- h) Generation of reports on daily/weekly/ monthly basis as per requirement of this office.

2. Logistics

- a) Headset - 2 nos
- b) Dialler ACD for call routing and
- c) Soft phones - 2 nos
- d) Router - 1 no
- e) Portable hard disc for recording and handing over data
- f) Media Gateway
- g) Dialler license for agents
- h) Skilled manpower as operator with the following attributes:
 - Should know Bengali, English and Hindi languages
 - Must have good communication ability
 - Good listening capacity
 - Typing/ writing complaint within a short time frame
 - Basic Computer knowledge including MS Office
- i) Software for data capturing

Financial Proposal:

Financial proposal must have provided detailed explanation and summary of costs in format detailed in Format of Financial Bid annexed herewith.

INSTRUCTION TO BIDDERS

Preparation of Bids/Tender Documents:

- a) Language of the Bid / Tender documents will be in English.
- b) Documents Comprising the Bid/ Tender documents.

The Bid submitted by the Bidder shall be in two separate parts:

Technical and Financial Bids

Expressions of Interest complete with technical and financial proposals may be invited from bona-fide agencies through e-tender.

Special Terms & Condition:

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| <ul style="list-style-type: none">1. There will be no sub-letting of the Contract.2. Under no circumstances escalation in prices will be entertained. |
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- 1. **Period of Agreement:** 1 year
- 2. **Mode of Payment:** Payment will be made only after satisfactory completion of the work as defined in the RFP, after deducting TDS/ STDS/TCS and other taxes/Cess as per law.
- 3. Price Format
 - i. All price should be quoted in Indian Currency (INR)
 - ii. All price should be strictly according to the format provided in Annexure 2
 - iii. The total prices of individual item should be written in words and figures. In case of dispute words would be treated correct
 - iv. In case of dispute in addition individual item will be considered correct and the amount arrived after adding the individual will be considered right
- 4. **Termination:** The office of the Chief Electoral Officer, West Bengal reserves the right to terminate the consignment without giving any reasons in case of failure to execute the contract or abide by any terms and conditions as contained in the said agreement.
- 5. An agreement will have to be signed by the successful bidder with this office pledging adherence to the terms and conditions as above.
- 6. The bidder should submit a self-declaration that it has no previous history of arbitration, litigation or causing accusations against the Government or its organizations.

7. The participating company has to furnish an undertaking that it has no previous background of having defaulted while undertaking any previous work of the Government or its entities.

Bid Submission Process

Prospective bidders shall have to submit their bid on-line through <https://wbtenders.gov.in>.

Intending bidders may download tender documents from web site: <https://wbtenders.gov.in>. In case of change of date, due intimation will be given in News dailies and website. List of the important dates related to bid are given in the Annexure - I.

The bidder shall have to deposit Earnest Money online through e-portal.

As the work performance guarantee, the successful bidder shall have to submit Bank Guarantee of ₹10,000/- (Rupees ten thousand) only in the name of the Chief Electoral Officer, West Bengal within five days of communication to this effect from the Chief Electoral Officer, West Bengal. In case of failure, to deposit bank draft within the stipulated period his earnest money shall be forfeited.

The Chief Electoral Officer, West Bengal reserves the right to reject or cancel any or all pre-qualification documents and bid document or the entire tender process without assigning any reason whatsoever.

General guidance for e-Tendering

Registration of the Agency:

Any agency willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <https://wbtenders.gov.in>. The bidder may also consult the website of the Chief Electoral Officer, West Bengal to view the NIT.

Digital Signature Certificate (DSC):

Each agency is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site above. DSC is given as a USB e-Token.

The agency can search & download N.I.T. & Document(s) electronically from computer once he logs on to the website using the Digital Signature Certificate.

Submission of Tenders:

Tenders are to be submitted online to the website in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The detailed process of submission is already described above.

Technical Proposal:

The Technical proposal should contain scanned copies of the following in two covers (folders).

Statutory Cover containing the following documents:

The EMD will be returned also online to the unsuccessful bidders.

2) N.I.T. (download properly and upload the same Digitally Signed). The rate will be quoted in the B.O.Q. Quoted rate will be encrypted in the B.O.Q. under Financial Bid. In case quoting any rate elsewhere other than the BOQ, the tender is liable to be summarily rejected.

Check List

The following documents, duly self-attested and scanned, are to be uploaded at the time of submission of tenders through e-tendering Process.

1. Valid Sales Tax / VAT Registration No up to 31.3.2017.
2. Completion certificate along with certificate of payment received for works of similar type and of values as mentioned above individually for the above tenders from an officer not below the rank of the CEO/MD/DDO of the concerned Department.
3. Professional Tax clearance certificate.
4. Annual Profit & Loss Account & Balance Sheet from chartered accountant for last 3 (three) financial years. The registration number of Chartered Accountant must be prominently shown in the Audit Report.
5. Credential and Turnover as per Basic Qualification Criteria mentioned above.
6. Trade license.
7. VAT Returns of the last three (3) financial years.
8. PAN Card.
9. IT Returns of the last three (3) financial years.
10. List of completed works for the last 5 Years.
11. Since the company/agency should have sufficient manpower and other logistic supports to complete the work, it is necessary to submit the List of technical staff.

THE ABOVE STATED NON-STATUTORY/TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Non Statutory Documents" to send the selected documents to Non-Statutory folder.


Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

Sl No	Category Name	Sub Category Description	Details
A	CERTIFICATE S	CERTIFICATES	1. VALID SALES TAX / VAT REGISTRATION NO UP TO 31.3.2015. 2. PAN

			<ol style="list-style-type: none"> 3. PTAX (CHALLAN) 4. IT RECEIPT FOR LAST 3 FINANCIAL YEARS.
B	COMPANY DETAILS	COMPANY DETAILS 1 COMPANY DETAILS 2	<ol style="list-style-type: none"> 1. PROPRIETORSHIP FIRM (TRADE LICENCE) 2. PARTNERSHIP FIRM (PARTNERSHIP DEED, TRADE LICENCE)
C	CREDENTIAL	CREDENTIAL 1 CREDENTIAL 2	<ol style="list-style-type: none"> 1. SIMILAR NATURE OF WORK DONE & COMPLETION CERTIFICATE FOR LAST 5 YEARS. 2. LIST OF TECHNICAL STAFF. 3. COMPLETION CERTIFICATE ALONG WITH CERTIFICATE OF PAYMENT RECEIVED FOR WORKS OF SIMILAR TYPE AND OF VALUES AS MENTIONED ABOVE INDIVIDUALLY FOR THE ABOVE TENDERS FROM AN OFFICER NOT BELOW THE RANK OF THE CEO/MD/DDO OF THE CONCERNED DEPARTMENT.
D	FINANCIAL INFO	P/L AND BALANCE SHEET 2013-2014	PROFIT & LOSS AND BALANCE SHEET (WITH ANNEXURE AND 3CD FORM IN CASE OF TAX AUDIT)
		P/L AND BALANCE SHEET 2014-2015	PROFIT & LOSS AND BALANCE SHEET (WITH ANNEXURE AND 3CD FORM IN CASE OF TAX AUDIT)
		P/L AND BALANCE SHEET 2015-2016	PROFIT & LOSS AND BALANCE SHEET (WITH ANNEXURE AND 3CD FORM IN CASE OF TAX AUDIT)
		3. Other Documents	4. Documents as defined above in the TOR of the NIT
F	MANPOWER	TECHNICAL PERSONNEL	LIST OF TECHNICAL STAFFS ALONG WITH STRUCTURE & ORGANIZATION (AS PER NIT)
G	DECLARATION	DECLARATION 1 DECLARATION 2	<ol style="list-style-type: none"> 1. THE BIDDER SHOULD SUBMIT A SELF-DECLARATION THAT IT HAS NO PREVIOUS HISTORY OF ARBITRATION, LITIGATION, CASTING ASPERSIONS OR CAUSING ACCUSATIONS AGAINST THE GOVERNMENT OR ITS ORGANIZATIONS. 2. THE PARTICIPATING AGENCY IS REQUIRED TO FURNISH AN UNDERTAKING THAT IT HAS NO PREVIOUS BACKGROUND OF HAVING DEFAULTED WHILE UNDERTAKING ANY PREVIOUS WORK OF THE GOVERNMENT OR ITS ENTITIES.

Format for Financial Bid:

Sl. No	Description of work	Grand Total Cost inclusive of all taxes, excluding Service Taxes
1	Call Centre for setting up State Contact Centre (SCC) at the office of the Chief Electoral Officer, West Bengal, 21 Netaji Subhas Road, Kolkata 700001	
2	<ul style="list-style-type: none"> a) To receive and respond to the queries at the Call Centre. b) To provide necessary information to citizens. c) To register on line platform complaints/ requests lodged by citizens. d) Maintaining call logs e) 100% call recording facility and archiving f) Call routing to respective districts as per requirement g) Web CRM(Customer Relationship Management) for better communication and feedback h) Generation of reports on daily/weekly/ monthly basis as per requirement of this office. 	
3	<p>Logistics</p> <ul style="list-style-type: none"> a) Headset - 2 nos b) Dialler ACD for call routing and c) Soft phones - 2 nos d) Router - 1 no e) Portable hard disc for recording and handing over data f) Media Gateway g) Dialler license for agents 	
4	Skilled manpower as operator	


 (Dr Aariz Aftab)
 Chief Electoral Officer,
 West Bengal

Annexure 1 (Schedule of the Bidding Process):

Date and Time Schedule:

Sl. No.	Activity Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online)	06.02.2018 (6 P.M.)
2	Documents download start date (Online)	06.02.2018 (6 P.M.)
3	Seek clarification start date	06.02.2018 (6 P.M.)
4	Seek clarification end date	09.02.2018 (6 P.M.)
5	Pre-bid Meeting	12.02.2018 (3 P.M.)
6	Bid submission (Both Technical & Financial) start date (On line)	13.02.2018 (10 A.M.)
7	Bid Submission (Both Technical & Financial) closing (On line)	22.02.2018 (1 P.M.)
8	Bid opening date for Technical Proposals (Online)	26.02.2018 (3 P.M.)
9	Date of uploading list for Technically Qualified Bidder (online)	26.02.2018 (4.30 P.M.)
10	Date for opening of Financial Proposal (Online)	27.02.2018 (3 P.M.)



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