

Tender Document for
SUPPLY, INSTALLATION AND MAINTENANCE OF 5 NODE CALL
CENTER EQUIPMENTS AT HEAD OFFICE FOR TOLL FREE WOMEN
HELPLINE (181) SETUP



Women Development Corporation, Bihar
(Dept. of Social Welfare, Govt. of Bihar)

1. IMPORTANT INFORMATION

Important Information about the RFP

| | | |
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| | Name of the project | Supply of call center equipment's for toll free 181 women helpline |
| 1 | Name of the Client | Women Development Corporation ,Bihar, Dept. of Social Welfare, Government of Bihar. |
| 2 | Address from where the RFP Documents can be obtained | Women Development Corporation , 2nd Floor, Indira Bhawan, R.C. Path Patna, Bihar 800001 OR WDC Bihar website – www.wdcbihar.org.in |
| 3 | Address where Bid have to be submitted. | Women Development Corporation , Government of Bihar. 2nd Floor, Indira Bhawan, R.C. Path Patna, Bihar 800001 |
| 4 | Last Date and Time for submission of the proposal to the RFP | 22.02.2016 at 3:00 PM |
| 5 | Time and date for opening of the Technical Bids. | 22.02.2016 at 3:30 PM |
| 6 | Time and place and date for opening of the Financial Bid. | To be declared after technical valuation of bidders bid. Only those bidders who qualified will be informed about the Financial bid opening place and date. |
| 7 | Validity of Bids | Minimum 180 days from proposal date |
| 8 | Place of Technical Bid Opening | O/o The Managing Director, Women Development Corporation , Government of Bihar. 2nd Floor, Indira Bhawan, R.C. Path Patna, Bihar 800001 |
| 9 | Tender Document Fee | Rs. 500/- through demand draft from a scheduled commercial bank, drawn in favour of “Managing Director Women Development Corporation” Payable at Patna Only |
| 10 | Earnest Money Deposit | Rs. 25,000/(Rupees Twenty Five Thousand only). in the form of Demand Draft /Bank Guarantee in favour of “Managing Director Women Development Corporation” Payable at Patna Only |

2. NOTICE INVITING TENDER

Women Development Corporation, Bihar
Department of Social Welfare, Govt. of Bihar
2nd Floor, Indira Bhawan, RC Singh Path Boring Canal Road, Patna 800001
Ph No. 0612-2534096 / 2547843, www.wdcbihar.org.in

Short Tender Notice

Sealed Tenders are invited under two bid systems from reputed organizations/companies by this Corporation for supply, installation and maintenance of call center equipments for head office for women 181 helpline setup.

Quotation forms including terms and conditions, specifications etc can be downloaded from the website www.wdcbihar.org.in. The cost of bid document is Rs.500/- payable in form of Demand Draft in favor of Managing Director, Women Development Corporation which shall be attached with the general bid, otherwise the bid may be out rightly rejected.

The last date for submission of the completed bid will be on or before 15.00 hrs on 22.02.2016. A pre bid meeting is proposed to be held on 17.02.2016. The bids will be opened on 22.02.2016 at 15.30hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel one or all the bid/s without assigning any reasons.

Sd/-
Managing Director

3. INSTRUCTIONS

3.1 There are two parts of tender document papers namely: -

- ✓ General Bid cum Technical Bid
 - ✓ Financial Bid
- a) The tender should be submitted by Post/hand only. No other form of tender submission will be valid for evaluation. The bidders can submit the EMD in form of DD or Bank Guarantee along with general bid of tender.
 - b) The Financial Bids of only the Bidders short listed from the Technical bids will be opened.
 - c) Tenders should be fully in accordance with the requirements of the Terms and Conditions as specified in this RFP.
 - d) Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete, illegible form will be rejected.
 - e) All offers should be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.
 - f) The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Quotations/ Bids with validity of less than 180 days may be rejected.
 - g) Modification of specifications and extension of closing date of tender, if required, will be made by an Addendum. Copies of Addenda will be sent to those who have purchased the tender document. This shall be signed and shall form a part of the tender in full and /or part thereof.
 - h) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. The terms of payments, delivery and acceptance applicable in this case and indicated in the Terms and Conditions of this RFP.
 - i) In comparing tenders and in making awards, the Corporation may consider such factors as compliance with the specifications, relative quantity of supply, ability to provide repairs and maintenance service, the time of delivery and such other conditions as it may consider relevant.
 - j) Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.

- k) The bidder shall make its own arrangements, for supply, installation and commissioning of materials at destination.
- l) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means Purchaser's personnel or representatives, on matters relating to the tenders under consideration. The purchaser if necessary will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for the Corporation tenders in future for a period of three years.

3.2 Late Bids

Any bid received by the Tenderer after the time and date for receipt of bids prescribed in the RFP document will be rejected and returned unopened to the Bidder.

3.3 Bid Forms

- i. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.
- iii. WDC shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

3.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the WDC. WDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

3.5 Purchaser's Right to Terminate RFP Process

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue

negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.

- c. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

3.6 Contacting the Tenderer

- i. Any effort by Bidder influencing the Tenderer's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- ii. Bidder shall not approach WDC officers after office hours and/ or outside WDC office premises, from the time of the bid opening till the time the Contract is awarded.

3.7 Bid validity

The bids shall remain valid for a period of 180 days from the last date of submission of tender.

3.8 Commercial Proposal

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Purchaser may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.
- iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only.

3.9 Correction of Error

- i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Purchaser. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

- ii. Proposals will be checked by the Purchaser for any arithmetic errors during the evaluation of the Financial Proposal.

3.10 Language of Proposal

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

3.11 Confidentiality-

Bidder is allowed to use the reference of this contract in other bid for meeting eligibility criteria, but Confidentiality will survive till one year from the date of expiration/termination of contract

3.12 Site Preparation-

Bidder will not be responsible for delays in case there is a delay in site readiness as per the roadmap and will be compensated in case of delay is beyond reasonable period. WDC shall provide site readiness roadmap at the time of signing the contract. WDC shall provide site readiness roadmap at the time of signing the contract.

3.13 Approval / Clearances-

Bidder will support in getting clearance with all the authorities but the prime responsibilities lies with WDC.

3.14 Taxes and Duties :

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the taxes will be borne by WDC and any decrease would be passed on to WDC by the bidder

4. SCOPE OF SUPPLY AND WORK

Installation & Commissioning of **181 Women helpline hardware setup** at WDC head office. Project Management, Manpower and software requirements have to be taken care of by the WDC. The vendor is expected to deploy the latest technology in the proposed Call Center solution for this project. **Following equipment's covered under bidder scope of work**

| |
|---|
| Tele-Triangle Solution Software |
| IVRS Solutions Software |
| Headphones/Earphone & Dialer (Analog Phone) Audio Port/Head set with dialer |
| EPABX-Cum Call Centre Solution |
| PRI Lines/ Dialers/Intercom/Extension Instrument etc |

4.1 Minimum functional Requirement

1. Interactive Voice Response (IVR) Menu System

- Receive all inbound calls on the telephone number specified and prompts the callers to make their selection(s)
- Identify customer through CLI and support intelligent call routing (data from operators/government departments will not be provided). Vendor will have to build its own data base of beneficiaries/residents over a period of time through call received.
- Provide an easy to configure system that enables the users to change the IVR tree with no hard coding
- Support messages scheduling
- The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.
- The IVR must integrate with the rest of the proposed solution to provide seamless call Centre performance

2. Automatic Call Distribution (ACD)

ACD system shall have the following functionality:

- Perform call distribution and routing to the agent on “longest idle time” basis
- Queuing or holding the call for an agent if none is immediately available
- Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently rout 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

- Keeping callers informed as to the status of the call and providing information to callers while they wait in queue
- Skill Based Routing and other intelligent routing method
- Shall be designed such that it can handle high call volumes efficiently
- Shall support multiple groups for all call types
- Shall support the relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold
- Shall have, Real time display features on the digital phone
- Shall give, Unique identification of each Agent
- Shall trace malicious calls
- Monitoring and reporting tools for supervisor position
- Shall seamlessly integrate with the PBX.
- Shall have extensive reporting capabilities including but not limited to:
- Queue analysis reports such as total number of calls, total talk time, average call time, Average speed of answer, Abandoned call rate, Average delay before abandon, average hold time
- Agent reports such as Login, Logout time, Idle time, Average speed of answer, average handling time, Number of Dropped Calls

3. Computer Telephone Integration (CTI)

- The CTI functionality shall support relevant screen pop-ups on the agents screen on the basis of CLI (Caller Line Identity), ANI (Automatic number identification), DNIS (Dialed number identification sequence)
- The CTI shall be suitably integrated with the CRM and other applications used by the Call Centre to send/receive data which needs to be populated on agent screen.
- The CTI shall enable a computer application to take control of the call flow inside the Switch/EPABX & also allow the computer application to decide the most suitable action / agent for an incoming call
- On transferring the call to another agent the screen too should be transferred to that agent's screen
- Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.
- The CTI link shall pass events & information of agent states & changes in agent states as well as incoming calls to the computer applications.

4. Call Logger/ Recording

- The voice logger system shall provide recording of all inbound calls. 100% recording of calls and approximately 20% of agent screen action recording (for critical inputs) is to be provided. The recording should contain detailed call information and the solution must provide advanced searching capabilities
- The recordings shall contain detailed call information including the entire recorded call, as well as the date, time, call duration, agent ID, called / caller number, unique identifier and the solution shall provide advanced searching capabilities.
- The calls shall be stored for 30 days and shall be transferred to WDC at the end of the month.

Agent should be able to log and track each ticket. Information of the escalated tickets should be made available as and when required by the agent.

4.2 Call Center Setup Technical Specification

| 4.2.1 Call Center Setup EPABX-Cum Call Centre Solution | | | |
|--|--|---|--|
| 1 | | OEM should have presence in India for more than 10 years | |
| 2 | | IPT OEM should have service & R&D Center in India for more than 5 years. | |
| 3 | | Provided server should be 1U rack mountable | |
| 4 | | The servers should be of industry standard makes like DELL/HP/IBM only. The proposed server should be capable of supporting at least 10 extensions in future. The expansion should not require any additional hardware. | |
| 5 | | The system should be capable of deployment on virtualized platforms like VM Ware/Xen etc. | |
| | | System should provide call control, mobility, IM and presence, and Messaging, centralized licensing in a single server. | |
| 6 | | System should have secondary/redundant server for additional capacity and resiliency. | |
| 7 | | The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other PABX's, allowing feature transparency. | |
| 8 | | System should be able to provide backup/redundancy options in case of failure of one server for future enhancement. | |

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| 9 | | The system should support BRI/ PRI/ SIP/T1/ E1/Analog Trunks. | |
| | | The server should have in-built atleast 2 nos auto-sensing 10/100/1000 Mbps LAN | |
| 10 | | The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity | |
| 11 | | The system should be 19” rack mountable. | |
| 12 | | The system should have built-in minimum 128 party Secure pin based Meet-Me conferencing bank. | |
| | | Multiple conferences with variable number of users should be possible within each of the conferencing banks. | |
| 13 | | System should be able to send emails to all the participants giving them the conferencing details | |
| 14 | | Bidder to offer IP Phones & necessary Media Gateways for all contact center agents & it should be from the same OEM as of IP PBX. | |

4.2.2 Call Center Setup : IVR And Contact Center Software and Hardware Features

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|---|--|--|--|
| 1 | | · Contact Centre Hardware and Software MUST be from the OEMs as of IP PBX | |
| 2 | | · Offered Contact Center OEM should be present in Gartner magic leader’s quadrant of Contact Centre at least for last 5 years. | |
| 3 | | Contact Centre solution (ACD, CTI, Dialer, Recorder etc) should be from same OEM as the telephony. | |
| 4 | | Contact Centre Hardware Server should be server based and from HP/DELL/IBM | |
| 5 | | Contact Centre Equipment should support minimum 10 agents without changing the contact centre hardware. | |
| 6 | | Expansion to 10 agents should be performed by just adding licenses only. | |
| 7 | | It must have the latest released Operating System version available by the manufacturer. The supporting documentation of this requirement must be attached in the vendor technical proposal. | |
| 8 | | Proposed Contact Centre system should support Inbound, Outbound, Email, Chat, FAX, SMS, Webchat callback etc | |
| 9 | | Proposed System should have complete blend solution for agents | |

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| 10 | | Proposed System Should handle up to five simultaneous contacts like Voice, Email, Chat, FAX, SMS | |
| 11 | | System should have the capability to route call/contact to best skilled agents. | |
| 12 | | System should support geographic redundancies. | |
| 13 | | System should have the capability to support multichannel agents across up to 30 locations from day of implementation. | |
| 14 | | System Should have inbuild progressive and preview outbound dialing with campaign manager. | |
| 15 | | system should support remote agents to work from different places. | |
| 16 | | System should have built in Graphical call flow designer. | |
| 17 | | System should have the capability to prioritize customers based on business strategies. | |
| 18 | | System should support Dynamic IVR and integration with backend system to provide details to customer if required in future by adding additional components but without changing the telephony and call center equipment. | |
| 19 | | System should support multiplicity feature which allows an agent to handle multiple concurrent multimedia contacts. At any one time an agent can be active on a voice and multimedia contact. | |
| 20 | | Proposed System should support 10 Supervisor without changing the hardware. | |
| 21 | | Call center hardware should be 1U Rack Mountable | |

| 4.2.3 Call Center Setup : ACD Features Inbound /Out Bound | | | |
|--|--|--|--|
| 1 | | Offered CC ACD licenses should be from the same OEM as of IPT & CC OEM. | |
| 2 | | Caller ID | |
| 3 | | Hold | |
| 4 | | Hold Music (Music on Hold) | |
| 5 | | Direct Inward Dialing (DID/DDI) | |
| 6 | | Transfer | |
| 7 | | On Hook Dialing | |
| 8 | | Incoming Call Routing | |
| 9 | | Conference Calls | |
| 10 | | Make Call | |
| 11 | | Drop Current Call (Release) | |
| 12 | | Supervised Transfer | |
| 13 | | Complete Transfer | |
| 14 | | Join Conference | |
| 15 | | Get Status | |
| 16 | | Get Call Capabilities | |
| 17 | | Get Data | |
| 15 | | Delete Data | |
| 16 | | Get/Set UII | |
| 17 | | Send DTMF (for example, card number to IVR) | |
| 18 | | Consult | |
| 19 | | Call routing based on the caller CLI | |
| 20 | | Skill based Agent Routing | |
| 21 | | Configurable Call Tree | |
| 22 | | IP Based Softphone | |
| 23 | | Screen PopUp | |
| 4.2.4 Email & Chat Features | | | |
| 24 | | Offered CC solution should support for e-mail feature & it should be from the same OEM as of IPT & CC OEM. | |
| 25 | | Email should be routed to agent based on address where the contact | |
| 26 | | is received, the text in the email message or the sender. | |
| 27 | | Email message will be assigned to a skillset with a priority and then to an agent who can handle the contact based on the received criteria. | |
| 28 | | System Should Have the capability to view real-time traffic reports for email messages | |

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| 29 | | System should have the capability to configure the Supervisor Email approval feature so that supervisors can approve email messages before they reach the customers. | |
| 30 | | Some or all of the email messages can be sent for supervisor approval | |
| 31 | | Email messages targeted for supervisor approval on a per skillset basis or per agent basis. | |
| 32 | | System Should support different rules for email routing to agents | |
| 33 | | System should send automatic initial email response when the email arrives at the contact centre. | |
| 34 | | The email response should contain the email address to which the customer sent the original email message. | |
| 35 | | System should support auto-rejection of email messages from all | |
| 36 | | skillsets based on keyword | |
| 4.2.5 Chat Features | | | |
| 1 | | Offered CC solution should support for chat feature & it should be from the same OEM as of IPT & CC OEM. | |
| 2 | | Should provide welcome messages for all contacts | |
| 3 | | Should have specialized messages for each skillset | |
| 4 | | Should have labels in the text-based conversation to identify the text written by the customer and agent | |
| 5 | | Should be able to send a copy of the transcript of the Web communication contact to the customer when the contact is complete | |
| 6 | | Alert should be there to indicate when the agent or customer stops responding in the Web communication contact | |
| 7 | | System should have automatic phrases to configure text for agents to automatically insert in the text-based conversation | |
| 8 | | System should have feature of page push URLs, a predefined URL that is commonly sent to customers | |
| 9 | | An agent-supervisor can observe or participate in any currently active agent-customer Web communications chat session | |
| 10 | | Should support transfer the chat communication to different skill set agents | |
| 11 | | Agent-supervisors using Agent Desktop should display of all such applicable Web communications and Voice contacts currently active | |

| 4.2.6 Outbound feature | | | |
|--------------------------|--|--|--|
| | | Offered CC solution should support for outbound feature & it should be from the same OEM as of IPT & CC OEM. | |
| | | Web based GUI for easy enable/disable agent's skills. | |
| | | Route calls to the most appropriate resource. | |
| | | Should support 'Preview' customer information before placing call. | |
| | | Should support Defined Agent scripts | |
| | | Should support Campaign creation/scheduling/priority | |
| | | Should Have Monitor real time progress functionality | |
| | | Should Support Review and update customer information | |
| | | Should have End a call and assign a disposition code | |
| 4.2.7 Recording Features | | | |
| | | System should have in-built capability to automatically as well as manually record and store calls into any voicemail box or a central database, for later retrieval, sorting, searching through a web-based browser interface | |
| | | Offered CC solution should support for recording feature & it should be from the same OEM as of IPT & CC OEM. | |
| | | Recordings should be able to be made on the basis of: | |
| | | User ID | |
| | | Account code | |
| | | Hunt Group | |
| | | Caller ID | |
| | | Incoming call route | |
| | | Time profiles | |
| | | System should support automatic deletion of oldest recordings, if needed | |
| | | System should support G.726 16kbps ADPCM standard for compressing and storing recordings, providing the best compromise between CPU loading and storage space | |
| | | Recorder Should have Search and replay for the calls recorded | |
| | | System should have capability to pause the recording while putting confidential information like card number and etc. | |
| | | Bulk or Individual call recording | |

| 4.2.8 Reporting Features | | | |
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| | | Offered system should support both Real time & historical reporting. | |
| | | A. The offered system should support the following Real time reports: | |
| | | • Topic reporting | |
| | | • Agent reporting | |
| | | • Agent group reporting | |
| | | • Team reporting | |
| | | • PBX reporting | |
| | | • Interactive Voice Response (IVR) reporting | |
| | | B. The offered system should support the following Historical reporting: | |
| | | • Agent reporting | |
| | | • Agent group reporting | |
| | | • Telephone reporting | |
| | | • Dialer reporting | |
| | | • Skill combination reporting | |
| | | • System reporting | |
| | | • Team reporting | |
| | | • Topic reporting | |
| | | • IVR reporting | |

4.3 Bill of Material

| S.No | Item Name | Quantity Required | Remarks |
|------|--|-------------------|-------------|
| 1 | Tele-Triage Solution Software | 1 | 1 |
| 2 | IVRS Solutions Software | 1 | 1 |
| 3 | Headphones/Earphone & Dialer (Analog Phone) Audio Port/Head set with dialer | 5 | 5 |
| 4 | EPABX-Cum Call Centre Solution (as per item no 4.2) | 1 | 1 (8 users) |
| 5 | PRI Lines/ Dialers/Intercom/Extension Instrument etc | 5 | 5 Users |

5. PRE – QUALIFICATION CRITERIA

The Bidders shall satisfy all of the criteria below:

- a) The participation is restricted to companies registered under company act 1956/Shop & Establishment under Bihar Govt.
- b) Bidder must not have been blacklisted/banned/declared ineligible by any entity of any State Government or Govt. of India
- c) The Bidder should be registered with Service Taxes, Commercial Tax, Income Tax (PAN/TAN) with valid Certification.
- d) The Bidder should be an established IT services Agency, and should have been in operation for a period of at least 3 years as on 31st March 2015, as evidenced by the Certificate of Commencement of Business issued by the Registrar of Companies/state Govt;
- e) The bidder must have an office in Patna, Bihar or should furnish an undertaking that the same would be established within one month of signing the contract.
- f) The Bidder should be a profitable vendor for the last three years as on 31st March 2015 and must have average annual turnover of not less than Rs. 2Crores in the last three financial years (as on 31-03-2015) from IT Hardware Supply & Services, as evidenced by the audited accounts of the Agency.
- g) The Bidder should be a profit making Agency as on March 31, 2015 (earned net profit in each of the last three financial years), as evidenced by the audited accounts of the Agency.
- h) The bidder must have been assessed and must possess a valid ISO 9001:2008 and ISO 27001 or above certificate as on the date of submission of bid.
- i) The Bidder should have experience of at least 2 IT projects for Government/PSU (Involving Installation and supply of integrated IT System with Servers and Software with ATS Support etc.) with a project value each of Rs. 1.00 Cr or above.
- j) **Joint Venture , Sub-Contracting ,Consortium not allowed.**
- k) **Bidder should provide MAF of OEM of Equipment's.**

A Pre-Qualification Proposal needs to be submitted to conclusively demonstrate that the Bidder completely meets all the eligibility criteria mentioned above.

6. EVALUATION OF PRE-QUALIFICATION BIDS

6.1 Evaluation of Technical Proposals

The evaluation of the Technical bids will be carried out in the following manner:

The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP.

The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. PQ, detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.

The committee may seek clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

6.2 Commercial Bid Evaluation

- I. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- IV. Any conditional bid will be rejected.
- V. **Errors & Rectification:** Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- VI. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

6.3 Award Criteria

WDC will award the Contract to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above and successful bidder may be appointed

6.4 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

WDC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals 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 WDC action.

6.5 Notification of Award

Prior to the expiration of the validity period, WDC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, WDC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Guarantee, WDC will notify each unsuccessful bidder and return their EMD.

6.6 Contract Finalization and Award

- I. The Service Providers shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
- II. WDC may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

6.7 Performance Guarantee

On receipt of LoI from WDC the successful bidder shall deposit an irrevocable Performance Guarantee equivalent to 5% of the total project cost, as bid by the WDC in his bid. The guarantee shall be in the form of Deposit at Demand Draft/Bank Guarantee from any Nationalized/Scheduled Commercialised Bank in favour of Women Development Corporation, payable at Patna.

6.8 Delivery period

Unless otherwise stated Delivery & Installation of goods will have to be within 30 days from the date of issue of the Purchase Order. All aspects of safe delivery shall be the exclusive responsibility of the OEM/Bidder. Any unjustified and unacceptable delay in delivery beyond the delivery schedule as per purchase order will render the Bidder/Manufacturer liable for liquidated damage at the rate of 1% (one percent) per week, subject to maximum of 5% beyond which order will be cancelled, EMD forfeited besides recovery of LD. ☐

7. TECHNICAL PROPOSAL COVERING LETTER

[On the Letter head of the Bidder]

Date:

To

Managing Director

Women Development Corporation , Bihar

Government of Bihar

Re: Supply of call center equipment's for toll free 181 women helpline.

Dear Sir / Madam,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal for the same.

We are submitting our Proposal in our own individual capacity without entering into any association / as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from project specific contract and contract negotiations.

We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal you receive nor to select the Agency, without incurring any liability to the bidders. We acknowledge the right of WDC to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

We shall make available to WDC any additional information it may find necessary or require to supplement or authenticate the Proposal.

We certify that in the last Three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

We declare that:

- a. We have examined and have no reservations to the RFP Documents, including any Addendum issued by WDC;
- b. We have not directly or indirectly or through an executive engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any agreement entered into with SDA or any other public sector enterprise or any government, Central or State; and
- c. We hereby certify that we have taken steps to ensure that no person acting for us or on

our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

- d. We declare that We/any member of the company, are/is not a Member of a/any other company applying for Selection.
- e. We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the services for the Project or which relates to a grave offence that outrages the moral sense of the community.
- f. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our member.
- g. We further certify that no investigation by a regulatory authority is pending against us or against our CEO or any of our Directors/ Managers/ employees.
- h. We hereby irrevocably waives any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by WDC and / or the Government of Bihar in connection with the Selection of Agency or in connection with the Selection Process itself in respect of the above mentioned Project.
- i. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, I/We shall have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened.
- j. We agree to keep this offer valid for 120 days from the Proposal Due Date specified in RFP.
- k. A Power of attorney in favour of the authorized signatory to sign and submit this Proposal and documents is also attached herewith in Form Tech- III.
- l. In the event of my/our being selected, I/We agree to enter into an Agreement for the project awarded to us by the WDC.
- m. We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

8. FORMAT FOR AFFIDAVIT

Format for Affidavit

Affidavit

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s) / director(s) are not barred by Women Development Corporation Govt. of Bihar/ or any other entity of GoB or blacklisted by any state government or central government / department / organization in India/World Bank /DFID/ADB from participating in Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this Day of , 2016

Name of the Applicant

Signature of the Authorized Person

9. ORGANIZATIONAL DETAILS

| Details of the Organization | |
|---|----------------------|
| Name of the Bidder (Lead Bidder) | |
| Address of the Headquarters | |
| Address of office in Bihar | |
| Address of the Registered Office in India | |
| Status of the Company (Public Ltd/ Pvt. Ltd) | |
| Nature of Business in India | |
| Details of Incorporation of the Company | Date |
| | Incorporation Number |
| Date of Commencement of Business | |
| Valid Sales tax registration no. | |
| Valid Service tax registration no. | |
| Permanent Account Number (PAN)/ TAN | |
| Name & Designation of the contact person to whom all references shall be made regarding this tender | |
| Telephone No. (with STD Code) | |
| E-Mail of the contact person: | |
| Fax No. (with STD Code) | |
| Website | |
| Other Relevant Information | |

1.1.1. Financial Strength Details

| Financial Information (Lead Bidder) | | | |
|---|--------------|-------------|--------------|
| | FY 2012-2013 | FY2013-2014 | FY 2014-2015 |
| Revenue (in INR crores) | | | |
| Profit Before Tax (in INR crores) | | | |
| Net Worth (in INR crores) | | | |
| Mandatory Supporting Documents: | | | |
| i. Auditor Certified financial statements for the last three financial years; (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet) | | | |

10. RELEVANT PROJECT EXPERIENCE

| | |
|--|--|
| Relevant Experience | |
| General Information | |
| Name of the project | |
| Client for which the project was executed | |
| Name and contact details of the client | |
| Project Details | |
| Description of the project | |
| Scope of services | |
| Service levels being offered/ Quality of service (QOS) | |
| Technologies used | |
| Outcomes of the project | |
| Details of Training Provided | |
| Other Details | |
| Total cost of the project (in crores) | |
| Total cost of the services provided by the bidder | |
| Duration of the project (no. of months, start date, completion date, current status) | |
| Other Relevant Information | |
| Project Capability Demonstration | |
| Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which are part of minimum qualification criteria) | |
| Mandatory Supporting Documents: | |
| a. Letter from the client to indicate the successful completion of the projects | |
| b. Copy of Work Order/Agreement | |

11. COMMERCIAL BID COVERING LETTER

RFP Reference No.and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

Subject: Supply of call center equipment's for toll free 181 women helpline.

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

- 1. PRICE AND VALIDITY –Cost of all works/ services mentioned in “Scope of Work” and as per Bill of Material including the maintenance of 1 Year –Rs. _____ (as per Detail Commercial Bid)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

We hereby declare that all taxes which are liveable under law prevailing at that time will be paid by us.

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as “FINANCIAL BID”, which will be opened only after the Technical Bid is found suitable.

- 2. EMD**

We have enclosed a Demand draft (DD no. -----, Bank -----, Dated-----) or Bank Guarantee in favor of Managing Director Women Development Corporation, payable at Patna at for the sum of Rs. 25000/-. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the

Services/Works shall be performed strictly in accordance with the Scope of Work and as per Bill of Materials.

3. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in bidding document.

4. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

12. DETAIL FINANCIAL BID FORMAT AS PER SCOPE OF WORK

12.1 Detail of equipment's

| S. No. | Description of Items as per Technical Specification | Make /Model | Qty | Unit Rates | Taxes | Total Cost |
|-----------------|--|-------------|---------------|------------|-------|------------|
| 1 | Tele-Triage Solution Software | | 1 | | | |
| 2 | IVRS Solutions Software | | 8 Users | | | |
| 3 | Audio Port and Head set with dialer | | 5 | | | |
| 4 | EPABX-Cum Call Centre Solution (8 users/port) | | 1 | | | |
| 5 | PRI Lines/ Dialers/Intercom/Extension Instrument etc | | 5 | | | |
| 6 | Any other equipment cost as per Scope of work(as per item no 4.2) | | | | | |
| 7 | AMC Cost for 1 year | | 1 year | | | |
| Subtotal | | | | | | |

12.2 Payment terms

| S.NO | SERVICES | Payment Terms |
|------|--|---|
| 1 | Hardware and Software Setup for Call Center(Item No 1 to 6) | 50% Against Delivery of Equipment's 40% Against Installation and commissioning. 10% against Bank Guarantee of same value or after one year of installation. |
| 2 | AMC Cost of supplied call center equipment's By OEM (Item No 7) | The selected service provider shall be paid on annual basis at the end of the year, as the rates specified in the Contract. <i>(Based on requirement & need, AMC may be extended after 1 year. In such case, the maximum increment will be upto 10% of last AMC cost)</i> |

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