

Request for Proposal (RFP)
for
Selection of Integrated Support Centre Service
Provider (ISCSP) for
Polytechnics & ITI's in Odisha

RFP No. 1532 Dated 22.06.2023



**STATE COUNCIL FOR TECHNICAL EDUCATION AND VOCATIONAL
TRAINING, ODISHA (SCTE&VT)**

**Near Raj Bhawan, Unit-8,
Bhubaneswar- 751012**

Email Id: secretarysctevt@gmail.com

Website: <https://sctevtodisha.nic.in>

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ABBREVIATIONS

B. E	Bachelor of Engineering
BPO	Business Process Outsourcing
B. Tech	Bachelor of Technology
CA	Chartered Accountant
CLI	Command Line Interface
CPC	Central Placement Cell
CRM	Customer relationship management
CTI	Computer Telephony Integration
CV	Curriculum Vitae
EMD	Ernest Money Deposit
ISCSP	Integrated Support Centre Service Provider
ISO	International Organization for Standardization
IVRS	Interactive Voice Response System
ITeS	Information Technology Enabled Services
KPI	Key Performance Indicator
LOI	Letter of Intent
NB	Note Below
PBG	Performance Bank Guarantee
POC	Proof of Concept
PSU	Public Sector Undertaking
QCBS	Quality Cost Based Selection
SAMS	Student Academic Management System
SCTE&VT	State Council for Technical Education & Vocational Training
SLA	Service Level Agreement
SLR	Service Level Requirement
SMS	Short Messaging Services
TDS	Tax Deduction from Source
VC	Vice Chairman

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1. Critical Information

Bidders are advised to study the RFP document carefully before submitting their techno-commercial proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with a full understanding of its terms, conditions, and implications.

1.1. Critical Information regarding the bidding

SN	Information	Details
1	RFP Number and Date	RFP No. 1532 Dated 22.06.2023
2	RFP Document Fee (non- refundable)	INR 5,900/- Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "VC, SCTE&VT, Odisha, Bhubaneswar payable at Bhubaneswar
3	EMD (Refundable)	INR 2,00,000/- Payable along with the bid document submission in shape of Bank Draft (Only) in favour of "VC, SCTE&VT, Odisha, Bhubaneswar" payable at Bhubaneswar. EMD amounting above shall be exempted for the Startups with valid DIC Registration Certificate under MSME Department, Govt. of Odisha.
4	Availability of Bid Document on the website https://sctevtodisha.nic.in under the section "Tender"	Dt. 26.06. 2023
5	Last date and time for submission of Bid	Dt.12.07.2023 up to 3 P.M. (Through Speed Post only)
6	Opening of Pre-Qualification Bids	Dt. 12.07.2023 at 4 P.M. at SCTE&VT premises
7	Addressee and Address at which proposal in response to RFP notice is to be submitted:	Vice Chairman, SCTE&VT, Odisha, Near Raj Bhawan, Unit-8 Bhubaneswar- 751012, Odisha
8	Date & Time of Technical Presentation & Demonstration	Shall be intimated later
9	Opening of Price Bid	Shall be intimated later

2. Introduction

State Council for Technical Education and Vocational Training, Odisha (SCTE&VT, Odisha) seeks proposals from experienced and qualified organizations to deploy an Integrated Support Centre Service Provider (ISCSP) in service mode in accordance with the Scope of Work specified in this Request for Proposal (RFP).

3. Information on the RFP

3.1. Background

The SCTE&VT has taken the initiative to establish a 4-seater Integrated Support Centre in order to improve its services and operations, as well as to develop a mechanism to address all business operation-related issues on a single platform. The support Centre shall be scalable up to 10-seater based on future requirement. In order to propel these initiatives, there is a need to develop an effective two-way communication platform among SCTE&VT, Institutes & Students. This Platform shall provide personalized assistance to the Polytechnics & ITIs across the state. Institutes, faculties & students on various aspects such as student's feedback, admission, examination, training & placement, life skill training, Govt. schemes and programmes related to the institutes, and grievance redressal, query resolution, etc.

It would also allow calls to be made to students and to gather feedback on various aspects like attendance, class monitoring, examination, placement, and training & development, etc. Further, this would also facilitate the SCTE&VT in taking corrective actions and strengthening their operations based on the data generated through this platform. There are various mechanisms through which an effective two-way communication platform between SCTE&VT, Institutes, faculty, and students can be established, with voice mobility being one of the most accessible and convenient methods. The platform shall be first utilized for outbound calling.

The following are some of the initiatives that will be covered using the support center services:

- a) Regular Student's Feedback
- b) Student's Academic related issues like:
 - Examination related matters
 - Issuance of Certificate related matters
 - Admission related matters
 - Placement related matters
- c) Student's Grievance redressal etc.

3.2. Objective

The SCTE&VT, Odisha seeks proposals from experienced and qualified organizations to deploy an Integrated Support Centre Service Provider (ISCSP) in accordance with the Scope of Work specified in this Request for Proposal (RFP). SCTE&VT desires to partner with an agency to provide telephone, chat, and e-mail and CRM support services to handle queries regarding Student Support Services.

3.3. Invitation to Bid

State Council for Technical Education & Vocational Training, Odisha (SCTE&VT) invites Bids from qualified agencies ("Bidders") for the "Selection of Integrated Support Centre Service Provider (ISCSP) for Polytechnics & ITI's Institutes In SCTE&VT, Odisha". Bidders may view and study the RFP document containing the detailed terms & conditions from the website (<https://sctevtodisha.nic.in>). The bids are to be submitted as per the procedure given in this document.

The response to the RFP must be received no later than the time, date, and venue

mentioned on the RFP. Bids that are received after the deadline WILL NOT be considered in this procurement process.

4. Instruction to Bidders

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisors with regard to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on the successful award of the assignment by SCTE&VT on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise, shall exist unless and until a formal written contract has been executed by or on behalf of the SCTE&VT. Any notification of preferred bidder status by SCTE&VT shall not give rise to any enforceable rights by the Bidder. SCTE&VT may cancel this public bid process at any time prior to a formal written contract being executed by or on behalf of the SCTE&VT.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e) Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with a full understanding of its implications.
- f) Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP.
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

4.1. Right to Terminate the Process

- a) SCTE&VT may terminate the RFP process at any time and without assigning any reason thereof. SCTE&VT makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by SCTE&VT. The bidder's participation in this process may result in SCTE&VT selecting the bidder to engage towards the execution of the contract.

4.2. RFP Document & Processing Fees

A non-refundable demand draft of **₹ 5900/- (Rupees Five Thousand Nine Hundred)** in favour of Vice-Chairman, SCTE&VT, Odisha, Bhubaneswar payable at Bhubaneswar is to be submitted along with the technical bid towards the cost of the Tender document. Besides, the EMD in Demand Draft format must be enclosed along with the Technical

Bid document. Technical bid document not accompanying the requisite Tender document fee and EMD shall be considered as non-compliant, summarily rejected, and will not be considered for further evaluation.

4.3. Earnest Money Deposit

- a) A refundable demand draft of **₹ 2,00,000/- (Rupees two lakhs only)** in favour of Vice-Chairman, SCTE&VT, Odisha, Bhubaneswar payable at Bhubaneswar is to be submitted along with the technical bid towards the Earnest Money Deposit (EMD). Technical bid document not accompanying the requisite Tender document fee and Earnest Money Deposit (EMD) shall be considered as non-compliant, summarily rejected, and will not be considered for further evaluation.
- b) The bid shall be rejected if a bidder withdraws its bid during the period of bid validity. The bid shall also be rejected if a bidder submits any fake/ forged/ fraudulent/ manufactured documents along with the RFP or has been rejected on similar grounds in the previous bids of SCTE&VT.
- c) In the case of a successful bidder, the bid shall be rejected if the bidder fails to accept the Work Order or fails to furnish performance security after accepting the Work/ Purchase Order and shall be liable for blacklisting.
- d) Modification of specifications and extension of the closing date of tender if required will be made by an Addendum. Copies of the Addenda will be updated on the website of SCTE&VT (<http://sctevtodisha.nic.in/en/>) website under the section "Tender" and not to be published in the print media. This shall form a part of the tender. The bidder shall visit the website for updated information relating to the tender.
- e) The purchaser reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. The purchaser may also alter the scope at the time of placing orders.
- f) Bidders shall carefully examine the tender documents and the technical specifications and fully inform themselves as to all the conditions and matters, which may in any way affect the work or the cost thereof. Should a bidder find discrepancies in or omissions from the specification or other documents or should there be any doubt as to their meaning, he should at once notify the purchaser and obtain clarification in writing. This, however, does not entitle the bidder to ask for time beyond the due date fixed for receipt of tenders.
- g) Submitted tender forms with overwritten or erased or illegible rates or rates not shown in figures and words in English will be liable for rejection. In case of discrepancy between words and figures noted against the item of the tender and between unit rates and the total amount, the decision of the competent authority accepting the tender will be final and binding on the bidders. Corrections in the tender, if unavoidable, should be made by rewriting with the date and initial of the bidder after scoring out of the wrong entries.
- h) Requests from the bidders in respect of additions, alterations, modifications, corrections, etc. of either terms or conditions or rates after the opening of the tender may not be considered.

- i) **Exemption of EMD for Start-Ups:** EMD amounting above shall be exempted for the Startups with valid DIC Registration Certificate under MSME Department, Govt. of Odisha.

4.4. Submission of Proposal

- a) The bidders should submit their responses as per the format given in this RFP in the following manner
- i. *Pre-Qualification-cum-Technical Bid - First cover*
 - ii. *Price bid - Second cover*
- b) The Response to the Pre-Qualification criterion, Technical Proposal, and Commercial Proposal (as mentioned in the previous paragraph) should be submitted physically at the given address.
- c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.
- d) All the pages of the proposal must be sequentially numbered and must contain the page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- e) The proposal/ bid must be typed and not handwritten. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- f) All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.
- g) In case of any discrepancy observed by SCTE&VT in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of the authenticity of the scanned documents, SCTE&VT may ask the bidder, for submission of hardcopy of such documents to SCTE&VT.

4.5. Adherence to the Annexures

The bidder must submit all documents as asked in the Annexures. Any deviation or non-submission in the prescribed template shall lead to the rejection of the bid.

4.6. Contents of Technical Bid

The technical bid must contain the information as mentioned in Clause No. 6.3 along with other details as mentioned in this RFP . The bidders should furnish the following annexures along with the technical bid.

Technical Bid: (Annexure 1 to Annexure 11)

- a. General Information of bidder.

- b. Bidder should give an undertaking that they are not under a declaration of ineligibility for corrupt and fraudulent practices issued by State Government/ Central Government/ Associated organizations/ Reputed enterprises / PSU/ Government Autonomous body Self-Declaration that the bidder hasn't been blacklisted by any Govt. / PSU agencies.
- c. Authorized signatory for the bid from the bidder.
- d. Acceptance of Terms & Conditions
- e. Undertaking – Not End of Sale/ Support
- f. Team Composition
- g. CV of each resource as per given format
- h. Technical bid cover letter
- i. Similar Past Project Experience and proofs.

4.7. Proposal Preparation Cost

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in the conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of the proposal, in providing any additional information required by SCTE&VT to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. SCTE&VT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.8. Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in the English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

4.9. Venue & Deadline of Proposal submission

The proposal, in its complete form in all respects as specified in the RFP, must be submitted in physical mode through speed post only at the SCTE&VT office on or before **Dt.12.07.2023 up to 3 P.M.** (Through Speed Post only).

4.10. Late Bids

- a) Bidder needs to submit the bids in physical mode through speed post only, Late bids shall not be accepted.
- b) SCTE&VT shall not be responsible for non-submission/delay in submission of bids due to any reason whatsoever. It is the responsibility of the bidder to ensure the submission of the bid much prior to the deadline to avoid the last-minute rush.
- c) SCTE&VT reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

4.11. Consortium or Joint Venture

The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this RFP. No subletting of work is permissible. Bidders shall submit a self-declaration in company letter head as prescribed in [Annexure 5](#).

4.12. Evaluation Process

- a) SCTE&VT will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by SCTE&VT shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit required supporting documents/documentary evidence may lead to rejection of the bid.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.13. Tender Opening

The Proposals submitted within the deadline shall be opened on **Dt. 12.07.2023 at 4 P.M.** at SCTE&VT premises in presence of the Proposal Evaluation Committee. The representatives of the bidders, who are to be present at the time of opening, shall submit their email request to secretarysctevt@gmail.com enclosing the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

4.14. Tender Validity

The offer submitted by the bidders should be valid for a minimum period of 180 days from the opening of the commercial bid. However, validity of the price bid of the selected bidder will be for the entire contract period including the extension period as mentioned in the RFP.

4.15. Tender Evaluation

- a) Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive if Proposals:
 - i. are not submitted as specified in the RFP document
 - ii. received without the Letter of Authorization (Power of Attorney)
 - iii. are found with suppression of details with incomplete information, subjective, conditional offers, and partial offers submitted
 - iv. submitted without the documents requested in the checklist
 - v. with a lesser validity period
- b) SCTE&VT shall prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further

evaluation by the **Committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.**

4.16. Clarifications & Amendment

- a. At any time till 10 days before the deadline for submission of bids SCTE&VT Bhubaneswar may, for any reason, whether an own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.
- b. All amendments made in the document would be published in the website <https://sctevtodisha.nic.in/> under the section "Tender".
- c. Bidders are also advised to visit the aforementioned website on a regular basis for updates. SCTE&VT Bhubaneswar also reserves the right to amend the dates mentioned in cover page for the bid process.

5. Terms of Reference

5.1. Solution Outline

This section comprehensively defines the project's features, assignment period, number of seats, manpower requirements, operational requirements, and so on. SCTE&VT is planning to establish an Integrated Support Centre to cater to the information requirement for students and faculties and other service requirements for the organization. The selected agency shall provide the support centre on a service mode for the following components:

- a) Regular Student's Feedback
- b) Student's Academic related issues like:
 - Examination related matters
 - Issuance of Certificate related matters
- c) Any other additional issues related to
 - Admission related matters
 - Placement related matters
- d) Student's Grievance redressal etc.

**Please note here that the support centre shall provide its services in Odia, English & Hindi and the average number of calls shall be between 300-500 per day.*

5.2. Key Scope Component

The selected agency shall provide qualified and trained resources for the integrated support centre at SCTE&VT office premises for complete contract period to attend to the call from the students, faculties, etc. The agency shall run this integrated support centre during office hours (9 A.M. to 6 P.M.) SCTE&VT shall provide the required space, electricity, and furniture. **The agency is responsible to get the telephone lines after getting the confirmation from SCTE&VT.**

The agency shall carry out the student feedback exercise on a periodic basis based on the decision taken at SCTE&VT by intimating the students and getting required information by dialing and putting the information in a prescribed template.

The selected agency shall carry out the day-to-day operation related to the integrated support centre based on the standard operating procedure which will be subsequently finalized by SCTE&VT.

5.3. Functional Requirement -Key Process & Component

SCTE&VT defines the broad scope of work for the Support Centre to the establishment and /or Operationalize in the SCTE&VT Premises. The below section broadly defines the features and functionalities of the Support Centre. The support centre services shall be on a subscription-based model where the Service provider is expected to establish and operate the service centre in the most optimum manner. The following are some of the features & functionalities of the proposed support centre:

5.3.1. Inbound Calling

Institutes and students shall initiate calls to the support centre to get the required information. Callers are connected to trained support centre executives via an Interactive Voice Response System (IVRS).

Some of the services and information which may be provided through inbound calling are as follows:

- a. Students can call the Support Centre to enquire about examination-related information.
- b. The faculties of Polytechnics & ITI institutes can call the Support Centre related to the faculty development & training programs and examination related information.
- c. Students can share their feedback related to the institutes & faculties.
- d. Institutes and Students can share their requirements related to skill development programs.
- e. Principals, faculties, students & parents shall call the support centre related to the Polytechnics & ITI's Admissions and related information.

Integrated Support Centre Service Provider (ISCSP) will design the inbound call flow as per the requirements of the State.

However, an indicative process for the inbound call is given below:

- a. The call may be first handled by an IVR system wherein the IVRS provides the list of services that a caller can avail of through the Support Centre. This feature provides the caller with a self-service option to get the desired information and services.
- b. In case the caller has unresolved queries, the IVRS may route the call to a Support Centre Executive for personalized assistance.
- c. Support Centre Executive will assist the caller in order to get the queries resolved. In the case where specialized operations help is required, the call may be forwarded to the SCTE&VT representative, or a ticket may be raised mentioning the query and tagging the right person. The ticket once resolved shall be updated and the information should be delivered to the Caller via text or email.

Note: The inbound calling shall be disabled initially and enabled subject to the decision of SCTE&VT as and when required, however, the feature shall be provisioned by the selected agency from day one.

5.3.2. Outbound Calling

SCTE&VT may desire to connect with the targeted students for various purposes such as:

- a. Validation of the students' & faculty's data in the system
- b. Gather student & faculties Feedback information
- c. Provide admission-related information to the school's Students & school principals.
- d. Provide placement-related information like Current and upcoming on & Off-Campus Drive information.
- e. Provide any departmental information to the respective institutes and students.

5.3.3. SMS Services

SMS can be effectively used for providing specific details to the relevant stakeholders. An integrated SMS solution will enable the support Centre executives to send the required information to the stakeholders. The indicative list of functionalities of the SMS solution is given below:

- a. Inbound SMS services shall be used to collect feedback from institutes, and students on calls made to them by a Support Centre.
- b. Support Centre executive shall maintain the database of the Institutes & Students Outbound SMS solution may be used for the following indicative activities:
- c. A Support Centre Executive can send the SMS to the respective Institutes SPOC and Students related to any activities or events of the department.
- d. The SMS gateway shall be provided by SCTE&VT.

5.3.4. Instant Chatbot Services

Chatbot services shall be enabled in the system leveraging the students & faculties to interact with the support centre. Standard Questions shall be designed which shall enable the system to respond to multiple students simultaneously. Proposed chatbot shall have the following features:

- a. Menu/button-based chatbots
- b. Linguistic-Based (Rule-Based Chatbots)
- c. Keyword recognition-based chatbots.
- d. Machine Learning chatbots
- e. Voice bots
- f. Appointment scheduling or Booking Chatbots
- g. Customer support chatbots

5.3.5. Infrastructure & Technology

- a. The bidder shall be in charge of setting up, running, and maintaining the Support Centre, which includes—but is not limited to—providing the necessary hardware, software, firewall administration, IPBEX, disaster recovery, and the creation of web-

based applications and databases, and power backup, PRI lines, and Internet leased line, etc. The cost towards the aforesaid items shall be borne by the bidder. SCTE& VT shall only provide the necessary office space, including the flooring, and air conditioning.

- b. The Support Centre shall initially have 4 physical seats; however, SCTE&VT may seek an extension of the number of persons based on the requirement as desired by the department within the scope of this RFP.
- c. Bidders have the freedom to choose the Server Infrastructure that best suits their needs. They can use Physical Servers or Virtual Servers/ Cloud. The Agency must ensure that in case the system is located on the cloud has to ensure the voice logger server must be established at the SCTE&VT premise and call routing bandwidth must be used by the voice logger server. Bidder shall be responsible to provide view and download access to the CRM portal for regular and ad-hoc monitoring of the feedback process and periodic transfer of all data, call logs, reports to Authority, and at the time of handover, the exit of Agency. The cloud must reside within the geographical location of this country.

5.3.6. Call Centre Solution

- a. **Automated Outbound Calling:** This feature allows automated outbound calling and identifies and dials the numbers based on agent availability.
- b. **Manual Dial from Screen:** Feature providing direct dialing from the screen as per requirement by the user.
- c. **Hang-up/ hold:** Feature allowing hang-up and hold functionality as per requirement by user and campaign.
- d. **CTI (Screen Pop; Disposition):** CTI feature provides screen pop and disposition assignment to sessions.
- e. **Agent Presence management:** Feature providing the ability to monitor the presence of agents in the Support Centre.
- f. **Real-time monitoring:** Feature allowing for real-time performance monitoring.
- g. **Reporting:** Reporting feature allows access to various reports generated by the system.
- h. **Contact List Management:** Feature allowing dynamic contact list management as per business requirements.

5.3.7. CRM Application

- a. **Agent Login:** Agent module allowing for basic to advanced features focusing on agent-oriented tasks, either for inbound or outbound processes as per business requirements and applicable as per agent basis.
- b. **Put call on hold:** Feature for an agent to put the call on hold as per agent requirements.
- c. **Transfer calls to another user:** Feature for an agent to transfer the call to other users as per agent requirements.
- d. **Manually dial calls:** Feature for an agent to manually dial calls directly from the system as per agent requirements.

- e. **Conference with Callers and other users:** Feature to allow conferences between the agent, Callers, and other users in the contact center as per session requirements.
- f. **Terminate calls (including conference):** Feature to allow the agent to terminate sessions as per requirements.
- g. **Transfer calls to outside department or contact center:** Feature to allow agents to transfer calls as per session requirements.
- h. Login / Logout, Receive Calls Features.
- i. **Supervisor Login:** The supervisor module allows for in-depth monitoring and management of operational processes and is applicable as per supervisor basis.
- j. **Monitor user login/out:** Feature for supervisor monitoring to login and logout of users.
- k. **Supervisor Snoop with agents:** Feature for the supervisor to quietly listen into Caller interactions of agents in real-time.
- l. **Barge with agents:** Feature for the supervisor to quickly takeover a call interaction from agents in real-time.
- m. **Supervisor Whisper with agents:** Supervisor feature to impart instructions to the executive without alerting the caller
- n. **Supervisor Confer with agents:** Supervisor feature to engage in conferences with executives and callers in real-time.
- o. **Force logout of agents:** Supervisor feature to terminate login session of agents as per supervisor requirements.
- p. **Supervisor Live call monitoring:** Supervisor feature to monitor executive and caller interactions in real-time.
- q. **Supervisor Download recorded conversations:** The supervisor feature allows quick and easy downloading of recorded agent sessions.
- r. **Supervisor Listen to recorded conversations:** The supervisor feature allows quick and easy listening of recorded agent sessions.
- s. **Monitor executives and Callers through GUI:** Supervisor feature to monitor executives and/or Callers through the state-of-the-art graphical user interface.
- t. **Administrator/Department Login:** The administrator module allows for easy set-up management and definition of business procedures, applicable as per administrator basis.
- u. **Media context and routing configurations:** Administrator feature to configure media context and routing as per business requirements.
- v. **User Management and Assignment:** Administrator feature to manage and assign user privileges.

5.3.8. Automatic Call Distributor

- a. Skill based Routing
- b. Automatic Call Distributor is an integrated module providing state-of-the-art inbound

call routing capabilities to multiple agents based on business rules applicable as per inbound agent.

- c. **Routing calls based on DID:** DNIS or ANI: Dynamic routing feature providing multiple incoming number identification functionality as per business requirements. Applicable as per inbound agents.
- d. **Routing calls based on CLI:** Routing Caller's calls based on Caller line identification. Applicable as per inbound agents.
- e. **Forward a call on trunk:** Telephony feature allowing for call forwarding on a trunk. Applicable as per inbound agents.
- f. **Route a call to a group of agents based on FIFO:** LWA (longest wait agent): Dynamic routing feature allowing for multiple protocols as per business requirements to optimize agent productivity. Applicable as per inbound agents.
- g. **Multiple queues:** Multiple queue support feature provides flexibility in handling multiple incoming processes as per business requirements. Applicable as per inbound agents.
- h. **Welcome Message:** Feature allowing agents to seamlessly set a welcome message to incoming calls prior to Caller engagement enabling heightened preparation prior to contact. Applicable as per inbound agent.
- i. **Language and Skill Selection:** Feature allowing for dynamic routing based on language and skill selected by the user. Applicable as per inbound agent.

5.3.9. Voice Logger

- a. Deploying required call voice logger application with requisite upgrades required from time to time.
- b. Voice logger provides secure real-time recording modules in various recording formats and is applicable as per agent.
- c. 100% recording in raw codec form: Voice logger Feature allows recording in codec format to optimize space and quality requirements.
- d. Search: Feature to provide the ability to search through recorded databases based on filtered parameters. Search based on date, time, source, destination, and duration.

5.3.10. Integration with Existing portals

- a. Comprehensive screen pop module provides real-time access to information through rapid triggers and in-depth definition of information parameters.
- b. PHP/ASP or web base Default Screen-Pop App (mini-CRM): Basic screen pop feature providing immediate and updated information to agents.
- c. Integration with third-party CRM: Integration with third-party CRM allows to pop up the CRM to display all Caller records.
- d. Service Provider must ensure due integration with SCTE & VT, CPC, and SAMS web portal existing applications and any future applications up to a maximum of 10 integrations.

- e. The integration with SCTE&VT, CPC, SAMs, and DTET applications will ensure data of beneficiaries is shared at various levels. Service Provider must ensure outgo voice calls, recorded voice calls, messages at Student, Institutes and Administrative level or others.

5.3.11. Integrated Support Centre Support Resources

- a. The Bidder / Service Provider must ensure the deployment of the Supervisor and Call Centre Support executive for the smooth operation of call center stationing at the project Office (SCTE & VT).
- b. Also, Bidder shall be responsible to provide a software developer for all integrations, developments, and requirements for the software applications integrations.
- c. The Bidder must ensure any change in resources must be per directions of SCTE &VT and on prior approval of Issuing Authority. Any undue absence or failure to provide alternate competent Human Resources may be considered a violation of conditions of the RFP and Service provider Agreement.
- d. Please refer to [Clause 5.5](#) for detailed Manpower requirements. Bidder shall ensure to provide appropriate CVs against each profile mentioned.

5.4. Project Deliverables & Timeline

SN	Activity	Timeline
1	Infrastructure Deployment	Week 1
2	Hardware Installation & commissioning	Week 1
3	Software Deployment & Integration	Week 2
5	Deployment of Team	Week 2
6	Resources Training as per scope & standard operating procedures	Week 3
7	Go-Live	Week 6
8	Quarterly Report Submission and Student Feedback Analysis adhering to the standard operating procedure	Each Quarter

Note: Initially the timeline for the engagement is for a period of one year, however, it may be extended further subject to the performance of the agency & project requirements.

5.5. Manpower Requirement

SN	Manpower	Criteria Details	No. Resources	Mode of Deployment
1	Supervisor cum IT Manager	a) B. E/ B Tech in Computer Sc./ IT/ Electronics/ MCA/ with MBA or equivalent b) More than 10 years of experience in handling IT / ITES/ / Call Centre Support Projects. c) Minimum 2 Years' experience working in Education Sector as	1	Onsite

SN	Manpower	Criteria Details	No. Resources	Mode of Deployment
		a) Call Centre Supervisor/ Manager. d) Managed at least one number of IT support/ Call Centre project		
2	Software Developer	a) BE/ BTech in Computer Science/IT / MCA b) 5+ years of experience in software development & Integration in call Centre technology c) 2 Years' Experience in Education based project software implementation	1	Offshore
3	Support Centre Executive	a) Any graduate b) More than 5 years of experience in call centre support in India c) More than 2 years in education-based Call Centre Support d) Must be comfortable in Odia Language	4	Onsite
Total Resources			6	

Note: Bidder is to ensure to deploy those resources which CVs are provided during bid submission. Any deviation in the resource deployment shall not be permissible. However, during the project if that particular resource is unavailable due to any unavoidable reasons, the bidder might share resumes of alternate resources of same or higher standard at least a month before the last working day of the existing resource. Such engagements shall be subject to approval from SCTE&VT. The Software Developer shall be engaged offshore. However, He/she shall be deployed onsite based on the project's requirement as per SCTE&VT's instruction.

6. Evaluation of Bids

Tenders for this contract will be assessed in accordance with Quality and Cost-based Selection (QCBS) method in 70:30 ratio.

6.1. Preliminary Scrutiny

Assessment of the prequalification criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified in [Clause 6.2](#) to merit further evaluation.

- a. Bids not conforming to such preliminary requirements will be prima facie rejected.
- b. In order to technically qualify, the bidder shall fulfill the following basic pre-qualification eligibility criteria.

6.2. Pre-Qualification Criteria

SN	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder must be a company registered under the Indian Companies Act, 1956.	Copy of registration/ Incorporation Certificate.
2	Consortium or Joint Venture	The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this RFP. No subletting of work is permissible.	Annexure 5: Acceptance of Terms & Conditions
3	PAN & GST	The bidder should be registered with GST & should have a valid PAN and should regularly fill the IT return.	a) GST Registration details b) Copy of PAN Card c) IT Return for the last three financial years (2019-20, 2020-21 & 2021-22).
4	Average Annual Turnover	The Bidder should have an Average Annual Turnover of INR 2 crore from IT/ ITeS / Telecom Solutions/ BPO in the last Three (3) Financial Years 2019-20, 2020-21 & 2021-22.	Copies of Audited Balance Sheet and valid CA certificate for the financial years 2019-20, 2020-21 & 2021-22
5	Certifications	ISO 9001:2015 or above ISO 27001:2013 or above	Copy of Valid certificate
6	Project Experience	The Bidder should have successfully carried out similar work of establishment and maintenance of at least 3 Call Centre/ Support Centre projects or Call Centre voice operations with any reputed organization in India in the last five years (FY 2018-19, 2019-20 & 2020-21, 2021-22 & 2022-23)	Work Order(s)/ Purchase Order(s)/ Contract(s)/ and Proof of Project Completion/ Continuation/ Client Satisfaction Certificates/ Copy of Invoice/ Bill showing the payment done for ongoing projects provided the project has been running successfully for at least one year.
7	Project Experience	The bidder should have implemented or provided services of at least one support centre/ call centre project with at least 10,000 calls per month capacity in any Central Govt. Organization/ Public Sector/ State Government organization / Institute/ University/ Board/ Council in India which is operational for at least one	Work Order(s)/ Purchase Order(s)/ Contract(s)/ and Proof of Project Completion/ Continuation/ Client Satisfaction Certificates/ Copy of Invoice/ Bill showing the payment done for ongoing projects provided the

SN	Basic Requirement	Specific Requirements	Documents Required
		year in India in the last five years (FY 2018-19, 2019-20 & 2020-21, 2021-22 & 2022-23)	project has been running successfully for at least one year. AND Certificate from the client mentioning the Average monthly call handled in any consecutive one year.
8	Number of Resource	The bidder should have Minimum 20 number of technically qualified resources under the company's payroll	a) Copy of EPF challan showing the number of members b) Declaration on company letterhead by HR along with the resource details
9	Blacklisting	Bidder should not have been debarred/blacklisted till bidding or declaration regarding any pending suits filed by Central Govt. / State Govt. / Public Sector Undertaking / any other Local Body or body established under or in the control of the Central or state Government on the date of submission of their Bid	Self-declaration to be submitted as per the prescribed format on Notarized Stamp Paper (Annexure 2) & Company Letter Head (Annexure 3) as per the given format.

6.3. Technical Bid Evaluation

- a) All the bids will be evaluated based on the Eligibility Criteria as per [Clause 6.2](#) of this RFP. The Selection Committee will shortlist those companies which satisfy the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.
- b) The bidder who does not qualify in the prequalification criteria as per [Clause 6.2](#), their bid shall not be considered for technical bid evaluation.
- c) The Selection Committee would first thoroughly check the technical bid and supporting documents and allocate marks on various parameters based on the papers produced in the technical bid.
- d) The bidders will be advised to make a Technical Presentation (in power point) of approximately 30 minutes duration including Q&A to the Purchase Committee on their capabilities, experiences, etc., and showcase their similar work done for other clients based on the components depicted in the below sections.
- e) The technical presentation & proof of concept for product demonstration shall be held at once or separately based on the discretion of the committee. Bidders shall be intimated accordingly.
- f)

6.4. Technical Scoring

SN	Criteria	Criteria Details	Documentary Evidence	Max. Marks
1	Turnover	Average Annual Turnover from IT/ITeS / Telecom Solutions/ BPO a) > 2 Cr. and <= 4 Cr.: 5 Marks b) >4 Cr. and <= 6 Cr.: 7 Marks c) > 6 Cr.: 10 Marks	Copies of Audited Balance Sheet and valid CA certificate for the financial years 2019-20, 2020-21 & 2021-22	10
2	Project Experience	Experience of successfully carrying out similar work of establishment and maintenance of call center/ support centre or call center voice operation with any reputed organization in India in the last five years (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) a) Minimum 3 Projects : 10 Marks b) Additional 2 marks for each additional project of similar work with any reputed organization in India in the last five years (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) maximum up to 20 marks	Work Order(s)/ Purchase Order(s)/ Contract(s)/ and Proof of Project Completion / Continuation / Client Satisfaction Certificates / Copy of Invoice/ Bill showing the payment done for ongoing projects provided the project has been running successfully for at least one year.	20
3	Project Experience	Experience of the bidder in implementing any support centre project within the last 5 years with at least 10,000 calls per month capacity in any Central Govt. Organization / Public Sector / State Government organization / Institute/ University/ Board/ Council in India which is operational for at least one year in India in the last five years (FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23) maximum up to 20 marks	Work Order(s)/ Purchase Order(s)/ Contract(s)/ and Proof of Project Completion / Continuation / Client Satisfaction Certificates / Copy of Invoice/ Bill showing the payment done for ongoing projects provided the project has been running successfully for at least one year. AND Certificate from the	20

SN	Criteria	Criteria Details	Documentary Evidence	Max. Marks
		a. Minimum 10,000 Calls per month: 10 Marks. b. 10,001 to 20,000 Calls per months: 15 Marks c. 20,001 to 30,000 Calls per month: 20 Marks	client mentioning the Average monthly call handled in any consecutive One Year.	
4	Certifications	Copy of valid Certificates a) ISO 9001:2015 : 5 Marks b) ISO 27001:2013 or above : 5 Marks	Copy of Valid certificate	10
5	Number of Resources	Minimum number of technically qualified resources under the company's payroll >=20 and <30 resources – 5 marks >=30 and <40 resources – 8 marks >40 resources – 10 marks	a. Copy of EPF challan showing the number of members b. Declaration on company letterhead by HR along with the resource details	10
6	Technical Approach & Proposed solution			30
A	Technical Presentation	Technical Presentation: Qualitative assessment based on i. Bidder's understanding of the requirements ii. Conceptual, Design, Software solution architecture iii. Integration architecture and mechanism iv. Project Risks & Mitigation Plan v. Work Plan	Evaluation on the basis of presentation to the evaluation/ purchase committee	15
B	Demonstration	Solution Demonstration: Qualified bidders shall be invited for detailed proof of concept (POC) demonstration of their existing product/ solution on call centre/ support centre and CRM solution before evaluation / purchase committee.	Evaluation on the basis of Detailed Demonstration to the evaluation/ purchase committee	15
Total				100

6.5. Technical Score Evaluation

All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.

- a. The bidder with the highest technical bid (H1) will be awarded 100% score
- b. Technical Scores for other than H1 bidders will be evaluated using the following formula:
- c. Technical Score of a Bidder = $\{(\text{Technical Bid score of the Bidder} / \text{Technical Bid Score of H1}) \times 100\}$ % (Adjusted to two decimal places)
- d. The commercial bid of only the technically qualified bidders will be opened for further processing.

6.6. Evaluation of Financial Bid

- a. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. Per Quarter Cost as quoted by the bidder (Exclusive of GST) shall be taken for financial bid evaluation
- c. The bidder with the lowest financial bid (L1) will be awarded 100% score.
- d. **Financial Scores for other than L1 bidders will be evaluated using the following formula:**
$$\text{Financial Score of a Bidder} = \{ (\text{Financial Bid of L1} / \text{Financial Bid of the Bidder}) \times 100 \}$$
 % (Adjusted to two decimal places)
- e. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- f. The bid price will include all taxes and levies and shall be in Indian Rupees.

6.7. Error and rectification

- a. 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 unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
- b. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and
- c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above conditions.

6.8. Combined Evaluation of Technical & Financial Bids

- a. The technical and financial scores secured by each bidder will be added using weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.

- b. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c. In the event the bid composite bid scores are “tied”, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- d. Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
(A)	(B)	(C)	(D)	(E)	(F)

6.9. Award of Work

The finalization of the Proposals will be done by a committee constituted by the SCTE&VT for this purpose. The work will be awarded to the successful bidder, whose bid has been determined as the best technically and commercially lowest i.e., the work order / Lol will be issued to the Maximum Composite Final Scorer (S) with a request to submit the Performance Security. The selected/successful bidder shall sign an agreement with the department incorporating terms and conditions of design, development, implementation, maintenance & support of the proposed solution and payment, and penalties as mentioned in the RFP. The agreement shall be signed within 15 days of communication of selection from the department, failing which the EMD will be forfeited, and legal action will be initiated against the bidder.

7. General Terms & Conditions of Tender

7.1. Purchaser

State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar,
Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha

7.2. Performance Bank Guarantee

- a) The selected bidder shall furnish a Performance Bank Guarantee (PBG) for **10% (ten percent)** of the contract price, as per Finance Department, Govt. of Odisha maximum within 30 days of the date of issue of Work Order.
- b) The PBG must be from any Scheduled Bank in India. The Performance Bank Guarantee needs to be valid for 14 months (60 days beyond the entire contract period of 1 Year) from the 7th date of the signing of the contract. SCTE&VT, Odisha reserves the right to cancel the work order if the selected bidder fails to furnish the required BG within the stipulated time. SCTE&VT shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or SCTE&VT incurs any damages due to bidder’s negligence in carrying out the project implementation as per the agreed terms & conditions.

7.3. Award Criteria

The selection will be based on QCBS Based method. Please refer to [Section 6.8](#) for details evaluation methodology.

7.4. Price

- a) The Bidder shall quote the price in clear terms. The rates quoted shall be per record of successful work and should abide by the Format for Financial Bid described in [Annexure 13](#). The rates quoted should be exclusive of Goods Service Tax or any other taxes/cess/duty imposed from time to time.
- b) Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- c) Bids shall remain valid for 180 days after the date of bid opening prescribed by the SCTE&VT. The SCTE&VT holds the right to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

7.5. Submission of Bid

7.5.1. Number of Copies of Bid

The Bidder shall submit 1(one) hard copy of each of the Pre-Qualification-cum-Technical Bid and Price Bid. The hard copy of the Pre-Qualification-cum-Technical Bid shall be placed in sealed envelopes clearly marking as "A. Pre-Qualification-cum-Technical Bid" and Price bid shall be placed in sealed envelopes clearly marking "B. Financial Bid". Both bids will be placed in a sealed outer envelope super scribed as "RFP Ref. No.____RFP Name_____" and "Do not open before <<Date & Time of Bid Opening>>".

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax, or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming to the bid requirements shall not be entertained at all, and such bid shall be rejected.

7.5.2. Address for bid submission

The bid shall be submitted at the below address by speed post only.

Vice-Chairman, State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha.

The bids submitted by hand or through any other medium shall not be accepted.

7.6. Deadline for Submission of Bids

7.6.1. Last date for Submission

Last date of submission of bid is **12.07.2023 up to 3 P.M. (Through Speed Post only)**. In the event of the specified date for the submission of Bids being declared a holiday for the SCTE&VT, the Bids will be received up to the appointed time on the next working day.

7.6.2. Extension for the Last date for Submission

The SCTE&VT may, at its own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the SCTE&VT and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended. The copy of the addenda shall be published on the official website of SCTE&VT under section tender and not to be published in the print media. This shall form a part of the tender document. The bidder shall visit the website for updated information relating to the tender. At any time till 10 days before the deadline for submission of bids, SCTE&VT may for any reason whether an own initiative or in response to the clarification requested by a prospective bidder, modify the bidding document by amendments.

7.6.3. Late Bids

Any bid received by the SCTE&VT after the deadline for submission of bids prescribed by the SCTE&VT will be summarily rejected and returned unopened to the Bidder. The SCTE&VT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

7.7. Terms of Payment

- a) The Agency shall raise the invoice in the Quarterly report, which will be reviewed by the SCTE&VT.
- b) The Agency shall send its invoices for payments along with requisite documents on basis of the number of seats established per financial quote accepted by SCTE&VT in the RFP process. The invoice shall be inclusive of all taxes.
- c) The payment will be subject to TDS as per Income Tax Rules/ GST (if applicable) and other statutory deductions as per applicable laws.
- d) Prices (inclusive of all taxes), to be charged by the Agency for the provision of services in terms of the contract shall not vary from the prices agreed upon in the financial proposal.
- e) SCTE&VT shall review the documents and forward the required payment in favor of the Agency within 15 (fifteen) days.
- f) All the Payments will be made in Indian Rupees only in the Bank Accounts of the Agency.
- g) Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause set out in the RFP document/Contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the applicable laws.
- h) No interest/charges shall be paid on delayed payments.
- i) The agency shall not be paid any extra charges (or any out-of-pocket expense) against such items which are required for performing proper and efficient work.

7.8. Dispute Invoice

- a) In case of a dispute on the Invoice amount, such matter shall be discussed with

authority designated by the Nodal, SCTE&VT. In such cases, the Agency shall produce requisite supporting documents, communications, acknowledgment of the SCTE&VT, etc. to support the disputed Invoice amount; however, the decision of the Nodal, SCTE&VT in this matter shall be considered final.

- b) Any dispute or difference or claim arising out of or in relation to this Agreement will be settled by reaching a mutual understanding and amicable settlement between the parties.

8. Service Level Requirements and Penalty

- a) The aim of this SLR is to provide a basis for close cooperation between SCTE&VT and the vendor, for services to be provided to SCTE&VT, thereby ensuring that timely and efficient support services are available to SCTE&VT and its end-users.
- b) If the service provider is not executing the contract to the satisfaction of the bidder or delays the development and implementation, then the purchaser may send warning notices. After sending 2 warning notices the purchaser has full rights to terminate the agreement and forfeit their performance security deposited if the delays are purely related to service provider delays.
- c) A penalty at the following rate will be applicable and will be deducted from the payment.

8.1. Delay in time of deployment of support centre:

However, delay due to dependencies that are not part of the service provider, natural disasters, pandemics, acts of God, government restrictions, and lockdowns (complete or partial) will not be considered as a delay from the service provider and No penalty will be levied.

SN	Delay in time of implementation in each Phase	Penalty to be Imposed
1	Delay up to 4-6 weeks	- 0.75 % of the payment designated for that deliverable - Delay shall be measured separately for each deliverable and will have no effect on the next phase.
2	Delay beyond 8 weeks and up to 10 weeks	- 1 % of the payment designated for that deliverable - Delay shall be measured separately for each deliverable and will have no effect on the next phase.
3	Delay beyond 10 weeks and up to 12 weeks	- 1.25 % of the payment designated for that deliverable - Delay shall be measured separately for each deliverable and will have no effect on the next phase.
4	Delay beyond 14 weeks	- Termination of agreement and forfeit the performance security deposited.

- a) The bidder must respond on the above response time and will inform the department about the resolution time.

- b) The problem shall be considered to be solved when the bidder has communicated to the user about the resolution of the incident and the resolution is formally recorded.
- c) The downtime calculated shall not include any planned shutdown.
- d) The penalty will be imposed in reference to the above table and will be recovered for delayed services from the payment due or the Performance Bank Guarantee, without prejudice to any other right or remedy available under the contract. The vendor shall be considered as a Black-listed /Fraud company/vendor if the vendor withdraws the work at any time during the contract with/without notifying SCTE&VT.

N.B Upper capping limit on penalty is 10% of the total cost of the project.

8.2. Penalty during Operation Support & Maintenance Phase:

8.2.1. Key Performance Indicator (KPI)

The Key Performance Indicators below define the terms of the Agency's responsibility in ensuring the timely delivery of the scope of work, quality of deliverables, and other aspects of scope of work as per the RFP and Service Level Agreement. The KPIs mentioned below are not exhaustive and any addition/ deletion to this list of KPIs shall be as per the direction of the Nodal, SCTE&VT.

Sr. No.	Performance Criteria	Performance Criteria
1	IVRS/Functionality / website / other IT Related Updation time	IVRS menu/ tree /Functionality /website /other IT related should be updated and modified within the defined time frame as per the requirements from SCTE&VT.
2	New report Generation/change in the existing report	Any changes in the reports will be done by Call Centre Agency in the timeline mutually decided by SCTE&VT and Call Centre Service Support Team.
3	System Availability	Availability is defined as the ability of an end user to access and execute any of the included application functions from a functioning workstation and live network connection. For an application to be available, all of its supporting systems must be operational.

8.3. Penalty deduction in absence of the resources

In the absence of any resource for even a day without prior approval from SCTE&VT, proportionate deduction in the bill as submitted by the selected bidder shall be done taking all reasons at par. If the resource is absent for even a day, substitute arrangement as per the given Manpower qualification criteria must be provisioned by the selected bidder. The substitute in any case should not be more than seven days.

8.4. System Availability

The Call Centre system availability must be over 99%. This will be calculated on quarterly basis. A quarterly report with monitoring credentials should be shared with SCTE&VT. If the penalty for the three consecutive quarters will be more than 10 % of the quarterly invoice, then SCTE&VT may terminate the contract, and the decision of

the committee constituted by SCTE&VT will be final.

8.5. System Go live

- a) All Software and IT & Non-IT Infrastructures that shall be quoted will be deployed and installed in the SCTE& VT Premises.
- b) The Bidder shall give an undertaking that the proposed product will not become the end of sale within the next 12 months.
- c) The Bidder undertaking that the proposed product will not become the end of support/end of life for the next 3 years.
- d) According to the RFP, all manpower will be deployed onsite, and a software developer will be available as needed for software integration as per requirement of SCTE&VT.
- e) The detailed configuration documentation of each system should be provided by Bidder and approved by the client prior to the Go-Live of each system.

8.6. Penalty during Operation Phase:

The penalty table includes the penalty that would be levied on the bidder on the non-achievement of SLAs. Slabs have been created for each SLA and a penalty would be imposed on the 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.

SN	Service Level Description	
Penalty will be levied as per the following table: -		
1	% System Availability (Based on the automated report derived from the tool)	% Availability Penalty as % of the Quarterly Payment towards Outsourcing Call Centre cost.
	More than 99% & less than equal to 98%	0.50%
	More than 98% & less than equal to 96%	1%
	More than 96% & less than equal to 94%	2%
	For each additional drop of 1% in performance below 94%, 2% of Quarterly payment will be levied as an additional penalty.	
Penalty will be levied as per the following table: -		
2	% of calls Drop within office hours based on the automated report derived from the tool.	% Availability Penalty as % of the Quarterly Payment towards Outsourcing Call Centre cost
	Less than equal to 1%	NIL
	Less than equal to 2%	1%
	For each additional drop of 1% in performance below 98%, 2% of the Quarterly payment will be levied as an additional penalty.	

The bidder's representative will prepare and submit Service level performance reports in a mutually agreed format by the maximum seventh working day of the completion of

each Quarter. The reports will include “actual versus target” Service Level Performance, variance analysis, and a discussion of appropriate issues or significant events.

Note:

- a. *Aforementioned call centre setup /application requires changes post-implementation, and the successful bidder has to carry out all the “Minor Changes” as and when the requirement so desires. It should be noted that SCTE&VT will have the complete right to decide on the category of the changes.*
- b. *Call Drop here indicates towards any calls failed due to the negligence by the support executive*

8.7. Signing of Agreement

SCTE&VT shall notify the successful bidder once the bidder gets selected. SCTE&VT shall enter into a contract within thirty (30) days of the award of the contract or within such extended period, as may be specified by the Authorized Representative of SCTE&VT, incorporating all clauses and the proposal of the bidder with the successful bidders. The Draft Service Level Agreement (SLA) will be provided as a separate document at the time of the actual awarding of work.

9. Termination

9.1. Termination for Default

The SCTE&VT may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- I. The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the SCTE&VT.
- II. The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.

9.2. Termination for Insolvency, Dissolution, etc.

SCTE&VT may at any time terminate the Contract by giving written notice to the qualified bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of company.

9.3. Negotiation

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer, in their own interest. SCTE&VT, however, will have the discretion to choose to enter into any price negotiations.

9.4. Single RFP

In case only one bid is found to be eligible on evaluation of the technical bid, SCTE&VT reserves the right to consider the bid.

9.5. Billing

The Bidder shall specify the Branch/ Location from which they will raise the bill, and, in whose favour, payment will be released. The billing shall be done quarterly.

9.6. Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the Bids exchanged by the Bidder and the Purchaser shall be written in the English Language, provided that any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation in which case, for purposes of interpretation of the Bid, the English translation shall govern. All offers should be made in English and clearly type written. No handwritten proposals shall be accepted.

9.7. Force Majeure Condition

If the execution of the contract is delayed beyond the period stipulated in the consultancy as a result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then Purchaser may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

9.8. Modifications & Withdrawal

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of the Purchaser to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

9.9. Right to Reject/ Accept the Tender

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. The type and quantity of items indicated in the tender are provisional and may change as per the actual requirement. After placing the purchase order, the purchaser may order to defer the delivery of the services. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action. Depending upon the Govt. of Odisha's final decision whether to continue the service, the work order shall be issued in favour of the selected agency. Selection of agency through RFP merely does not make any binding on the SCTE&VT, Odisha to place the work order.

9.10. Jurisdiction of High Court of Odisha

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

9.11. Confidentiality

- I. The Bidder shall not, and without the Purchaser prior written consent, disclose the contract or any provision thereof, or any specification, regarding the services offered or information furnished by or on behalf of the Purchaser in connection therewith to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- II. The Bidder shall not without the Purchaser prior written consent, make use of any

document or information.

- III. Any document other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Bidder's performance under the contract, if so, required by the Purchaser.

9.12. Obligation to Carry out Purchaser's Instructions

The Bidder shall also satisfy the purchaser or this inspector that adequate provision has been made to carry out his instructions fully and with prompt attitude.

9.13. Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Vice Chairman, State Council for Technical Education & Vocational Training, Odisha, Bhubaneswar, Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha.

10. Annexure(s) - Bid Formats

10.1. Annexure 1: General Information of Bidder

(To be submitted in Bidder's Company Letter Head)

RFP No. 1532 Dated 22.06.2023

SN	Field	Details
1	Name of the Agency	
2	Company registered office address: Telephone number: Fax number:e-mail:	
3	Correspondence/ contact address	
4	Details of the contact person (Name, designation, address, etc.) Telephone number Fax number e-mail	
5	The former name of the company, if any.	
6	Is the company? <ul style="list-style-type: none"> - a Government/ Public Sector Undertaking? - a proprietary firm? - a partnership firm (if yes, give partnership deed)? - a private limited company or a public limited company? - Limited Liability Partnership - One Person Company (OPC) 	
7	Is the company registered with GST? If yes, submit a valid GST registration certificate.	
9	Is the company registered for EPF, if yes,submit a valid registration certificate?	

Signature: -

Name of the Authorized
signatory:

Company Seal: -

10.2. Annexure 2: Self Declaration for Non-Blacklisted

(To be submitted in Non-Judicial Stamp Paper of ₹100./-)

Date : _____ Ref/ RFP : _____ Date:

To,
The Vice-Chairman
State Council for Technical Education & Vocational Training, Odisha
(SCTE&VT)Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Sir,

This is to confirm that we M/s _____(give full address) have not been declared neither failed to perform on any Agreement, nor have been expelled from any Project or Agreement nor any Agreement terminated nor have been blacklisted , for breach by us (Agency) in any of the Govt. Department/ Agency/ Public Sector Unit/ Autonomous body or by any other client in India, in last five years before the last date of submission of this bid.

Further this is to confirm that there is no litigation pending against the above mentioned company/ organization in any court filed by any Govt. Department/ Agency/ Public Sector Unit/ Autonomous body before the last date of submission of this bid.

If the above information is found false after the placement of Work Order/ Agreement , SCTE&VT, Odisha will have full right to cancel the Contract and forfeit the Performance Guarantee. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by SCTE&VT which shall be deemed fit at that point of time.

If the above information is found false at any stage during the period of evaluation of the bid, the bids submitted by the above company/organization shall be rejected by SCTE&VT and shall not be considered for further evaluation.

Thanking you,

Signature

(Authorized

Signatory)

Date:

Place:

Company Seal

10.3. Annexure 3 Self-Declaration

Date: _____

RFP No. 1532 Dated 22.06.2023To

To,
The Vice Chairman
SCTE&VT, Odisha,
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

In response to the RFP No. _____, Dt: _____. Ms. /Mr. _____, as a _____, I / We hereby declare that our company _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices in any IT relates Services executed either indefinitely or for a particular period of time.

Thanking you,

Signature

(Authorized Signatory)

Date:

Place:

Company Seal

10.4. Annexure 4: Authorization letter for signing of bid

(To be submitted in Bidder's Company Letter Head)

Date:

To,

The Vice-Chairman

State Council for Technical Education & Vocational Training, Odisha (SCTE&VT)
Near Raj Bhawan, Unit-8, Bhubaneswar-751012, Odisha

Sub: Request for Proposal, RFP No. 1532, Dated 22.06.2023 ”: Bidder's
Authorization Certificate

Sir,

With reference to the RFP No. 1532 Dated 22.06.2023 , Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above-said Bid.

S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is_____and Email-id is_____. For the purpose of validation, his/ her verified signatures areas under.

Thanking you,

Signature
(Authorized Signatory)

Verified Signature by
Director/CEO

Date:

Place:

Company Seal

10.5. Annexure 5: Acceptance of Terms & Conditions

(To be submitted in Bidder's Company Letter Head)

Date:

To,
The Vice-Chairman
State Council for Technical Education & Vocational Training, Odisha
(SCTE&VT)Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender No.____, regarding RFP Name <_____>.

I declare that all the provisions of this Tender Document are acceptable to my firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration. I also hereby declare that we have not participated with any consortium or joint venture. I also declare that we shall not sublet the said project to any third-party agency.

Thanking you,

Signature

(Authorized Signatory)

Date:

Place:

Name of the Bidder:

Company Seal

10.6. Annexure 6: Undertaking – Not End of Sale/ Support

(To be submitted in Bidder's Company Letter Head)

Date:

To,
The Vice-Chairman
State Council for Technical Education & Vocational Training, Odisha (SCTE&VT)
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Ref: RFP No. 1532 Dated 22.06.2023

Sir,

I/ We hereby declare that the product proposed here shall not become the "End of Sell" within the next 12 months from the date of submission of bid. We also declare that the quoted product shall not become "the End of support/ End of Life "for the next three years from the date of submission of bod.

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Company Seal

10.7. Annexure 7: Team Composition

A. Technical/Managerial Staff

SN	Key Position	Name	Educational Qualification	Name of the Organization	Years of Exp.as per clause 5.5	Supporting document for education & experience of the resources
1	Supervisor cum IT Manager					
2	Software Developer					
3	Call Centre Executive 1					
4	Call Centre Executive 2					
5	Call Centre Executive 3					
6	Call Centre Executive 4					

10.8. Annexure 8: CV format

a	Name	
b	Position applied for	
c	Date of birth	
d	Educational Qualification	
e	Certifications (if any)	
f	Member of associations (if any)	
g	Experience	
f	Languages known –	

10.9. Annexure 9 Technical Bid Cover Letter

(To be submitted in Bidder's Company Letter Head)

Date:

To,

The Vice-Chairman

State Council for Technical Education & Vocational Training, Odisha (SCTE&VT)

Near Raj Bhawan,

Unit-8, Bhubaneswar-751012, Odisha

Sub: Request for Proposal (RFP) For Selection of Integrated Support Centre Service Provider (ISCSP) for Polytechnics & ITI's in Odisha, RFP No. 1532 Dated 22.06.2023 ”-

Technical Bid Cover Letter

Sir,

We, the undersigned, offer to provide a solution to SCTE&VT, Integrated Support Centre Service Provider (ISCSP) for Polytechnics & ITI's in Odisha, RFP No. 1532 Dated 22.06.2023. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid, and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We undertake, if our proposal is accepted, to initiate the implementation services related to the assignment no later than the date indicated in the RFP Document. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Company Seal

10.10. Annexure 10 A: Past Project Experience

SN	Name of Organization where the Bidder has successfully carried out similar work of establishment and maintenance of Call Centre/ Support Centre projects or Call Centre voice operations with any reputed organization in India in the last five years (FY 2018-19, 2019-20 & 2020-21, 2021-22 & 2022-23) Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Year of Project of support centre	Project Start Date, End Date, Brief of Project	Project Type	Status (Complete/ In Progress/ Delay)
1					
2					
3					

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Company Seal

10.11. Annexure 10 B: Past Project Experience

S. No	Name of organization where Support Centre Project is implemented with at least 10,000 calls per month capacity in any Central Govt. Organization / Public Sector/ State Government organization / Institute/ University/ Board/ Council in India which is operational for at least one year in India in the last five years (FY 2018-19, 2019-20 & 2020-21, 2021-22 & 2022-23) Contact Person, Telephone No, Mobile No, e-Mail, Physical Address	Year of Project support centre	Project Start Date, End Date, Brief of Project	No. of Calls capacity	Status (Complete/ In Progress/ Delay)
1					
2					
3					

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Company Seal

10.12. Annexure 11 Compliance checklist

RFP No. 1532 Dated 22.06.2023

Please check whether following have been enclosed.

SN	Enclosure description	Enclosed (Y/N)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
1	Copy of Certificate of Incorporation of Company or Registration Firm		
2	Copy Goods Service Tax Registration Certificate, Copy of PAN allotted and IT Return for Last three FY (2019-20, 2020-21 & 2021-22)		
3	Copies of Audited Balance Sheet and valid CA certificate for the financial years 2019-20, 2020-21 & 2021-22		
4	ISO 9001:2015 or above ISO 27001:2013 or above		
5	Copy of EPF Challan for the number of Resources		
6	HR Declaration showing number of technical resources		
7	General Information (Annexure -1)		
8	Self-Declaration that the bidder hasn't been blacklisted (<i>in Non-Judicial Stamp Paper</i>) / performance issues by any Govt./Private Body (Annexure - 2 & Annexure 3)		
9	Acceptance of Terms & Conditions Contained in The Tender Document (Annexure -5)		
10	Representative Authorization Letter (Annexure-4)		

SN	Enclosure description	Enclosed (Y/N)	Annexure/Attachment/ Page No./ Envelop No. of the enclosure
11	Undertaking: Not End of Sale/ Support (Annexure 6)		
12	Team Composition & CV of Proposed Resources (Annexure 7 & Annexure 8)		
13	Project Experience (Annexure 10 A and Annexure 10 B)		
14	Name, Signature with Date & Seal		
15	RFP Document Fee and EMD		

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Company Seal

10.13. Annexure 12: Commercial Bid Cover Letter

(To be submitted in Bidder's Company Letter Head)

Date:

To,
The Vice-Chairman
State Council for Technical Education & Vocational Training, Odisha (SCTE&VT)
Near Raj Bhawan,
Unit-8, Bhubaneswar-751012, Odisha

Sub: Submission of proposal in response to RFP For Selection of Integrated Support Centre Service Provider (ISCSP) for Polytechnics & ITI's in Odisha, RFP No. 1532 Dated 22.06.2023”:

Commercial Bid Letter

Sir,

We, the undersigned, offer to Implement Integrated Support Centre Service for Polytechnics & ITI's in Odisha”, - RFP No. 1532 Dated 22.06.2023 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

1) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 3 years from the date of opening of the Bid.

We hereby confirm that our prices include all applicable taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2) UNIT RATES

We have indicated in the relevant forms enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3) TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

4) QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during the evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the , [Refer Section 5](#) . The prices are indicated in the Commercial Bid attached with our Tenderpart of the Tender. In case there is a substantial difference between the component-wise price approved by SCTE&VT and the price quoted by the bidder, SCTE&VT will have the right to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

6) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in [Clause 7.2](#) of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to the expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Signature

(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

Company Seal

10.14. Annexure 13: Commercial Bid Format*(To be submitted in Bidder's Company Letter Head)*

		A	B	C = A*B	D	E = C+D
S. No	Services	Cost per Quarter	Number of Quarters	Total Cost for One Year (4 Quarters)	GST	Final Cost = (Total Cost for One Year + GST)
1	Provision of a 4-seater integrated support centre for Polytechnics & ITI's Institutes as per the scope of work, its operation & reporting for a period of one year		4			

Note:

- a. *The timeline aforementioned is indicative. If there is any increase or decrease in the support centre seats, the cost per quarter shall be calculated proportionately and subsequent approval from SCTE & VT shall be taken.*
- b. *GST shall be paid based on the actual prevailing Govt. rates.*
- c. *The 4-Seater Integrated support Centre should comprise of 4 Support Centre Executives with one supervisor (Both onsite deployment) and one software developer as the backend of the offshore mode based on the details mentioned in this RFP. (Please refer [Section 5.5](#) for Details)*
- d. *Per Quarter Cost (Column A) as quoted by the bidder (Exclusive of GST) shall be taken for financial bid evaluation*
- e. *In the absence of any resource for even a day without prior approval from SCTE&VT, proportionate deduction in the bill as submitted by the selected bidder shall be done taking all resources at par.*
- f. *If the resource is absent for even a day, substitute arrangement as per the given Manpower qualification criteria must be provisioned by the selected bidder. The substitute in any case should not be more than seven days.*

Company Seal