



REQUEST FOR PROPOSAL (RFP)
FOR
ENGAGEMENT OF AN AGENCY FOR RUNNING OF CALL CENTRE
UNDER PM FME SCHEME

Tender No: N/S/K/Call Centre/FME/2020-21/47

National Institute of Food Technology Entrepreneurship and Management (NIFTEM)

Deemed to be University (De-novo Category) under Section 3 of the UGC Act, 1956 and

An Autonomous Institution under Ministry of Food Processing Industries, GOI,

Plot No 97, Sector-56, HSIIDC Industrial Estate, Kundli-131008, District-Sonepat (Haryana)

Phone No. 130-2281020, 2281085, Website: www.niftem.ac.in

Schedule

- | | | |
|-----------|---|---|
| 1 | Name of Work | : Engagement of an agency for running of Call Centre under PM FME Scheme |
| 2 | Location | : NIFTEM Premises and/or any other location as decided by NIFTEM |
| 3 | Date of RFP Publication | : 16.02.2021, 01.00 PM |
| 4 | Pre-Bid Meeting | : 18.02.2021, 11.00 AM |
| 5 | Start date for submission of bids | : 19. 02.2021, 05.00 PM |
| 6 | Last date & time for submission of RFP | : 25.02.2021, 10.30 AM |
| 7 | Date & time of opening of technical bids | : 26.02.2021, 11.30 AM |
| 8 | Date & time of opening of Financial bids | : Date & time will be uploaded at CPP Portal who qualified in the technical bid |
| 9 | Mode of Selection | : Open Tender |
| 10 | Date & time of online/offline presentation | : The date and time of presentation with online link will be communicated to eligible agencies through email separately. |
| 11 | E-tendering Website | : https://eprocure.gov.in/eprocure/app |
| 12 | Official Website of NIFTEM | : www.niftem.ac.in |
| 13 | Bid Validity | : 120 Days |

National Institute of Food Technology Entrepreneurship and Management (NIFTEM)

Request for Proposal (RFP) for Engagement of an agency for running of Call Centre under PM FME Scheme

NIFTEM invites applications/RFP for engagement of an agency for setting/ running of Call Centre at NIFTEM Campus under PM-FME Scheme under the Ministry of Food Processing Industries, Govt. of India.

A. INTRODUCTION:

National Institute of Food Technology Entrepreneurship and Management (NIFTEM) was conceptualized by Government of India on persistent demand of the food industry to have an apex body as a **"One Stop Solution Provider"** for the various problems of the sector. Ministry of Food Processing Industries, Government of India has set up this institute with an initial investment of Rs. 500 crore (US \$100 million). The institute is spread over an area of 100 acres. The institute intends to act as a centre of excellence and an apex world class centre of global standards in the area of food technology and management. It will cater to the needs of various stakeholders such as entrepreneurs, industries, exporters, policy makers, government and existing institutions. NIFTEM being an apex institution under Ministry of Food Processing Industries (MoFPI) have developed strong linkages with industries.

Mandate:

NIFTEM is working as - '**Sector Promotion Organization**' & '**Business Promotion Organization**' of the Food Processing Sector. It is a prime Academic Institution and offer B.Tech, M.Tech, Ph.D & MBA programmes in the areas of Food Technology and Management. The Institute has been granted Deemed to be University status under De-novo category under Section 3 of the UGC Act, 1956.

Major **Objectives** of NIFTEM are –

- One Stop Solution Provider
- Skill & Entrepreneurship Development
- Facilitating business incubation services with its ultra modern pilot plant
- Conducting Frontier Area Research
- Developing world class managerial talent
- knowledge repository
- Up gradation of SME Clusters
- Promoting cooperation and networking

Introduction about PM FME Scheme:

Ministry of Food Processing Industries (MoFPI), in partnership with the State/ UT Governments, has launched an all India Centrally Sponsored PM Formalisation of Micro food processing Enterprises Scheme (PM FME Scheme) for providing financial, technical and business support for upgradation of existing micro food processing enterprises. The objectives of the scheme are:

- Support for capital investment for upgradation and formalization with registration for GST, FSSAI hygiene standards and Udyog Aadhar;
- Capacity building through skill training, imparting technical knowledge on food safety, standards & hygiene and quality improvement;
- Hand holding support for preparation of DPR, availing bank loan and upgradation;

- Support to Farmer Producer Organizations (FPOs), Self Help Groups (SHGs), producers cooperatives for capital investment, common infrastructure and support branding and marketing.
- For detailed information about PM FME Scheme visit website
<https://mofpi.nic.in/pmfme/SchemeGuidelines.pdf>

B. SCOPE OF WORK:

- 1) **Handling inbound voice calls** - The selected service provider shall provide inbound voice call service in Hindi. Most of the queries / grievances may be resolved by the Professional Executive (PE) using the information available. For unresolved queries / grievances, the service provider shall forward the cases to the concerned departments within the NIFTEM.
- 2) **Making outbound voice calls** - Outbound call service shall be used to respond to queries/ grievances of applicants not hitherto resolved earlier or for any specific survey or for pro-actively obtaining feedback on services delivered or any other scenario as decided by NIFTEM. The outbound calls shall also be provided in the same languages as listed above for Inbound Voice Calls. The calls that require outbound dialling will be explained in details during the orientation training or any later stage during the tenure of the contract.
- 3) The agency should aspire to reduce/minimize the number of missed calls (The phone rang and remained unanswered).
- 4) **Toll free number to be arranged**- The financial expenditure will be paid by NIFTEM in getting the Toll free number whereas the agency will execute the process of getting /arranging toll free number within country or abroad. The agency shall provide MIS Report of all calls (incoming & outgoing) with details along with Pie chart on weekly/ monthly basis or as and when required.
- 5) **Dashboard Control on the Website** - The selected service provider should be able to track the individual logged in from website on a real time basis. In order to take the conversion rate to 100 percent, respective executive tracking the website will immediately contact the individual and give him counselling advice.
- 6) Personalized IVR;
- 7) Welcome Greeting message;
- 8) Call Transfer and Call Recording (100%);
- 9) The agency will use a Professional Software for running the Call Centre. Agency will have to submit day to day activity and reports generated by software regularly to NIFTEM authority.
- 10) The system and software for call centre may be hired by NIFTEM initially on rental basis for a period of one year from the agency. However if NIFTEM found suitable then NIFTEM may purchase the software in future.
- 11) NIFTEM will review the generated report time to time.
- 12) Support in Hindi & English Language
- 13) **Timings** – The agency has to run Call Centre all the 7 days including Sunday except Gazetted Holidays between 9.00 AM to 7.00 PM during the entire contract period.

Manpower Recruitments

- 14) The manpower deployed should be age between 20-35 years and qualification of B.Sc./B.Tech. (Food Tech./ Food Science)/ Food Technology Management/ Food Processing Engineering or BBA/ MBA with Agribusiness Management/ Food Business Management and good communication skills with fluency in Hindi and English. However it is desirable that out of total 3 person deputed in call centre, one of them shall be able to speak/understand southern language & one of them should be able to communicate in North-eastern languages. However Preference will be given to person having knowledge of other regional languages as well. Preferable one who knows any south Indian language or more, one can speak and understand North eastern languages (mostly spoken).
- 15) The working hours will be 8 hours in a day with the salary of Rs. 30,000/- per month. However if the working hour increases then overtime will be paid on pro-rata basis (As per Central Govt. Norms). All engaged employees shall be entitled one paid holiday per week as convenient and on roster basis. The agency may quote their service charges for the above deployment.
- 16) Manpower requirement - Initially 03 Professional Executives will be recruited to run the call centre, with the provision to increase or decrease the number of manpower depending upon work load. Deployment of additional manpower will be based on the rate quoted in the bid with no additional cost except manpower salary.
- 17) The selection of manpower shall be made with the consultation of NIFTEM and while selection, NIFTEM representative should be included in the Selection Committee.
- 18) In case of any training requirement to the selected candidates, the same shall be arranged by NIFTEM at their cost.
- 19) Besides above, other required manpower could also be asked to deploy.
- 20) In case of provision for induction of more schemes under MoFPI, the agency may asked to deploy additional manpower on same terms & Conditions, for which the agency can only charge the cost of manpower.
- 21) **Replying to inbound E-mails** - The selected service shall reply to inbound emails received on provided email address, using NIFTEM's email module. Emails shall only be answered in English. Any Non- English emails will be forwarded to concerned office of NIFTEM using CRM or any other system made available to NIFTEM, no cost will be given on such e-mails.
- 22) **Replying to inbound Chats and/or Click to Chat and E-mail support** - The selected service shall reply to inbound chats received on NIFTEM's website, using NIFTEM's application. Currently chats shall only be answered in English, however in future other languages may also be introduced.
- 23) The agency needs to implement a system for customer/ beneficiary relationship management system, so that query can be tracked/monitored and closed once addressed. Here our expectation is that call centre should be able to pass the query or other support request to the person sitting at district level (i.e. DRP). Once query is passed to DRP, he/she would contact the customer to solve the query. The DRP would be required to update the status with action taken on the query after its closure. Pending queries should be reflected in reports.
- 24) The service agreement will be initially for a period of one year, which can be extended further upto maximum 05 or more years or continuation of the project, whichever is earlier and further on satisfactory performance and mutual consent with 5% annual inflation. The extension will be granted on year to year basis.

25) NIFTEM will provide Desktop, Printer, Telephone, Electricity, Internet with LAN & Wi-Fi, Space, Furniture, , storage, server, Headphone etc. where as if any other thing is needed the agency has to provide/facilitate.

C. ELIGIBILITY CRITERIA:

- 1) The bidder must be an established agency as service provided last 3-5 years and have a good reputation in the Govt. / PSU sectors. Enclosed Memorandum or Association/ Title Deed/ Registration of Firm and recognition letter issued by Govt. clients.
- 2) The bidder must have successfully completed or running at least 3 assignments of Call Centre or similar works during last 5 years with Central/ State Govt./PSU. The cost of such projects should not be less than Rs. 25 Lakhs with Central Govt./ State Govt./ PSU. Preference will be given to those agencies who have actual experience of running Call Centres. In support enclose copy of work order and performance certificate with indication of value of work.
- 3) Annual average turnover of the bidder should not be less than 15 Crore during last 3 financial years (2016-17, 2017-18 & 2018-19). The bidder must enclose copy of Audited Balance Sheet, Profit and Loss Account Statement, Income Tax Return duly certified by Chartered Accountant.
- 4) The bidder should have valid Registration with Income Tax & GST authorities. Copy to be enclose along with PAN details.
- 5) The bidder should not have been blacklisted by nay Central Govt./ State Govt./ Public Sector Undertaking as on the date of bid submission. Copy of undertaking signed by authorized signatory should be submitted.
- 6) The intending bidder's are required to submit the self-attested copies of documents/ certificates etc to meeting their eligibility along-with other details/ documents as specified, failing which their expression is liable to be rejected.
- 7) NIFTEM reserves the right to accept any application or reject any or all the applications at any time without assigning any reason whatsoever.

D. EVALUATION CRITERIA:

The evaluation criteria for selecting the Consultant/ Consulting Firms shall be as under:

1. **Pre-qualification:** The eligibility of the bidder shall be checked & verified from the documents as submitted along with RFP in support to their eligibility by the Tender Evaluation Committee (TEC) as per the criteria and they will be assigned marks as per evaluation procedure by TEC.
2. Those eligible (as per eligibility) bidder's will be called for **Power Point Presentation of 15-20 Minutes (40 marks)** before the duly constituted Tender Evaluation Committee. 60 marks will be allocated on the basis of their documents, details of parameter is as per Table.
3. The presentation round will be of 40 marks (Sr. No. 5 of table) and which will be given by the Tender Evaluation Committee on the basis of their presentation. The presentation should be consisting of:
 - Bidder's profile
 - Professional Team
 - Annual Turnover
 - Work Experience

- Present works with value
 - Past works with value
 - Methodology & strategy to run Call Centre
 - Manpower deployment details including salary
 - Outcome
4. The financial bid shall be opened only those bidders, who will get minimum 70 marks out of 100 marks in the above evaluation.
 5. **Award of work:** The work will be awarded on responsive technically qualified agency with lowest evaluated cost. In case of refusal to carry out the required work, the work will be assigned to L-2 bidder on quoted price but not more than L-1 rates. In case of refusal by L-2 bidder on L-1 rates, the RFP will be cancelled and bids will be invited afresh with required modification in the RFP document.
 6. **Service Contract Agreement:** The selected agency is also required to execute a service contract on a non-judicial stamp paper of Rs. 100/- purchased from Sonapat within 30 days. Until signing of contract the terms and conditions laid down in the RFP as well as LOI shall form contract agreement between the parties for all purposes.
 7. Mark award parameter are as under:

Table- Technical Evaluation Parameters (60%)

S. No.	Evaluation Criteria	Max. Marks	Documents to be submitted along with RFP
1	The bidders must have at least 3-5 years of experience in Call Centre Operations at Central/ State Govt. organizations/ PSUs/Autonomous bodies. <ul style="list-style-type: none"> • > 9 years – 10 marks • > 7 to 9 years – 8 marks • > 5 to 7 years – 7 marks • Upto 5 years but min. 3 years – 5 marks 	10	Memorandum or Association/ Title Deed/ Registration of Firm and recognition letter issued by Govt. clients.
2	The Bidder's average annual turnover during last three financial years (2016-17, 2017-18 & 2018-19) <ul style="list-style-type: none"> • Upto Rs. 15 Crore – 10 marks • For every Extra Rs. 2 Crore above 15 crore – 1 mark will be assigned but maximum 20 marks irrespective of turnover. 	20	Audited Balance Sheet, Profit & Loss Account Statement, Income Tax Returns or CA Certificate duly signed & stamped regarding balance sheet.
3	Successfully completed or running at least 3 assignments of Call Centre or similar works during last 5 years with Central/ State Govt./PSU. The cost of such projects should not be less than Rs. 25 Lakhs with Central Govt./ State Govt./ PSU. <ul style="list-style-type: none"> • Each completed or running Call Centre Project at Central/ State Govt. costing Rs. 25 lakhs or above – 3 marks but max. 20 marks 	20	Work Order and Performance Certificate with indication of value of work.
4	Any reward/ award received by Central/ State Govt. or Foreign body. <ul style="list-style-type: none"> • 5 marks for each but max. 10 marks. 	10	Supportive documents
5	Power Point Presentation will include agency profile, professional team, Head offices & branch offices network, turnover, past experience, relevant experience in running call centre, Client certifications, Methodology & strategy to run call centre at NIFTEM	40	Submit a copy before the presentation.

	also methodology for point no. 23 in RFP, manpower deployment & tentative salary, outcome etc.		
	TOTAL MARKS	100	

It is mandatory for the bidders that it meets all the evaluation criteria as listed above. If any of the criteria is not met, then in that case the bidder shall be declared ineligible.

E. INFRASTRUCTURE AND TECHNOLOGY

The Institute will provide suitable space for setting up of Call Centre including furniture. However, they have to bring their own computers, software, printers, telephonic instruments, headsets, UPS, etc. The agency will also hire the dedicated telephone lines for the Call Centre and the payment of the same shall be paid/ reimbursed on actual basis with agency charges. In case of requirement any EPBAX system, the expenditure shall also be reimbursed with agency charges.

F. OTHER GENERAL TERMS & CONDITION:

Note: - bidders should read these conditions carefully and comply with strictly while submitting their bids. Other terms and conditions (enclosed) shall also be a part of this RFP and binding upon the bidders.

- 1) MSME/ NSIC registered units will require to submit duly valid Certification of them being MSME/ NSIC registered in the relevant category. However, they have required to submit Performance Security.
- 2) All costs incurred by the bidder with respect to the submission of offer and presentation shall be borne by the agency concerned.
- 3) NIFTM reserves the right to accept or reject any bid, without assigning any reasons thereof.
- 4) Engagement of service provider shall be done on the basis of criteria enumerated in the RFP and different terms and conditions stated below.
- 5) Bidders must be submitted in online according to the directions given in the RFP – Notice.
- 6) Copies of GST/ tax registration & IT clearance certificate should be enclosed of last three years.
- 7) Form shall be filled in ink or typed. The bidder shall sign the RFP document at each page and at the end in token of acceptance of all the terms & conditions of the document.
- 8) Direct or indirect canvassing on the part of the bidders or his representative will be a disqualification.
- 9) In accordance with Ministry of Finance OM F.No6/18/2019-PPD dated 23rd July, 2020, Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
 - a) “Bidder” (including the term 'tenderer', 'consultant', 'agency' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
 - b) “Bidder from a country which shares a land border with India” means: -
 - i) An entity incorporated, established or registered in such a country; or
 - ii) A subsidiary of an entity incorporated, established or registered in such a country; or
 - iii) An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - iv) An entity whose beneficial owner is situated in such a country; or
 - v) An Indian (or other) agent of such an entity; or
 - vi) A natural person who is a citizen of such a country; or

vii) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

c) The beneficial owner for the purpose of (iii) above will be as under:

i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation

a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company.

b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

i) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

ii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

iii) Where no natural person is identified under 2.1 (c)(i) or 2.2 (b)(i) or 2.2 (b)(ii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

iv) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

v) An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

10) Competent Authority and Procedure for Registration

a) The Competent Authority as stated under clause 2.1 of this RFP, for the purpose of registration shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT).

b) Any Bidder, participating in this RFP and belonging to country(s) sharing land border with India, is urged to check the website of DPIIT regarding the registration process.

c) Bids of the bidders, belonging to country sharing land border with India, and not registered with the competent authority, shall be summarily rejected.

11) Bidders are required to submit an undertaking (on company's letterhead) regarding their compliance with the OM of Ministry of Finance mentioned under clause 2.1 and the conditions stated under clause 2 of this RFP.

12) If the undertaking submitted by the bidder(s), whose bid is accepted, is found to be false, this would be ground for immediate termination of the contract and further legal action in accordance with law.

13) If the bidders belonging to countries sharing land border with India, are registered with the competent authority, they are required to submit the copy of their registration as part of their bid document. The registration must be valid at the time of submission of bids and at the time of acceptance of bids. If the bidder was validly registered at the time of acceptance/ placement of order, registration shall not be a relevant consideration during contract execution.

- 14) All the data documents generated and prepared/ developed by the bidder/ agency (Call centre) will be the property of the hirer/ MoFPI & cannot be shared with any other without written approval of NIFTEM/MoFPI.

G. EARNEST MONEY:

- a) The bidders are required to submit “**Bid Security Declaration**” accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for next 3 years.
- b) **The successful bidder has to submit performance security @ 3% of the total value of the contract/work order.** In case Govt. withdraws his orders in relaxation in performance Security, the agency would be required to submit balance 7% Performance Security within 30 days from the date of such intimation.
- c) The validity of Performance Security in form of Demand draft (DD) or Bank Guarantee (BG) must be at least 60 days extra from the period of contract.

H. PAYMENT TERMS:

- a) The agency will pay monthly salary & other over head expenditure timely & thereafter raise their bills for payments on monthly basis by 7th of each month. There shall be no link with the salary of the employees & NIFTEM payments.
- b) The monthly payments shall be normally made with 15 working days on submission of the invoice.
- c) The Tax invoice should be submitted to the Registrar along with payment receipt to the employees deployed at NIFTEM. Besides, if EPF, ESI, bonus or any deduction as required under the statutory compliances, may also be made & a copy of the same may be enclosed along with bills.
- d) The monthly salary with over time, if any, should be paid on or before 7th of each month through online mode.

I. BIDDING PROCEDURE:

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions “Instructions to Bidder for Online Bid Submission”.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Bidding Application must be accompanied by the following:-

Technical Bid (Attached signed and stamped copy of each document)

The following documents are to be furnished by the Contractor along with Technical Bid as per the tender document (Scan Copies):

- i. A complete list of clients including clients from Govt. /Semi Govt. /Autonomous Bodies/PSUs Institutions served during last three years with Name, Telephone No, etc along with copies of Work Order.
- ii. Copies of Documents, Work Order, performance certificate, as per eligibility criteria.
- iii. Copies of Income Tax Return of last 3 years (2016-17, 2017-18 & 2018-19).
- iv. Copies of CA certified audited balance sheet for the 3 years (2016-17, 2017-18 & 2018-19)
- v. An attested copy of the certificate of registration/ Memorandum or Association/ Title Deed pertaining to the legal status of the Bidder.

- vi. An undertaking to the effect that the Agency/Firm has not been black listed in Central/ State Government/ PSUs.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Registration:

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

Searching for Tender Documents:

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

Preparation of Bids:

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid

documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Submission of Bids:

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit **their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders.** Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 9) **Besides online submission of tender, sealed envelopes, containing technical bid/tender fee/EMD/ all tender related documents etc. should also be submitted to the Registrar, NIFTM, Kundli- 131028, Sonapat, Haryana on or before last date prescribed above.**

Assistance to Bidders:

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

Clarification on Bid Documents: - Bidder requiring any clarification to this RFP shall notify to Buyer in writing who will respond (in writing) to the clarifications sought not later than 14 days prior to the date of opening of the RFP. The address and contact number for seeking clarification regarding this RFP are given below:-

Queries to be addressed to:

Name of Coordinator: Dr. Ashutosh Upadhyay, Dean (Academics)/ Coordinator, FME
NIFTEM, Kundli, Sonapat – 131028 (Haryana)
Phone No. - 0130 -2281057
E-mail ID- purchase.niftem@gmail.com

If any information furnished by the bidder is found to be incorrect at any time, the tender/contract/agreement is liable to be terminated, (after one calendar month) and the security deposit will be forfeited by the Institute. At that case work will be awarded to next best bidder who stands H2 during the bidding process.

CONFIDENTIALITY CLAUSE:-

The agency will not leak/share any information/ data in any manner to anyone without proper permission from the competent level in written manner, even after closing of the project. The agency will also maintain and ensure full confidentiality while working at NIFTEM.

ARBITRATION:-

In case of any dispute between the parties, the same will be settled amicably by both parties, failing which it will be raised before Vice chancellor, NIFTEM for arbitration. Any further disputes arising out of and in relation to this agreement can be mutual consent be referred to a sole arbitrator as nominated & acceptable to both the parties i.e. the company/Agency and the Institute. The arbitration would be conducted and governed by and under the provisions of Arbitration Act, 1996. Any legal dispute will be subject to jurisdiction of Chandigarh/Sonapat.

FORCE MAJEURE:-

Should any force majeure circumstances arise, each of the contracting party shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party within 14 days of its occurrence informs in a written from the other party.

Force majeure shall mean fires, floods, natural disasters or other acts such as war, turmoil, strikes, sabotage, explosions, and quarantine restriction beyond the control of either party.

PENALTY FOR USE OF UNDUE INFLUENCE:-

The Agency undertakes that he has not given, offered or promised to give, directly or indirectly any gift, consideration, reward, commission, fees brokerage or inducement to any person in service of the Institute or otherwise in procuring the Contracts or forbearing to do or for having done or for borne to do

any act in relation to the obtaining or execution of the Contract or any other Contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the Contract or any other Contract with the Government. Any breach of the aforesaid undertaking by the agency or any one employed by him or acting on his behalf (whether with or without the knowledge of the agency) or the commission of any offence by the agency or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1988 or any other Act enacted for the prevention of corruption shall entitle the Institute to cancel the contract and all or any other contracts with the agency and recover from the agency the amount of any loss arising from such cancellation. A decision of the Institute or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the agency.

Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the agency towards any officer/employee of the Institute or to any other person in a position to influence any officer/employee of the Institute for showing any favour in relation to this or any other contract, shall render the agency to such liability/penalty as the Institute may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Institute.

RIGHT TO VARIATION CLAUSE:-

To take care of any change in the requirement during the period between issue of RFP and conclusion of contract, the Institute reserves the right to increase or decrease the quantity of the required deliverables by 50% without any change in the terms & conditions and prices quoted by the agency.

LIQUIDATED DAMAGES (LD):-

The Institute will consider the inability of the bidder to deliver or install the equipment within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Institute may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of Call Centre services) by the bidder.

Installation will be treated as incomplete in one/ all of the following situations:

- a. Non-delivery of any component or other services mentioned in the order
- b. Non-delivery of supporting documentation
- c. Delivery/ availability, but no installation of the components and/ or software
- d. No integration
- e. System operational, but unsatisfactory to
- f. Inability to provide Call Centre services to the Institute after completion of migration & set-up period
- g. Service disruption or degradation in service expectations amounting to 20% of the quarterly pay-out.

The Institute may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the overall contract value as ascertained by the Institute based on the bid received. Once the maximum is reached, the Institute may consider termination of the contract. Similarly for delay in services, the Institute may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the incomplete portion of services for every week of delay or part thereof.

Further, NIFTEM also reserves the right to cancel the order and invoke the Bank Guarantee/ Performance Guarantees incase of inordinate delays in the delivery/ installation of the equipment. NIFTEM may foreclose the bank guarantee without any notice. In the event of the Institute agreeing to extend the date of delivery at the request of Successful Bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Institute before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event NIFTEM, however, reserves its right to foreclose the bank guarantee.

MODIFICATION AND WITHDRAWAL OF BIDS:-

The bidders may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Institute prior to the deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it is to be followed by a signed confirmation copy be post not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of specified bid validity. Withdrawal and modification of bid during this period will result in forfeiture of Bidder's Bid Security.

CLARIFICATION ON BID DOCUMENTS: -

Bidder requiring any clarification to this RFP may contact to Dr. Ashutosh Upadhyay or send a mail to us.

Registrar

FORMAT FOR TECHNICAL BID

S.N.	Description	Information to be furnished in this column	Documents attached (Yes/No)	Page No.
1	Bid Security Declaration			
2	Name of the Firm			
3	Address Tel / Fax : Mobile No. : Email id : Website :			
4	Registration Number, Date of Firm and Type of Firm (Certificate To Be Enclosed)			
5	Name of authorized person signing the proposal			
6	In-line Experience (years)			
7	Details of Call Centre works with the name of organization and amount	Enclose separate sheet for the purpose		
8	Average Annual Turnover of the agency for last three financial years (2016-17, 2017-18 & 2018-19)			
9	Balance Sheet, Profit & Loss Account Statement for last three financial years (2016-17, 2017-18 & 2018-19)			
10	Copy of Income Tax Returns for last three financial years (2016-17, 2017-18 & 2018-19)			
11	PAN Card No. (copy to be enclose)			
12	GST Registration (copy to be enclose)			
13	Details of Bank Account, IFSC Code, Name, Address of Bank.			
14	Undertaking in respect of Firm has not been blacklisted			

Any other relevant information.

Date:

Place:

Signature of the Authorized Signatory/ Individual with stamp

FORMAT FOR FINANCIAL BID I**A. Name of the agency :****B. Name of the Owner/Proprietor/Director/Authorized Signatory:****C. Email Address:**

S. No.	Particulars of works	Qty.	Rate (on monthly Basis)	Total amount (on Monthly basis)
1	Running of Call Centre on monthly basis with minimum 03 parallel lines at NIFTEM as per bid (Normal operating cost if any excluding manpower which may include i) Personalized IVR; ii) Welcome Greeting message;	01 Unit (Call Centre)		
2	Software requirement for Call Centre (if more than 1 software mention the name and quote the charge individually)	Per unit		
2.01	Software requirement for call centre (main software –CRM)			
2.02	Software requirement for call centre (additional software 1., if any) If there is no need of additional software then quote zero			
2.03	Software requirement for call centre (additional software 2., if any) If there is no need of additional software then quote zero			
3	Total Monthly Charges	--		
4	GST @	%		
	Grand Total			

FORMAT FOR FINANCIAL BID II

1	Service Charge on Manpower deployed in Call centre	%		
	Taxes if any			

*The required service may increase or decrease as per need.

Date:**Place:****Signature of the Authorized Signatory/ Individual with stamp**

UNDERTAKING

To,
Registrar,

National Institute Of Food Technology Entrepreneurship and Management
Plot no 97, sector-56, HSIIDC Industrial Estate,
Kundli-131008,
District-Sonepat (Haryana)

Sir,

I/we the undersigned, certify that I/we have gone through the terms and conditions mentioned in the RFP documents and undertake to comply with them.

It is further certified that our firm has not been blacklisted by any agency in Central/ State Government/ PSUs.

Dated:

SIGNATURE OF THE BIDDER
WITH SEAL
NAME OF THE BIDDER
WITH ADDRESS

ACCEPTANCE OF THE BIDDER

Name of the Work.....

All the clauses of RFP document and terms and conditions enumerated in this form have been read by me/ us and are acceptable to me/ us.

Dated: -

Signature

(Name in Block letters) _____ Name of Agency _____

Address _____ Address with stamp _____

Bank Guarantee Format for Performance Security

From: (_____ Bank)

To,
The Registrar,
NIFTEM.

Dear Sir,

Whereas, Registrar, NIFTEM (hereinafter referred to as User) have entered into a Service Contract No. _____ dated _____ (hereinafter referred to as the said contract) with M/s _____ (hereinafter referred to as the Service Provider) for the running of Call Centre at NIFTEM Campus to the said User and whereas the Service Provider/Agency has undertaken to produce a Bank Guarantee for (10%) of total contract value amounting to _____ to secure its obligations towards Performance Security to the User.

We the _____ bank hereby expressly, irrevocable and unreservedly undertake and guarantee as principal obligors on behalf of the Service Provider that, in the event that the User declares to us that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the User by reason of breach/failure to perform by the said Service Provider of any of the terms and conditions in the contract related to Performance Security, we will pay you, on demand and without demur, all and any sum up to a maximum of _____ Rupees only. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said contract. We undertake to effect payment upon receipt of such written demand.

We shall not be discharged or released from this undertaking and guarantee by any arrangements, variations made between you and the Service Provider, indulgence to the Service Provider by you, or by any alterations in the obligations of the Service Provider or by any forbearance whether as to payment, time performance or otherwise.

In no case shall the amount of this guarantee be increased.

This Performance Security guarantee shall remain valid for a period until three months beyond the warranty period as specified in the contract.

Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred contract or unless this guarantee is extended by us, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

This guarantee shall be continuing guarantee and shall not be discharged by and change in the constitution of the Bank or in the constitution of M/s _____

We undertake not to revoke this guarantee during the currency except with previous consent of User in writing.

Dated the _____ day of _____ for _____

(Name of Bank)