

## Request for Proposal

(Invited through e-Tendering mode only)

for

**Selection of a service provider for establishment and operation of Call Centre /Help Desk for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL**

No. RECPDCL/RFP/Call Centre/Help Desk/2016-17/410

Dated: 05.05.2016

### REC Power Distribution Company Limited

(A wholly owned subsidiary of REC, a 'Navratna CPSE' Under the Ministry of Power, Govt of India)

CIN no of RECPDCL-U40101DL2007GOI165779

**Corporate office**

1016-1023, Devika Tower, Nehru Place,  
New Delhi-110019

Telefax: 011-44128768

Website: [www.recpdcl.in](http://www.recpdcl.in)

Description of task, e-tender submission format and procedure is provided in the Financial Bid document available on RECPDCL website ([www.recpdcl.in](http://www.recpdcl.in)), REC website ([www.recindia.com](http://www.recindia.com)), e-tendering website ([www.tenderwizard.com/REC](http://www.tenderwizard.com/REC)) & ([www.eprocure.gov.in](http://www.eprocure.gov.in))

Important Dates	
Date of Release of RFP	<b>05.05.2016</b>
Last date of queries/ seeking Clarification	<b>12.05.2016 up to 10:45 Hours</b>
Pre-bid Meeting Address: RECPDCL, Corporate office, New Delhi	<b>12.05.2016 at 11:00 Hours</b>
Last date of submission of bid	<b>20.05.2016 up to 15:00 Hours</b>
Date of Opening of Technical bid	<b>20.05.2016 at 16:00 Hours</b>
Date of Opening of Financial bid	<b>To be Intimated Later</b>

**Note:** Online registration shall be done on e-tendering website i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) & in general, activation of registration may takes **24 hours** subject to the submission of all requisite documents required in the process.

-Sd-  
(S.C. Garg)  
Addl. C.E. O.

[This document is meant for the exclusive purpose of Agencies against this Bid and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued.]

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**SECTION-I**  
**(RFP INFORMATION)**

**NAME OF ASSIGNMENT: Selection of a service provider for establishment and operation of Call Centre /Help Desk for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL**

**Important information**

S. No.	Event	Information to the agencies	
1	Date and Time of Release of RFP	05.05.2016	
2	Last date of queries/ seeking Clarification	12.05.2016 up to 10:45 Hours	
3	Pre Bid Meeting	12.05.2016, 11:00Hrs at RECPDCL, Corporate office, New Delhi	
4	Last Date & Time for online Submission of RFP	20.05.2016 Up-to 1500 Hours	
5	Date of Opening of Technical Bid	20.05.2016 at 1600 Hours	
6	Date of Opening of Financial Bid	To be Intimated Later	
7	Tender Document	The details can be downloaded free of cost from the websites <a href="http://www.recpdcl.in">www.recpdcl.in</a> (or) <a href="http://www.recindia.com">www.recindia.com</a> (or) <a href="http://www.tenderwizard.com/REC">www.tenderwizard.com/REC</a> (or) <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>	
8	EMD #	Rs.25,000/- (Rupees Twenty Five Thousand Only)	
9	Address for Bid submission/EMD/PBG	<b>Shri. Subhash Chandra Garg,</b> Addl. C. E. O. REC Power Distribution Company Limited, 1016-1023, 10 <sup>th</sup> Floor, Devika Tower, Nehru Place, New Delhi- 110019, India. Telefax : 011-4128768,44128760/67	
10	Contact Person	<b>Shri. Ajay Kumar ,</b> Chief Technical Officer REC Power Distribution Company Limited (RECPDCL) Phone:011-44128767; Fax:011-44128768 <a href="mailto:Email-co.delhi@recpdcl.in">Email-co.delhi@recpdcl.in</a>	<b>Shri. Sunil Bisht ,</b> Deputy Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone:011-44128760; Fax:011-44128768 <a href="mailto:Email-co.delhi@recpdcl.in">Email-co.delhi@recpdcl.in</a>

# The EMD (Earnest Money Deposit) is to be submitted by all the participating bidders of an amount of Rs. **25,000/- (Rupees Twenty Five Thousand Only)** in the form of irrevocable Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "Annexure-III" or Bank Demand Draft drawn in favour of REC Power Distribution Company Limited payable at New Delhi. The EMD of unsuccessful bidder/s will be returned within 90 days from the award of contract and EMD of successful bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guarantee) of requisite value.

## **SECTION-II**

### **PREFACE**

#### **INTRODUCTION:**

#### **About REC Power Distribution Company Limited (REC PDCL):**

**REC Power Distribution Company Limited (REC PDCL)**, registered office at Core-4, SCOPE Complex, 7, Lodhi Road, New Delhi- 110003 an ISO 9001:2008, 14001:2004 & OHSAS 18001:2007 certified, a wholly owned subsidiary of Rural Electrification Corporation Ltd (REC), a “Navratna CPSE” under the Ministry of Power, Govt. of India is engaged in providing value added consultancy services in power sector arena covering Power Generation, Transmission & Distribution (T&D), Renewable Energy Sector and Energy Efficiency programs including Govt. of India’s power schemes for power utilities across the country and various regulatory assignments with SERCs. It includes the project works under Rural Electrification (RGGVY), PMC works of RGGVY/DDUGJY, DPR preparation for R-APDRP/ RGGVY/NEF/DDUGJY/IPDS and other power projects scheme, Third Party Inspection, Feeder Renovation Program, Feeder separation, HVDS program, Lender’s Engineers assignment, IT related assignments in Distribution sector including Energy Audit, Evaluation study for HVDS/Distribution network, AT&C Loss assessment, system study, MRI based billing and Cost Book Data Preparation as per the need of the power utilities, Regulatory Commission across the country.

#### **About Rural Electrification Corporation Limited (REC):**

**Rural Electrification Corporation Limited (REC)**, a NAVRATNA Central Public Sector Enterprise under Ministry of Power, was incorporated on July 25, 1969 under the Companies Act 1956. REC a listed Public Sector Enterprise Government of India with a net worth of Rs. 24,857.03 crore as on 31.03.15. Its main objective is to finance and promote rural electrification projects all over the country. It provides financial assistance to State Electricity Boards, State Government Departments and Rural Electric Cooperatives for rural electrification projects as are sponsored by them.

REC provides loan assistance to SEBs/State Power Utilities for investments in rural electrification schemes through its Corporate Office located at New Delhi and 20 field units, which are located in most of the States. The Project Offices in the States coordinate the programs of REC’s financing with the concerned SEBs/State Power Utilities and facilitate in formulation of schemes, loan sanction and disbursement and implementation of schemes by the concerned SEBs/State Power Utilities.

#### **About UE Mission:-**

MoP has decided to take electrification of all UE villages as Mission mode and set target of electrification by March-2017. For which REC has engaged RECPDCL for monitoring of UE villages and has provided the list of UE villages to be monitored. Each and every UE village will be monitored on regular basis. Monitoring of every village will be carried out in 12 stages designated as milestones of a village. Web-Portal has been designed to monitor the progress of every village. RECPDCL has deputed engineers in field (Gram Vidyut Abhiyanta-GVA) at Block level. The Gram Vidyut Abhiyanta will visit villages on regular interval and upload the progress report on web portal. An application also developed to closely monitor the progress of every UE village on real time basis called “GARV”.

In this regard, RECPDCL is intending to engage agency (ies) for establishment and operation of Help Desk / Call Centre for supporting un-electrified village monitoring project and GARV application of REC/RECPDCL detailed follows in this tender.

## SECTION-III

### **INTENT & OBJECTIVE, DETAILED SCOPE OF WORK AND PERFORMANCE EVALUATION**

#### **A. INTENT & OBJECTIVE**

Objective of this RFP is to outsource call centre services/ help desk services for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL. The information can be received through telephones, both landline and mobile, fax and email. To this end, the call centre / help desk employee will need to resolve the query of the caller and also record the query/call complaint/suggestion in a web based form.

Since the phone calls may emanate from any part of the country, the call centre would appoint agents, proficient in multiple Indian languages, including English and Hindi to take the calls in any language.

Requirement of seats/Helpdesk will vary as per requirement of project/REC/RECPDCL but a minimum of 2 Helpdesk/ seats to start with. Required manpower shall be deployed at off site (Bidder/Vendor's location). The deployment of resources will be on 24X7 basis with 2 dedicated phone lines to attend the calls which should be provided by the bidder. The requirement of seats could be periodically reviewed for enhancement.

The scope includes handling all types of inbound queries, complaints, requests, outbound calling, and response through phone/SMS/web/email/ fax. The Firm shall provide its own CRM, IVRS and ACD systems at their own location. Volume estimation for each type of non-voice query/ complaints may be assessed by bidders based on their industry experience.

#### **B. SCOPE OF WORK**

##### **The detailed Scope of work is as below:-**

Vendors ("Bidders") are required to submit their proposals in strict adherence with the following:

1. To provide a toll free number from major service providers to receive calls/sms from public anywhere in the country, both from landlines, wireless and GSM/CDMA phones to establish a reasonably efficient system of call center services. Call Logging should be possible through multiple channels i.e. phone, email sms, fax, website and includes both manual and interactive voice response (IVR) options for public. Primarily offer support in English, Hindi and offer multiple Indian languages over a period of time - as the need arises to serve customers from different parts of the country.
2. Create proper infrastructure for effective working of the Customer care/ Help desk services on 24 hours by 7 days operations. Usage of industry standard call-center solution for lodging the REC/RECPDCL calls/auto response/follow-up.
3. Development of IVRS as per the user requirement. The IVRS should be designed to trace and block malicious calls.

**IVRS tree management:** Based on the analysis of the various categories of queries received during the month, the Service Provider will suggest changes and customization in the IVRS content/ tree structure. The same will be implemented after approval from RECPDCL. The IVRS shall have a Graphical user interface builder(GUI) based tool to develop call trees, configure caller types and configure messages by time of day, day of week; etc. GUI tool should be able to simulate calls developed without any phone lines using soft phones. The IVRS shall interact with the callers in duplex mode through recorded voice in Hindi and English. It should also support all regional languages at a later date as decided by RECPDCL. The IVRS shall support text-to-speech capability for languages English and Hindi. It should also support all regional languages at a later date as decided by RECPDCL. The IVRS shall be able to retrieve information databases, convert it to voice and play it back to the caller in relevant /desired language

4. Dual tone, multi-frequency support: IVRS shall answer enquiries by prompting callers to input data onto the touch-tone keypad look up the records in a database and speak back information in Hindi and English. It should also support all regional languages at a later date as decided by RECPDCL. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database. The IVRS shall retrieve agent availability from Automatic Call Distribution (ACD) and announce expected caller's queue waiting time when he/she has requested for agent and is waiting to be attended by one. The IVRS shall be capable to capture usage details of each caller as the caller traverses through a call. The IVRS solution shall have an interface through which usage details can be shared with other systems such as Automatic Call Distribution (ACD) / Computer Telephone Integration (CTI) to facilitate routing of calls on the basis of DNIS (Dialed Number Identification Service), ANI (Automatic number Identification) etc. IVRS shall maintain log of all services offered for auditing and analytics. The IVRS shall integrate with the rest of the proposed solution to provide seamless Support Centre performance.
5. Deployment of Manpower with subject background and proficient in Hindi & English languages with prior experience of call centre operations. Bidder shall deploy its own Customer Relationship Management (CRM) software, customized as per RECPDCL requirement; to take care of all the services required to be serviced by Agents/IVRS. Support of SMS, Email, FAX and Web based query lodging/giving feedback etc. as per requirement of RECPDCL. Report generation on the same.
6. All other standard/ application software required to run the Call Centre and meet shall be arranged as per requirement of RECPDCL
7. Depending upon user requirements, agency will impart training to the Call Centre supervisors/ manpower on the subject related to which the agents will be required to address public queries that are received at the call centre. The supervisors will then impart this training to the call centre agents actually deployed to work.
8. Preparation of FAQ and other support material by the call centre in consultation with RECPDCL/REC.
9. Creation and Maintenance of a database for calls received through telephones (both mobile and landline)
10. The bidder would ensure database security such that it is accessible only to the authorized persons in the country as per requirement of RECPDCL/REC.
11. The bidder would submit daily reports of the inbound/outbound calls, number of calls which could not be serviced with reason and other routine reports like open/closed calls, escalation, reminders, call- back etc. Depending upon the work load analysis, the bidder would also recommend from time to time if the number of seats is to be enhanced. Provision of user views thru SMS/email on the quality of response/services being provided. The reporting tool shall include a designer module that allows designing of new reports as well as for customizing existing reports. The reporting tool shall also be capable of exporting report details into various formats such as spread sheets and word processors. The system shall generate various statistical reports (hourly, daily, monthly), based on call completion of agent position/groups. The Service Provider shall provide advanced analytics and dashboards in electronic format which is end- user specific, periodic (daily, weekly, monthly, quarterly) and multi-level (serves various levels of RECPDCL)
12. The Scope not specially mentioned herein but required for the project & successful operation of a call center/Help Desk will be in the part of agency/bidder as per prevailing industry practices/Gol guidelines/directives etc.

## SECTION-IV

### INSTRUCTIONS TO BIDDING AGENCIES

This financial bid is invited through open tender to take up the above said work.

The agencies/bidders are advised to study the financial bid document carefully. Submission of Financial Bid shall be deemed to have been done after careful study and examination of the financial bid document with full understanding of its implications.

#### **Submission of the Bid:**

Agency shall submit their responses online through e-tendering website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC).

#### **A. The submission and opening of Financial Bid will be through e-tendering process only.**

Interested Agencies/bidders can download Financial Bid document from the RECPDCL website i.e. <http://www.recpdcl.in> or [www.recindia.com](http://www.recindia.com) or [www.eprocure.gov.in](http://www.eprocure.gov.in) and e-tendering regd. link is given in RECPDCL website i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC).

*(Note: To participate in the e-Bid submission, it is mandatory for the agency to have a user ID & Password. For this purpose, agency has to register them self with REC/RECPDCL through tender Wizard Website given below. Please also note that the agency has to obtain digital signature token for applying for the e-Bid. In this connection, vendor may also obtain the same from tender Wizard.)*

#### **B. Steps for Registration:**

- i. Go to website "<http://www.tenderwizard.com/REC>".
- ii. Click the link 'Register Me' or 'New User? Sign Up'
- iii. Enter the details about the E-tendering as per format.
- iv. Click 'Create Profile'.
- v. E-tender will get confirmation with **Login ID and Password**.

#### **C. Steps for application for Digital Signature from Bid Wizard:**

Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided therein. In case of any assistance, you may contact RECPDCL officers whose address is given at the Bid.

Bid is to be submitted through online mode on website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) in the prescribed form.

Scanned soft copy of the documents given below for the qualifying response:

➤ **General Documents/EMD/PBG**

1. Form-I: Letter for Submission of Bid & Form-II: General criteria details.
2. EMD of Rs. 25,000/- in the form of Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "**Annexure-III**" or Bank Demand Draft drawn in favour of REC Power Distribution Company Limited payable at New Delhi & scanned copy to be uploaded and original to be submitted before the last date & time of Submission of Tender.

➤ **Financial Bid**

1. Form-III-----Financial Proposal/Bid.

Financial bid to be uploaded in the specific format designed & same may be downloaded from website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) and after filling the form it is to be uploaded therein through digital signature.

All the documents should be addressed to.

**Addl. Chief Executive Officer**

**REC Power Distribution Company Ltd.**

**1016-1023, 10th Floor,**

**Devika Tower, Nehru Place,**

**New Delhi – 110019**

*(Note: All papers that comprise the Bid document of the concerned Bid must be numbered. An index of each page should also be provided. )*



## SECTION-V

### Eligibility Criteria

S. No.	Minimum Qualification Criteria	Documents Required
1	The bidder should be a company incorporated under Companies Act as per Government of India. The Bidder should have been in operation in India for a period of at least for 3 years.	Certificate of incorporation/Registration certificate/ PAN Card/Service tax Registration Certificate should be provided by the bidder
2	The Bidder should have a valid techno-legal government clearance for running call centre operations and shall have valid license for domestic call centre operations.	Copy of valid DOT/ TRAI document should be submitted.
3	Bidder's average annual turnover from domestic call centres operations in the past 4(Four) consecutive years (FY 2015-16,2014-15, 2013-14, 2012-13) should be minimum Rs. 17.5 lakhs.	Audited balance sheet of last three FY 2015-16, 2014-15, 2013-14, 2012-13 is to be submitted with summary as cover page on company's letterhead and a certificate to this effect from CA, in original must be submitted (CA Certificate with CA's Registration No., Signature and Seal.)
4	Bidder should have successfully executed similar projects of provided call centre services in India for any Central/ State Government/ Semi Government/ Public Sector in three four financial years  (i) single work order/Contract Value of Rs. 20 lakh or (ii) Two work orders/Contract Value each of Rs. 12.5 lakhs each. or (iii) Three work orders/Contract Value each of Rs. 10 lakhs each.	Bidder should submit copy of (i) Work order (mandatory) & <b><u>Any document out of the following :</u></b> (ii) Payment receipts (iii) Proof of release of performance security after completion of the contract (iv) Proof of settlement/release of final payment against the contract (v) Certificate for successful completion of work/Performance report by the client.
5	Bidder should have obtained ISO 9001 or above quality certification	Copy of the Certificate
6	The bidder should not be black listed by any Govt./Semi Govt./State Govt./PSU etc.	Undertaking regarding this should be provided by the bidder.
7	The bidder must have fully equipped infrastructure call centre in Delhi/NCR.	Relevant document proof should be submitted by the bidder.

## SECTION-VI

### TERMS AND CONDITIONS

#### GENERAL CONDITIONS

1. The bidder should submit the documents through e tendering mode viz. **letter of submission of bid enclosed as Form-I, General criteria details enclosed as form-II, Financial bid/Performa of schedule rates enclosed as form-III, Annexure-I, Letter of Transmittal enclosed as annexure-II.** Original of requisite EMD to be submitted in original on or before last date of submission of Bids, fulfilling the above conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. RECPDCL reserve right to ask to submit any document if desired so at any stage & also the right to verify/confirm all original documents & failure to produce the same within the period as and when required and notified in writing by RECPDCL shall result in summarily rejection of the bid.
3. RECPDCL reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agency at its sole discretion.
4. Acceptance of the application(s) constitutes no form of commitment on the part of RECPDCL. Furthermore, this acceptance of the application confers neither the right nor an expectation of minimum order within the proposed project.
5. RECPDCL reserve the right to accept the whole or its part of part of any responses with any short fall at its sole discretion.
6. RECPDCL reserve the right to call for fresh tenders/financial bid invitation at any stage and /or time as per the present and /or envisaged RECPDCL requirements even if the tender is in evaluation stage or in any stage.
7. RECPDCL reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.
8. The responder shall bear all costs associated with the preparation and submission of its response, and RECPDCL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.
9. RECPDCL reserves the right to conduct the reverse auction (if required) for the services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as Annexure V of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance.
10. The bidder/agency must set up the call centre within **07 working days** from the date of issuance of work order and in case of any delay LD may impose accordingly.
11. The agency concerned shall also provide Name/Contact Nos./Email IDs/Fax No. of all Key management officials.
12. Completion of assignment in time is most important element of the contract. The progress of work shall be evaluated on weekly basis vis-à-vis proposed milestone target to complete the work.
13. Consortium and joint venture in any form are not allowed. Also, bidders have to note that no sub-contracting / sub-letting are allowed
14. Contract shall be initially for a period of One year, which may be renewed for further period(s) up to maximum three years on satisfactory performance of the bidder at the sole discretion of RECPDCL.
15. Bidder shall provide all necessary infrastructure including space, hardware, software, networking etc. to the resource person without any cost to REC/RECPDCL.
16. The bidder should have a valid PAN number from Income Tax department.
17. Bidder should provide an undertaking for providing adequate data and information security
18. REC/RECPDCL may visit at vendor site at any time for the inspection without prior any information.

## **Liquidated damages (LD) for delay for completion of work**

- 1 The timely completion of the assignment is the essence of the contract. In the event of absence of developers/staff & failure to submit the deliverables/ quarterly progress report within the stipulated completion period, the liquidated damages are payable by the agency at 1% (one percent) per week of delay or part thereof on quarterly price on pro rata basis based on L1 price quoted. However, the total liability of the agency under this clause shall be restricted to 10% of the contract value as awarded.
- 2 In case of continued non-satisfactory performance, RECPDCL have the right to withdraw the work & get completed the work at the risk and cost of the agency. Further the agency may be blacklisted for a period of one year or more for participating in any of the bids invited by RECPDCL. Also, RECPDCL would be free to intimate such black listing to various state/central utilities/ Ministry of Power/State Governments/other agencies not to consider the said agency for any assignment including of the same on websites.
- 3 If in case of non compliance/ non delivery of any change request as placed by REC/RECPDCL & if RECPDCL is of the view that the agency is daily delaying the delivery of the change with lackadaisical attitude and in such cases RECPDCL/REC may issue a warning of 10 days in that respect after the laps of stipulated timeline mentioned in such warning letter may at its liberty to penalize the firm double the amount of their quarterly payment charges and no charges will be payable for that quarter.

## SECTION-VII

### **BID EVALUATION METHODOLOGY**

#### **1.0 Preparation of Financial Bids**

- 1.1 The Agency should upload Bid document with duly signed copy of the requisite documents through digital signature.
- 1.2 The Bidders are required to submit the complete financial bid documents through e-tendering only after satisfying each and every condition laid down in the tender documents. Bids submitted in other forms shall be summarily rejected.
- 1.3 Do not upload Financial Bid document with any other bid documents. Financial bid has to be uploaded separately.
- 1.3 All rates should be in figures and in words. In case of discrepancy between the words and the figures the rate indicated in words shall prevail.
- 1.4 Rates quoted should be firm and fixed. No price variation and escalation will be allowed.

#### **2.0 Submission of Financial Bid:**

- 2.1 Scan copy of "**Earnest Money Deposit**" along with letter of transmittal should be uploaded in portal.
- 2.2 Original EMD are to be submitted on or before the last date of the submission.
- 2.3 Financial Bid should only be submitted through e-tendering mode and duly digitally signed by the authorized person, giving full name of the firm with its current business address. The letter of authorization shall be indicated by written Power-of-Attorney/ Authorization Letter accompanying the bid.
- 2.4 REC PDCL reserves the right to reject any or all tenders or drop part of tender without assigning any reasons whatsoever.
- 2.5 The quotation shall be valid for entire contract period/completion of the Assignments.
- 2.6 The bidders should satisfy themselves before submission of the bid to RECPDCL that they understand and satisfy each and every condition laid down in the bid document.

#### **3.0 Opening of Bid:**

- 3.1 Tenders duly submitted/uploaded, will be opened online on the schedule date and time. The tenders will be opened and the bidders or their authorized representative may, if they so desire be present at the time of opening of tenders.
- 3.2 Bid of only those bidders will be opened who have submitted requisite EMD in original detail as above within the specified time limit.
- 3.3 If due date of receipt of tenders and/or that of opening of tender happens to be a closed holiday(s), the tenders would be opened on the next working day but the time of receipt and of opening will remain the same.
- 3.4 REC PDCL reserves the right to postpone and/or extend the date of submission/opening of tenders or to withdraw the tender notice, without assigning any reason thereof. In such a case the bidders shall not be entitled to any form of compensation from the Company.

#### **4.0 Financial Bid :**

- 1) Bidders has to quote their rates strictly as per the financial bid format enclosed as form-III should be submitted/uploaded through online/e-tendering mode only.
- 2) The prices shall remain FIRM till entire contract period /completion of the Assignment.
- 3) The prices to be quoted would be exclusive of service tax which shall be payable extra as applicable.
- 4) Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
- 5) Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.

#### **5.0 Earnest Money Deposit (EMD)**

5.1 Bidders shall submit, Earnest Money of Rs. 25,000/- (Rupees Twenty Five Thousand Only) in the form of irrevocable Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "**Annexure-III**" or Bank Draft drawn in favour of REC Power Distribution Company Limited payable at New Delhi and shall be initially be kept valid up to validity of the offer plus 30 days or such extended period. Tenders not accompanied by the requisite amount of Earnest Money shall be rejected.

5.2 Earnest Money shall be forfeited in case of the following:

- a) On revocation of tender or increase in rates after opening of the tender but before the validity of the quotations expires.
- b) On refusal to enter into contract agreement after award of contract.
- c) Non submission of Contract Performance Guarantee.

5.3 The EMD shall be returned without interest:

- a) To the all unsuccessful bidders
- b) To successful bidder on acceptance of LOA & submission of Contract Performance Guarantee by successful bidder.
- c) In case bidding process is terminated by REC PDCL for any reason.

#### **6.0 Performance Bank Guarantee (PBG):**

6.1 The Performance Bank Guarantee should be submitted by successful bidders in form of Demand Draft(DD)/ Bank Guarantee after the award of work as per prescribed format enclosed as "**Annexure-IV**" issued in favor of REC Power Distribution Company Ltd. and Payable at New Delhi.

6.2 On award of assignment, 10% PBG of the respective contract value (i.e. as per the Grand total of financial sheet) has to be submitted valid for completion period plus 90 days or such extended period. The performance bank guarantee shall be returned to the agency without any interest upon completion of all items of work as defined in scope of work, submission of final report and acceptance of the same by REC/RECPDCL and in case of any failures/non-performance of the contract , PBG shall be forfeited/encashed.

## **7.0 Deviation:**

The bidder must comply with the Scope of work, all terms and conditions & milestone target for execution of work as per bid document. No deviation on the lower side in this regard shall be accepted. In case of any deviation, Bids shall be summarily rejected.

**8.0** Bidders may be present in person or may send their authorized representative at the time of opening of bid as per schedule. No further intimation shall be given if there is no change in the schedule. It is expected that all bidder shall attend the opening of bids. However, bids shall be opened and decision shall be taken even in absence of representative if the bid opening is not attended.

**9.0** REC PDCL reserves the right to reject any offer in full or in part & award the work to one or more than one bidders, without assigning any reason thereof and without incurring any liability to the affected bidders for the action of REC PDCL.

**10.0** In case it is decided to split the work to more than one agency at the lowest received rates, preference of work may be given to the agency which quoted the lowest rates in response to tender enquiry.

## **CONTRACT**

### **1.0 Duration/ Period of Contract:**

1.1 Contract shall be initially for a period of One year, which may be renewed for further period(s) up to maximum three years on satisfactory performance of the bidder at the sole discretion of RECPDCL at the same rate & terms and conditions.

### **2.0 Termination of Contract:**

2.1 The contract shall remain in force as per the award of work or till satisfactory completion of awarded work, whichever is earlier.

2.2 However, in case, in the opinion of REC/RECPDCL if the agency is not likely to make up for the delay, indicating poor work, the agency is acting in anyway prejudicial to the completion of project, on adoption of unethical practices etc. the contract may be terminated partly or fully by giving 30 days' notice and the balance works shall be got executed at the risk & cost of the agency.

2.3 In case of default in services or denial of services, RECPDCL, at its sole discretion, will be free to avail services of other service providers at the "Risk & Cost" of the defaulter.

### **3.0 Terms of Payment:**

The payment to the Bidder for the performance of the works under the contract will be made by RECPDCL as per the guidelines and conditions specified herein. The final payment will be made on completion of all the works and on fulfillment by the agency obligations under the contract subject to acceptance by RECPDCL.

The payment will be made to successful Bidder after the award of work, in the following manner:-

- a) No advance payment shall be made.
- b) All Payments shall be made in Indian Rupees only as per the following schedule:-

(1) Payment Clause

- a. Quarterly payment for the services rendered during the previous quarter(s) subject to deduction of liquidated damages if any, at the end of each quarter, shall be made in Indian Rupees Only.
- b. Payments shall be subject to deductions of any amount for which the Vendor is liable under the agreement against this contract. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source ) as per the income Tax Act,1961 and any other taxes.
- c. RECPDCL shall make payments on the basis of Running Bills submitted by the Vendor from time to time/ or Final Bill (as the case may be) with Quarterly SLA achievement reports.

(All Payments shall be made in Indian Rupees only)

(2) Penalty Clause

a) In case the service provider fails to provide required quality of the service for Call Centre/Customer care activities penalty as mentioned below will be imposed on the Service Provider. Quality of service will be defined on quarterly average basis for Average number of calls to agents per day and unattended calls per day (as per call log generated from exchanges & IVR Call distributing system report) as under:

Categories	% Unattended Calls	Penalty per Quarter
1	Less than 5%	NIL
2	5% to 7%	1% of Quarterly payment
3	8 % to 10%	2% of Quarterly payment
4	10% to 15%	4%of Quarterly payment
5	5 Beyond 15%	6% of Quarterly payment

b) Performance Bank guarantee will be en-cashed for unsatisfactory service to REC/RECPDCL after allowing reasonable chance to set right the service deficiencies to the full satisfaction of Client. Performance Security can be forfeited/en-cashed to set off claim of REC/RECPDCL for penalty.

d) In case the infrastructure is not installed within 07(Seven) days from the date mentioned in the confirmed work order, penalty shall be imposed at the rate of Rs. 500 per day.

**4.0 Tax Deduction at Source:**

Income Tax and any other taxes etc. as may be applicable from time to time during the currency of contract shall be deducted at source from the running bill(s).

**5.0 Force Majeure**

The REC PDCL and Agency shall ensure due compliance with the terms of this tender/Work order. However no party shall be liable for any claim for any loss or damage whatsoever arising out of failure to carry out the terms of the tender/Work order to the extent that such a failure is due to force Majeure events which include fire, riot, strike, lock out, forces of nature, accident, and act of God. But any party claiming the benefit of this clause shall satisfy the other party of the existence of such an event and give written notice within 72 hrs. of occurrence to the other party to this effect. The services covered under this tender/Work order shall be started as soon as the condition of force majeure ceases to exist against the particular party to this tender/Work order.

## **General Conditions**

### **1.0 Disputes Resolution & Arbitration**

1.1 Disputes under the agreement shall be settled by mutual discussion.

1.2 However, in the event amicable resolution or settlement is not reached between the parties, the differences of disputes shall be referred to and settled by the Sole Arbitrator to be appointed by Chairman, REC PDCL.

1.3 The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.

1.4 The venue of the arbitration shall be New Delhi, India.

1.5 The fee & other charges of Arbitrator shall be shared equally between the parties.

1.6 The Arbitrator will give the speaking & reasoned award. The party will not be entitled to any Pendente lite interest during arbitration proceedings.

### **2.0 Jurisdiction of Courts etc.**

The Courts/any other Tribunal or Forum in Delhi/New Delhi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.

### **3.0 Sub-contracting**

Agencies to which work is awarded are not allowed to Sub-contract the work to any other parties either in part or full.

### **4.0 Letter of Transmittal**

Letter of transmittal as per enclosed format "**Annexure-II**" to be submitted along with EMD in a sealed envelope.

**5.0** It will be imperative on each bidder to fully acquaint itself of all factors/activities which would have effect on the performance of the work and its cost.



**Letter for Submission of Bid**

To,  
Addl. Chief Executive Officer  
RECPDCL,  
1016-1023, 10th Floor,  
Devika Tower,  
Nehru Place, New Delhi-110019

Sub.: Engagement of Service Agency

Sir,  
1. With reference to your Financial Bid No. \_\_\_\_\_ dated \_\_\_\_\_ for establishment and operation of Help Desk / Call Centres for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL. I wish to apply for engagement with REC/RECPDCL .

Further, I hereby certify that-

2. I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.
3. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the REC PDCL.
4. Our bid shall remain valid for period of 180 days from the last date of bid submission.

**Date:**  
**Place:**

**Signature:**  
**Full Name:**

**Designation:**  
**Address:**

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

**Establishment and operation of Help Desk / Call Centre for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL.**

**GENERAL CRITERIA DETAIL**

- 1. **THE FIRM** : \_\_\_\_\_
- 2. **Name** : \_\_\_\_\_
- 3. **Regd. Address** :
  - a) **Address of Office** : \_\_\_\_\_  
\_\_\_\_\_
  - b) **Contact Person's**
    - i. **Name & Design.:** \_\_\_\_\_
    - ii. **Address** : \_\_\_\_\_  
\_\_\_\_\_
    - iii. **Tel No. Landline Mobile:** \_\_\_\_\_
    - iv. **Email ID** : \_\_\_\_\_
- 4. **Type of Firm (Please tick):** Private Ltd./ Public Ltd./ Cooperative/Partnership/Proprietor
- 5. **PAN No.** : \_\_\_\_\_
- 6. **Service Tax Reg. No.:** \_\_\_\_\_
- 7. **E.M.D. Details** : **Rs.** \_\_\_\_\_  
**DD No.** \_\_\_\_\_  
**Name & Address of Bank:** \_\_\_\_\_  
\_\_\_\_\_

**Signature**.....

**Full Name**.....

**Designation**.....

**Address**.....

## Financial Bid

Name of the Bidder: \_\_\_\_\_

Sr. No.	Particular	Unit Rate in Rs. (inclusive of taxes)	Qty.	Period (Month)	Total Amount (Rs.) (inclusive of taxes)
	A	B	C	D	F=(B*C*D)
1	Average Cost per helpdesk on 24x7 basis per month as per scope of work		2	12	
2	Lump sum cost for all other activities which are necessary for this project including toll free no. etc., per month		1	12	
Grand Total in figures					
Grand Total in words					

## Note:

- The prices shall remain FIRM till entire contract period /completion of the Assignment.
- In case of discrepancy between the value indicated by the bidder "In Figures" & "In Words", the value indicated at "In Words" shall prevail.
- The prices to be quoted would be inclusive of all taxes & duties exclusive of service tax which shall be payable extra as applicable.
- Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
- Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD/PBG of said bidder.
- For Additional requirement of helpdesk same rate may be considered which is quoted by the bidder at S. No.1 of financial bid (Form-III).

Financial bid to be uploaded in the specific format designed same may be downloaded from website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) and after filling the form it is to be uploaded through digital signature.

Weekly and Monthly milestone target for execution of work to be proposed by the Bidder.

**LETTER OF TRANSMITTAL**

To: [Name and address of Client]

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.....

.....

Dear Sir/s,

I/We, the undersigned, have examined the details given in your Request for Proposal dated [Insert Date] for establishment and operation of Help Desk / Call Centres for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL. We accept all the terms & conditions of the bid document without any deviation and submit the Bid. We hereby certify that M/s \_\_\_\_\_ or its group companies have not been awarded any work for & shall not be a competitor to REC during contract period in case the contract is awarded.

Also, M/s \_\_\_\_\_ or its group companies is not executing or providing any type of consultancy services either directly or as a sub-contractor for the particular work for which Bid is submitted.

It is confirmed that M/s. \_\_\_\_\_ is not banned or blacklisted by any Govt./Pvt. Institutions in India.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

**BID BANK GUARANTEE (EARNEST MONEY)**

(To be stamped in accordance with Stamp act)

This deed of Guarantee made this \_\_\_\_\_ day of \_\_\_\_\_ 2016 by

\_\_\_\_\_  
**(Name of the Bank)**

having one its branch at \_\_\_\_\_ acting through its Manager (hereinafter called the "Bank") which expression shall wherever the context so requires includes its successors and permitted assigns in favour of REC Power Distribution Company Ltd., registered under the Companies Act, 1956, having its office at \_\_\_\_\_ (hereinafter called "RECPDCL") which expression shall include its successors and assigns.

WHEREAS RECPDCL has invited tender vide their Tender Notice No. \_\_\_\_\_ Dated \_\_\_\_\_ to be opened on \_\_\_\_\_ AND \_\_\_\_\_ WHEREAS M/s \_\_\_\_\_

\_\_\_\_\_  
**(Name of Tenderer)**

having its office at \_\_\_\_\_ (hereinafter called the "Tenderer"), has/have in response to aforesaid tender notice offered to supply/ do the job \_\_\_\_\_ as contained in the tender.

AND WHEREAS the Tender is required to furnish to RECPDCL a Bank Guarantee for a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ Only) as Earnest Money for participation in the Tender aforesaid.

AND WHEREAS, we \_\_\_\_\_

**(Name of Bank)**

have at the request of the tenderer agree to give RECPDCL this as hereinafter contained.

NOW, THEREFORE, in consideration of the promises we, the undersigned, hereby covenant that, the aforesaid Tender shall remain open for acceptance by RECPDCL during the period of validity as mentioned in the Tender or any extension thereof as RECPDCL and the Tenderer may subsequently agree and if the Tenderer for any reason back out, whether expressly or impliedly, from his said Tender during the period of its validity or any extension thereof as aforesaid or fail to furnish Bank Guarantee for performance as per terms of the aforesaid Tender, we hereby undertake to pay RECPDCL, New Delhi on demand without demur to the extent of Rs. \_\_\_\_\_ Rupees \_\_\_\_\_ only).

We further agree as follows:-

1. That RECPDCL may without affecting this guarantee extend the period of validity of the said Tender or grant other indulgence to or negotiate further with the Tenderer in regard to the conditions contained in the said tender or thereby modify these conditions or add thereto any further conditions as may be mutually agreed to in between RECPDCL and the Tender AND the said Bank shall not be released from its liability under these presents by an exercise by RECPDCL of its liberty with reference to the matters aforesaid or by reason of time being given to the Tenderer or any other forbearance, act or omission on the part of the RECPDCL or any indulgence by RECPDCL to the said Tenderer or any other matter or thing whatsoever.

2. The Bank hereby waive all rights at any time in consistent with the terms of this Guarantee and the obligations of the Bank in terms thereof shall not be otherwise affected or suspended by reason of any dispute or dispute having been raised by the Tenderer (whether or not pending before any arbitrator, tribunal or court) or any denial of liability by the Tenderer stopping or preventing or purporting to stop or prevent any payment by the Bank to RECPDCL in terms thereof.
3. We the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RECPDCL in writhing and agree that any charges in the constitution, winding up, dissolution or insolvency of the Tenderer, the said Bank shall not be discharged from their liability.

NOTWITHSTADING anything contained above, the liability of the Bank in respect of this Guarantee is restricted to the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and this Guarantee shall remain in force till \_\_\_\_\_ unless a claim under this guarantee is filed with the bank within 30 (thirty) days from this date or the extended date, as the case may be i.e. up to \_\_\_\_\_ all rights under Guarantee shall lapse and the Bank be discharged from all liabilities hereunder.

In witness where of the Bank has subscribed and set its name and seal here under

**Note: - The date shall be thirty (30) days after the last date for which the bid is valid.**

## PERFORMANCE BANK GUARANTEE

M/s REC Power Distribution Company Ltd.,  
 Core 4, Scope Complex, Lodhi Road,  
 New Delhi — 110003 (INDIA)

(With due stamp duty if applicable)

**OUR LETTER OF GUARANTEE NO.:** \_\_\_\_\_

In consideration of REC Power Distribution Company Ltd., having its office at \_\_\_\_\_ (hereinafter referred to as "RECPDCL" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having issued BID/Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ with/on M/s \_\_\_\_\_ (hereinafter referred to as "The Agency" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Agency having unequivocally accepted to perform the services as per terms and conditions given in the BID/Work Order No \_\_\_\_\_ dated \_\_\_\_\_ and RECPDCL having agreed that the Agency shall furnish to RECPDCL a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) (or the percentage as per the individual case) of the value of the BID/Work Order i.e. for \_\_\_\_\_.

We, \_\_\_\_\_ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. \_\_\_\_\_ in your favor for account of \_\_\_\_\_ (The Agency) in cover of performance guarantee in accordance with the terms and conditions of the BID/Work Order.

Hereby, we undertake to pay up to but not exceeding \_\_\_\_\_ (say \_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Agency having failed to perform the BID/Work Order and despite any contestation on the part of above named-agency.

This letter of Guarantee will expire on \_\_\_\_\_ including 90 day of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

\_\_\_\_\_  
 Authorized signature  
 Chief Manager/ Manager  
 Seal of Bank

**Note: The date shall be 90 days after the date of completion of contract.**



**ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT**

***(To be signed and stamped by the bidder)***

In a bid to make our entire procurement process more fair and transparent, RECPDCL intends to use the reverse auctions as an integral part of the entire tendering process. All the bidders who are found as technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

**The following terms and conditions are accepted by the bidder on participation in the bid event:**

1. RECPDCL shall provide the user id and password to the authorized representative of the bidder. *(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).*
2. RECPDCL decision to award the work would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of RECPDCL, bid process, bid technology, bid documentation and bid details to any other party.
4. The bidder is advised to fully make aware themselves of auto bid process and ensure their participation in the event of reverse auction and failing to which RECPDCL will not be liable in any way.
5. In case of bidding through Internet medium, bidders are further advised to ensure availability of the infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs, power failure or any other reason shall not be the responsibility of RECPDCL.
6. In case of intranet medium, RECPDCL shall provide the infrastructure to bidders. Further, RECPDCL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case an auction event is restarted, the best bid as already available in the system shall become the basis for determining start price of the new auction.
7. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be out rightly rejected by RECPDCL.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of the auction event shall be considered by RECPDCL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

**Signature & Seal of the Bidder**