

No: IE/11016/7/25-26

**Request for Proposal (RFP)**  
for providing

**Call Centre Software and Hardware  
Items/Services  
for full functioning of Support Centre  
cum Help desk Systems/Services**

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**National Productivity Council**  
*(Under Ministry of Commerce & Industry, Govt. of India)*  
Utpadakta Bhavan, 5-6 Institutional Area,  
Lodhi Road, New Delhi-110003

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## **1 INTRODUCTION**

The National Productivity Council (NPC), operating under the Ministry of Commerce and Industry, Government of India, needs to set up a “Support Centre cum Helpdesk Systems/Services” for MSME Competitive (Lean) Scheme of O/o the Development Commissioner of MSME, Ministry of MSME, Govt. of India.

The National Productivity Council (NPC) invites proposals from authorized vendors/agencies only for the procurement of Call Centre Software and Hardware Items/Services for the “Support Centre cum Helpdesk Systems/Services” for MSME Competitive (Lean) Scheme. The software cum hardware solutions shall be delivered through authorized vendors/agencies and be made available in a ready-to-use mode.

In the above context, NPC requires a comprehensive solution for managing call centre operations and CRM functionalities to support the “Support Centre cum Helpdesk Systems/Services for MSME Competitive (Lean) Scheme”. Call Centre Software and Hardware Items/Services provided by selected agency/vendor must handle a significant volume of inbound and outbound calls, integrate CRM capabilities, and provide server management functions. Call Centre Software and Hardware Items/Services provided by selected agency/vendor must maintain 24/7 availability for call handling and data retrieval, ensuring uninterrupted service delivery. Furthermore, it must incorporate comprehensive data retention capabilities, maintaining accessibility and security for the required duration of 3 years.

The selected agency will provide systems/services for setting up and full functioning of “Support Centre cum Helpdesk Systems/Services” including software and hardware items required for complete functioning of the same.

Software and Hardware Items/Services to be provided by selected agency should meet the following functional requirements: -

- The software may have feature to include routing of inward and outward call through computer telephony integration.
- Software should have features for automatic call distribution amongst the call centre/support centre agents.

- Having Sticky agent functionality that allows agent to stay connected to a specific caller throughout their entire connection and/or for follow up incoming/ outgoing calls.
- The software should have call recording facility which could save the recorded file in system/ server.
- Software should have features like call barging, call whispering and call monitoring.
- Number masking facility for outbound and inward calls
- The software should have facility for creating system generated ticket and send through SMS to the user/ caller/ client directly. (SMS solution)
- The software should have facility for generation of MIS and call analytics about call logged, missed, call time, wait time, call type (based on user categorization) like KPIs etc. which include both incoming and outgoing calls date wise, month wise, user wise.
- The software should have feature to divert calls, call escalation, reminder and note generation for both incoming and outgoing calls
- The software should have call waiting facility and may also have provision for IVRS for different category of service selection/ menu options.
- An outbound dialer to dial a list of phone numbers and connects the call to an available agent when the caller answers the call.
- Call popups functionality for real time information about incoming calls which include caller name, call history (if any), notes, comments (if any), contact information etc.
- SMS solution for outbound SMS for automated system generated ticket.

Software and Hardware Items/Services to be provided by selected agency should meet the following System Architecture requirements: -

- **Call Centre Software:** Capable of handling inbound and outbound calls with CRM integration.
- **CRM System:** Providing customer relationship management functionalities.
- **Server Management:** Ensuring robust infrastructure for hosting and managing the call centre software and CRM system.

Software and Hardware Items/Services to be provided by selected agency should meet the following Data Management requirements: -

The system must maintain data accessibility and integrity for the specified duration, divided into:

- Active operations period.
- Extended data retention period.

Software and Hardware Items/Services to be provided by selected agency should meet the following Data Server requirements: -

The system must maintain:

- 99.5% uptime during operational hours.
- Response time under 2 seconds for standard operations.
- Real-time data synchronization when connected.

Software and Hardware Items/Services to be provided by selected agency should meet the following Infrastructure requirements: -

The selected agency will be responsible for:

- Providing the call centre software and hardware.
- Ensuring the solution is delivered in a ready-to-use mode.
- Providing necessary training and documentation for users.

## **2 TECHNICAL REQUIREMENTS**

### **2.1 Call Centre Software Requirements**

- The call centre software must provide robust call handling capabilities to manage inbound and outbound calls efficiently, as per following details:
  - Total Number of User agents and others: User agents (3 nos.), 1 supervisor and 1 NPC officer
- The system must support approximately
  - 500 daily users, with a total of around 10-15 no. of fields, including call centre agents, supervisors, and other office users. The solution must maintain 24/7 availability for call handling and data retrieval, ensuring uninterrupted service delivery. Furthermore, the system must incorporate comprehensive data retention capabilities, maintaining accessibility and security for the required duration.

### **2.2 Required Key Features**

#### **2.2.1 Computer Telephony Integration (CTI)**

- Integration with existing telephony systems for inbound and outbound call routing.
- Support for GSM cards Gateway And/Or SIP or PRI trunk line(as per Government Guidelines)
- Automatic Call Distribution (ACD)
- Intelligent call routing based on agent skills, availability, and call priority.
- Customizable call queues and routing rules.
- Real-time call monitoring and management.

#### **2.2.2 Sticky Agent Functionality**

- Ensures continuity by keeping agents connected to specific callers throughout their entire connection and/or for follow-up incoming/outgoing calls.

#### **2.2.3 Call Recording**

- Automatic call recording with secure storage.
- Real-time call monitoring and quality assurance.

- Call playback and evaluation tools.
- Compliance with legal and regulatory requirements.

#### **2.2.4 Interactive Voice Response (IVR)**

- Multi-level IVR menus with customizable options.
- Voice recognition and text-to-speech conversion.
- Integration with CRM for personalized customer interactions.
- Multi-language support with real-time translation.

#### **2.2.5 Supervisor Tools**

- Call barging (supervisor joins live calls).
- Call whispering (coaching agents privately).
- Real-time call monitoring.

#### **2.2.6 Security & Privacy**

- Number masking for inbound/outbound calls.
- End-to-end data encryption.
- Role-based access control.
- Multi-factor authentication.
- Comprehensive audit logging.

#### **2.2.7 Automation & Communication**

- SMS integration for system-generated tickets sent via SMS to users/clients.
- Outbound SMS for automated notifications.
- Outbound dialler to auto-dial numbers and connects answered calls to agents.

#### **2.2.8 Analytics & Reporting**

- Management Information System (MIS) and call analytics.
- Tracking of KPIs (call volume, wait time, missed calls, call type, user categorization).
- Generation of date-wise, month-wise, and user-wise reports.



### **2.2.9 Additional Features**

- IVR System (IVRS) for service menu options.
- Call waiting, diversion, and escalation.
- Reminder and note generation for follow-ups.
- Call popups displaying real-time caller info (name, history, notes, and contact details).

## **2.3 CRM Requirements**

The CRM system must provide comprehensive customer relationship management capabilities. Key features include:

### **2.3.1 Customer Management**

- Centralized customer database with interaction history.
- Customer segmentation and targeting.
- Personalized customer interactions based on CRM data.
- Customer satisfaction surveys and feedback collection.
- Customer analytics and reporting.

### **2.3.2 Service Management**

- Service request management and tracking.
- Service Level Agreements (SLAs) and performance tracking.
- Service analytics and reporting.
- Customer satisfaction surveys and feedback collection.
- Service history and interaction logs.
- Service performance metrics and KPIs.

### **2.3.3 Analytics and Reporting**

- Customizable reports and dashboards.
- Real-time data visualization and analytics.
- Scheduled report generation and distribution.
- Export options for data analysis and sharing.
- Historical performance trends and analysis.

- Performance benchmarking and comparison.

## **2.4 Server Management Requirements**

The server management functions must provide robust infrastructure for hosting and managing the call centre software and CRM system. Key features include:

### **2.4.1 Server Configuration**

- High-availability server configuration with automated failover capabilities.
- Load balancing implementation for optimal resource utilization.
- Real-time performance monitoring and analytics.
- Security control implementation for data protection.
- Backup and recovery systems for data integrity and availability.

### **2.4.2 Network Management:**

- Network configuration and management for optimal performance.
- Firewall and security control implementation for data protection.
- Network performance monitoring and analytics.
- Network traffic analysis and optimization.
- Network redundancy and failover management.

### **2.4.3 Storage Management**

- Scalable storage solutions for optimal performance.
- Automated backup and recovery systems for data integrity and availability.
- Data archival and retention management for data integrity and availability.
- Storage performance monitoring and analytics.
- Storage redundancy and failover management.

### **2.4.4 Security Management**

- End-to-end data encryption for data security.
- Multi-factor authentication for user access control.
- Role-based access control for data protection.

- Security logging and monitoring for data integrity.
- Regular security assessments and updates.
- Compliance with government security guidelines.

#### **2.4.5 Performance Monitoring**

- Real-time performance monitoring and analytics.
- Customizable performance metrics and KPIs.
- Historical performance trends and analysis.
- Performance benchmarking and comparison.
- Continuous performance improvement and optimization.

### **2.5 Server Management Functional Requirements**

The server management functions must support the following functional requirements:

#### **2.5.1 Server Configuration**

- High-availability server configuration with automated failover capabilities.
- Load balancing implementation for optimal resource utilization.
- Real-time performance monitoring and analytics.
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- Automated backup and recovery systems for data integrity and availability.

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- Compliance with government security guidelines.

#### **2.5.5 Performance Monitoring**

- Real-time performance monitoring and analytics.
- Customizable performance metrics and KPIs.
- Historical performance trends and analysis.
- Performance benchmarking and comparison.
- Continuous performance improvement and optimization.

### **3 FUNCTIONAL REQUIREMENTS**

#### **3.1 Call Centre Software Functional Requirements**

The call centre software must support the following functional requirements

##### **3.1.1 Inbound and Outbound Call Handling**

- Support for a minimum of 10 concurrent calls, with a maximum capacity of 500 calls per day.
- Automatic call distribution (ACD) to route calls to the appropriate agents based on skills, availability, and call priority.
- Interactive Voice Response (IVR) system to handle and route calls based on caller inputs.
- Call recording and monitoring capabilities.
- Call transfer and conferencing capabilities.
- Call queuing and routing capabilities.
- Real-time call analytics and reporting.

##### **3.1.2 Sticky Agent Functionality**

- Ensures continuity by keeping agents connected to specific callers throughout their entire connection and/or for follow-up incoming/outgoing calls.
- Automatic call routing to the same agent for follow-up calls from the same caller.

##### **3.1.3 Supervisor Tools**

- Call barging (supervisor joins live calls).
- Call whispering (coaching agents privately).
- Real-time call monitoring.

##### **3.1.4 Security & Privacy**

- Number masking for inbound/outbound calls to protect caller and agent identity.
- End-to-end data encryption for data security.
- Role-based access control for data protection.
- Multi-factor authentication for user access control.

- Comprehensive audit logging for data integrity.

### **3.1.5 Automation & Communication**

- SMS integration for system-generated tickets sent via SMS to users/clients.
- Outbound SMS for automated notifications.
- Outbound dialer to auto-dial numbers and connects answered calls to agents.

### **3.1.6 Analytics & Reporting**

- Management Information System (MIS) and call analytics.
- Tracking of KPIs (call volume, wait time, missed calls, call type, user categorization).
- Generation of date-wise, month-wise, and user-wise reports.

### **3.1.7 Additional Features**

- IVR System (IVRS) for service menu options.
- Call waiting, diversion, and escalation.
- Reminder and note generation for follow-ups.
- Call popups displaying real-time caller info (name, history, notes, contact details).

## **3.2 CRM Functional Requirements**

The CRM system must support the following functional requirements:

### **3.2.1 Customer Management**

- Centralized customer database with interaction history.
- Customer segmentation and targeting.
- Personalized customer interactions based on CRM data.
- Customer satisfaction surveys and feedback collection.
- Customer analytics and reporting.

### **3.2.2 Service Management**

- Service request management and tracking.
- Service Level Agreements (SLAs) and performance tracking.
- Service analytics and reporting.

- Customer satisfaction surveys and feedback collection.
- Service history and interaction logs.
- Service performance metrics and KPIs.

### **3.2.3 Analytics and Reporting**

- Customizable reports and dashboards.
- Real-time data visualization and analytics.
- Scheduled report generation and distribution.
- Export options for data analysis and sharing.
- Historical performance trends and analysis.
- Performance benchmarking and comparison.

## **4 DELIVERABLES**

The selected vendor/agency must provide the following deliverables:

### **4.1 Call Centre Software and Hardware**

- Delivered in a ready-to-use mode.
- Including necessary training and documentation for users.

### **4.2 CRM System**

- Integrated with the call centre software.
- Providing comprehensive customer relationship management capabilities.

### **4.3 Server Management**

- Robust infrastructure for hosting and managing the call centre software and CRM system.
- Ensuring high availability, performance, and security.

### **4.4 Training and Documentation**

- Comprehensive training for NPC users on the call centre software, CRM system, and server management.
- Detailed documentation covering system architecture, functionality, and usage.



## 5 DELIVERABLES IN TERMS OF SOFTWARE / HARDWARE ITEMS / SERVICES

Table 1:- Deliverables of Software / Hardware Items / Services

Sr. No.	Particulars
1	<p>Smart Call Contact Centre Software Solutions Licenses (Quantity 1)</p> <ul style="list-style-type: none"> <li>• 5 Software Application Licenses (3 Agents, 1 Supervisor and 1 NPC officer)</li> <li>• Welcome Message (IVRS)</li> <li>• Manual Dialing</li> <li>• 15 Customizable CRM</li> <li>• Customizable Disposition</li> <li>• Client info pop-up</li> <li>• Call Conference</li> <li>• Call Back Scheduler</li> <li>• Live Monitoring</li> <li>• Sticky Call</li> <li>• Call Queue management</li> <li>• Lead Management</li> <li>• Role Management</li> <li>• ACD (Automatic Call Distribution)</li> <li>• MIS Reporting</li> <li>• 100% Conversation Recording</li> <li>• Barge-in Facility</li> <li>• Executives Login &amp; Logout</li> </ul>
2	<ul style="list-style-type: none"> <li>• SMS Integration Charges</li> <li>• Customer will make a call on pre-defined number. After</li> </ul>

Sr. No.	Particulars
	<p>complete the call system will release the SMS with complaint Number.</p> <ul style="list-style-type: none"> <li>• After resolving the complaint by department, system will release the SMS as department executives will enter the input in the system</li> </ul>
4	GSM cards Gateway And/Or SIP or PRI trunk line(as per Government Guidelines)
5	<p>Tower Model PowerEdge T150"" Intel Xeon E-2314 Processor 2.8GHz 8M Cache,4C/4T, Turbo,65W, TPM 4 DIMMS 1 x 16GB UDIMM Up to 4, 3.5"" SATA Drives 2TB Hard Drive SATA 6Gbps Enterprise 7.2K 512n 3.5in Cabled Onboard* + Dual Gigabit ethernet onboard + 1 dedicated management port Single Power Supply, 300W iDRAC Basic 3YR Pro Support Next Business Day Onsite ", Linux Cintos Supported with installation Backup Hard disk 2 TB (Quantity 1)</p>
6	Headset Noise Cancellation USB
7	LAN Connectivity, Strong Internet/ Broadband for remote support and SMS API.
8	Call Centre Noise Cancellation Headset (Per Executive)
9	All passive and active networks done by customer from server to agent and supervisor.
10	Complete Server Functioning (for 24 x7 for 3 years), Management, Maintenance, Installation (Hardware & Software),

<b>Sr. No.</b>	<b>Particulars</b>
	<p>Data Storage, Data Backup, Data Management, Data retrieval as per requirement of NPC's format (for 24 x7 for 3 years ) without disturbing the NPC's existing IT infrastructure.</p> <p>Server should have following hardware/software features:-</p> <ul style="list-style-type: none"><li>• Scalability, High Processing Processor, Reliability, Safeguards from cyber-attacks, Administrative Access, Uptime Guarantee, Data Backup and Store</li><li>• User friendly interface, Customize Options, Real Time Monitoring, Alerts and Notifications, Built-in security measures, User Access controls, Task Automation, Scheduling Options, Automated Backups, Disaster Recovery plans, Detailed Reports, Compatibility with other software, Full Documentation, etc.</li></ul>

## **6 SCOPE OF WORK**

The scope encompasses the complete system procurement lifecycle, from requirement analysis through deployment and maintenance, including data retention period support.

### **6.1 Procurement Phase:**

The initial procurement phase begins with requirement analysis and selection of authorized vendor/agency for providing the required call centre software and hardware. This phase will culminate in the selection of vendors/agencies and the issuance of the purchase order.

### **6.2 Deployment Phase**

The deployment phase focuses on the installation and configuration of the procured call centre software and hardware. The selected vendor/agency must ensure that the solution is delivered in a ready-to-use mode and provide necessary training and documentation to NPC users.

### **6.3 Maintenance Phase (3 Years)**

Throughout the operational period, the selected vendor/agency must provide maintenance and support services. This includes:

- System monitoring and optimization.
- Bug fixes and updates.
- Performance tuning.
- User support and training.
- Documentation updates.

### **6.4 Data Retention Phase (2 Years)**

Following the operational period, the selected vendor/agency must ensure:

- Continued data accessibility.
- System availability for report generation.
- Security maintenance.
- Backup management.
- Technical support.

## **7 ELIGIBILITY CRITERIA**

### **7.1 Eligibility Requirements**

The vendor/agency must meet the following eligibility requirements:

#### **7.1.1 Registration and Experience:**

- Registered in India under the Companies Act 1956 or the India Partnership Act 1932.
- Registered bidders may be Private Limited, Proprietary Firm or Service Provider in this area
- Minimum 3 years of experience in providing call center software and hardware solutions.

#### **7.1.2 Minimum 3 years of experience in providing CRM solutions. Technical Competence:**

- Proven expertise in call centre software and hardware integration.
- Proven expertise in CRM integration and management.
- Proven expertise in server management and infrastructure setup.

#### **7.1.3 Financial Stability:**

- Minimum annual turnover of INR 30 lakhs in the last three financial years.
- Positive net worth and profitability in the last three financial years.

#### **7.1.4 Certifications:**

- Certifications for call centre software, CRM, and server management solutions.

#### **7.1.5 References:**

- Minimum 3 references from government or reputed private organizations for similar projects in the last three years.

### **7.2 Documentation Requirements**

The vendor/agency must submit the following documents:

#### **7.2.1 Registration and Experience:**

- Certificate of registration.

- Audited financial statements for the last three financial years.
- List of similar projects executed in the last three years in Private or Public or Government Organizations
- Detailed profile of technical competence and expertise.
- Case studies of similar projects executed in the last three years.

#### **7.2.2 Financial Stability:**

- Audited financial statements for the last three financial years.

#### **7.2.3 Certifications:**

- Copies of certifications for call centre software, CRM, and server management solutions.

#### **7.2.4 References:**

- Letters of reference from government or reputed private organizations for similar projects in the last three years

## **8 COMMERCIAL REQUIREMENTS**

### **8.1 Pricing Structure**

The pricing structure should include:

**a) Call Centre Software and Hardware:**

- Cost of procurement.
- Cost of installation and configuration.
- Cost of training and documentation.

**b) CRM System:**

- Cost of integration with call centre software.
- Cost of training and documentation.

**c) Server Management:**

- Cost of infrastructure setup and configuration.
- Cost of maintenance and support services.

**d) Maintenance and Support:**

- Cost of maintenance and support services for 3 years.
- Cost of data retention and management post completion for 2 years.

## **9 CONFIDENTIALITY**

The selected agency and their personnel will not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of NPC or its clients without the prior written consent of NPC. The agency will ensure that no information about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by them. The agency or its deployed personnel, by virtue of working on NPC/Client's projects, can't claim any rights on the work performed by them. NPC/Client will have absolute rights on the work assigned and performed by them. Neither any claims of the agency or its deployed professionals will be entertained on the deliverables.

## **10 INDEMNITY**

The selected agency will indemnify NPC of all legal obligations of its professionals deployed for NPC projects. b. NPC stand absolved of any liability on account of death or injury sustained by the Agency staff during the performance of this Bid and also for any damages or compensation due to any dispute between the agency and its staff.

## **11 INSTRUCTIONS TO BIDDER/ AGENCY**

- Bidders are advised to study the RFP document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- RFP/Tender form may be downloaded from the NPC website [www.npcindia.gov.in](http://www.npcindia.gov.in) or Central Public Procurement Portal (CPPP) website by bidder/agency that shall not tamper/modify the tender form. In case if the same is found to be tempered/modified in



any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with NPC.

- **PERFORMANCE BANK GUARANTEE** The selected agency is required to submit Performance Bank Guarantee, within 10 days from the issue of work order, for value equivalent to 5% of the contract value. The Performance Guarantee shall contain a claim period of 90 days from the last date of validity i.e., minimum period of 3 months from the date of completion of the work or date of expiry of contract whichever is later. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the delivery and warranty period
- A successful bidder at the time of award of contract by NPC will submit a Performance Bid Security of amount equivalent to 5% of the contract value in the form of Bank Guarantee/Demand Draft in favour of National Productivity Council.
- The bidders should submit a self-declaration on the letter of the firm/ agency stating that the firm is not blacklisted
- The NPC reserves the right to accept any bid, and to annul the Bid process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the NPC's action.
- The contract can be terminated by the NPC, by giving a month's notice to the contractor, without citing any reason for doing so.
- NPC reserves the right to accept any BID, and to cancel/abort the BID process and reject all BIDs or modify the process of Bidding at any time prior to award of Contract, without thereby incurring any liability to the affected agencies or agencies and of any obligation to inform the affected agencies of the grounds for NPC's action and without assigning any reasons. NPC also reserves the right to float a fresh BID any time without assigning any reason thereof.
- NPC reserves the right to call for additional information from the agencies to fully establish their eligibility.

- NPC reserves the right to modify any aspect of the selection process prior to the bid submission deadline.
- National Productivity Council (NPC) reserves the right to deduct the penalty either from Performance Bank Guarantee or from pending bills submitted for the work already performed by the agency.
- NPC reserves the right to terminate the contract when the underlying work requirement ceases to exist or undergoes substantial changes. This provision acknowledges that government policies, program requirements, or operational needs may evolve, potentially making the current system implementation unnecessary or requiring fundamentally different approaches
- NPC reserve the right to cancel the order without any obligation to compensate the agency in any manner for what so ever reason.
- NPC reserves the right to decide the methodology of Technical Evaluation of Technical Bids of bidders.

## **12 BID SUBMISSION PROCESS**

### **12.1 Bid Submission**

The bid would consist of two parts "Technical Proposal" and "Financial Proposal" and should be duly submitted offline by downloading the bid documents from CPPP and NPC website on or before the due date and time. The Technical Proposal should contain the required forms and documents as specified in the RFP. The Financial Proposal should contain the pricing structure and payment terms as specified in the RFP.

### **12.2 Bid Evaluation**

The bids will be evaluated based on the following criteria:

- e) Technical Evaluation:
  - Compliance with the technical requirements specified in the RFP
  - Technical competence and expertise of the vendor/agency.
  - Quality and relevance of the case studies and references submitted.
- f) Financial Evaluation:
  - Compliance with the pricing structure and payment terms specified in the RFP.
  - Financial stability and solvency of the vendor/agency.
  - Competitiveness of the pricing offered.

### **12.3 Bid Opening**

The Technical Proposal will be analysed by NPC and the technically qualified agency will go for Financial Evaluation. The Financial Proposal will be opened only for the technically qualified bidders.

### **12.4 Bid Award**

The bid will be awarded to the technically and financially qualified vendor/agency offering the most competitive pricing and meeting all the requirements specified in the RFQ. QCBS evaluation will be done after technical evaluation for technically qualified bidders.

The bid would consist of two parts "Technical Proposal" and "Financial Proposal" and should be duly submitted offline before the due date and time in person to NPC's Office Box. The

Technical Proposal should contain all pages of Annexure-I (Form1, Form 2(A), Form 2(B), Form 2(C), Form 3, Form 4, Form 5) & Financial proposal should contain all pages of Annexure-II (Form 6). All the forms should be duly filled and signed by authorized signatory.

In case the bidder fails to submit any of the formats, the bid would be considered as unresponsive. Agencies are advised to study the RFP Document carefully. Submission of the BID will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the RFP document with full understanding of its implications. BIDs not complying with all the given clauses in this RFP document are liable to be rejected. Failure to furnish all information required in the RFP Document or submission of BID not substantially responsive to the RFP document in all respects will be at the agency's risk and may result in the rejection of the BID.

***The bidders should submit ONE SINGLE SEALED LARGE ENVELOPE with two SEALED envelopes inside it. One envelope should have Heading "TECHNICAL PROPOSAL" and other envelope should have Heading "FINANCIAL PROPOSAL". Submitting Technical Proposal and Financial Proposal together in single envelope will disqualify the bidder.***

***The bidders should submit ONE SINGLE SEALED LARGE ENVELOPE with following heading***

**Submission of Proposal (RFP) for providing  
Call Centre Software and Hardware Items/Services  
for full functioning of Support Centre cum Help desk Systems/Services**

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**National Productivity Council**

**Utpadakta Bhawan**

**Lodhi Road, New Delhi 110003**

**Tel: 011-24607367, 24607377 Email: [npciehq@npcindia.gov.in](mailto:npciehq@npcindia.gov.in)**

**and should be dropped at NPC's Office Bid Submission Box kept at the entrance of building  
before the due date and time in person (Address mentioned above)**

**NOTE: -**

BIDS MAY ALSO BE SUBMITTED THROUGH REGISTERED POST TO NPC WITH FOLLOWING ADDRESS BEFORE DUE DATE AND TIME. NPC WILL NOT BE RESPONSIBLE FOR ANY POSTAL DELAY DURING SUBMISSION OF BID TO NPC.

Mr. Amitava Ray  
Director and Group Head (Admin.)  
National Productivity Council  
Utpadakta Bhawan  
Lodhi Road, New Delhi 110003  
Near Sai Baba Temple

BID MAY BE SUBMITTED BEFORE DUE DATE AND TIME IN PERSON AT NPC's OFFICE WITH FOLLOWING ADDRESS

Mr. Amitava Ray  
Director and Group Head (Admin.)  
National Productivity Council  
Utpadakta Bhawan  
Lodhi Road, New Delhi 110003  
Near Sai Baba Temple

**02 separate envelopes in a single large sealed envelope with headings:**

- a) "TECHNICAL PROPOSAL"-for Procurement of Call Centre Software and Hardware for Support Centre cum Helpdesk Systems/Services for MSME Competitive (Lean) Scheme". *The envelope should contain Technical Specifications/ Criteria Format along with necessary documents to be submitted as per all pages of Annexure-I.***
- b) "FINANCIAL PROPOSAL"- for Procurement of Call Centre Software and Hardware for Support Centre cum Helpdesk Services for MSME Competitive (Lean) Scheme". *The envelope should contain Financial Specification/ Criteria Format along with necessary documents to be submitted as per all pages of Annexure-II.***

- c) The financial proposal of only the technically qualified bidder will be opened
- d) The bidder should sign/ stamp all the documents in original

## 13 BID PROCESS SCHEDULE

Milestone Event	Date
RFP Issue Date	16-05-2025
Pre-Bid Meeting (if required)	21-05-2025 at 3.00 PM at NPC, HQ
Technical and Financial Bid Submission Deadline	25-05-2025 (till 5.30 PM)
Technical Bid Opening	26-05-2025
Technical Evaluation & Technical Presentation(Online / offline)	Will be informed separately
Financial Bid Opening	Will be informed separately

Interested vendors/agencies can download the tender document from the NPC's website ([www.npcindia.gov.in](http://www.npcindia.gov.in)). For bid submission, vendors/agencies must download an official copy from the NPCs/CPP Portal. All future communications, including corrigenda, addenda, and amendments, will be published on both the NPC and CPP Portals. NPC will not distribute printed copies of the tender document.

Agencies should note that all costs associated with bid preparation and submission remains their responsibility. NPC bears no liability for these costs, regardless of the bidding process outcome.

## 14 TIMELINE AND PAYMENT TERMS& CONDITIONS

The payment terms will include:

Refer Annexure II, Form 6

Sr. No.	Duration	% Payment of Total of C (Refer Annexure II, Form 6)
1	After two months from the date of award of contract  (Condition - full functioning of Support Centre cum Help desk Systems/Services including Call Centre Software and Hardware Items/Services IN ALL RESPECTS)	15 % Payment of Total of C  (Refer Annexure II, Form 6)
2	After four months from the date of award of contract  (Condition - full functioning of Support Centre cum Help desk Systems/Services including Call Centre Software and Hardware Items/Services IN ALL RESPECTS SATISFACTORILY- including Annual Maintenance, Updating, Problem Solving, Modification, Replacement, Amendments related to Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Services for a period of Three (3) years. Full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks, data encryption, etc. as per Government guidelines.	15 % Payment of Total of C  (Refer Annexure II, Form 6)
3	After one year from the date of award of contract  (Condition - full functioning of Support Centre cum Help desk Systems/Services including Call Centre Software and Hardware Items/Services IN ALL RESPECTS SATISFACTORILY- including Annual Maintenance, Updating, Problem Solving, Modification, Replacement, Amendments related to Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Services for a period of Three (3) years.	10 % Payment of Total of C  (Refer Annexure II, Form 6)



	Full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks, data encryption, etc. as per Government guidelines.	
4	<p>After two years from the date of award of contract</p> <p>(Condition - full functioning of Support Centre cum Help desk Systems/Services including Call Centre Software and Hardware Items/Services IN ALL RESPECTS SATISFACTORILY- including Annual Maintenance, Updating, Problem Solving, Modification, Replacement, Amendments related to Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Services for a period of Three (3) years. Full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks, data encryption, etc. as per Government guidelines.</p>	<p>25 % Payment of Total of C (Refer Annexure II, Form 6)</p>
5	<p>After three years from the date of award of contract</p> <p>(Condition - full functioning of Support Centre cum Help desk Systems/Services including Call Centre Software and Hardware Items/Services IN ALL RESPECTS SATISFACTORILY- including Annual Maintenance, Updating, Problem Solving, Modification, Replacement, Amendments related to Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Services for a period of Three (3) years. Full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks, data encryption, etc. as per Government guidelines.</p>	<p>25 % Payment of Total of C (Refer Annexure II, Form 6)</p>
6	<p>After five years from the date of award of contract for data retention, retrieval, data backup and data storage</p>	<p>10 % Payment of Total of C (Refer Annexure II, Form 6)</p>

**BIDDERS ARE REQUESTED TO TAKE THE PRINT  
OF THIS RFP FOR SUBMISSION OF TECHNICAL  
PROPOSAL FROM *PAGES34 TO 51***

**ANNEXURE -I**

**TECHNICAL PROPOSAL DOCUMENTS**

**TO BE SUBMITTED IN TECHNICAL**

**PROPOSAL SEALED ENVELOPE**

**FORM-1: BID SUBMISSION LETTER**

**<To be given on Company Letter Head with sign and seal>**

**To,**

**Director & Group Head (IE)**

**National Productivity Council**

**Lodi Road, New Delhi 110003**

**Subject: Submission of Bid for Procurement of Call Centre Software and Hardware Items / Services for Support Centre cum Helpdesk Systems/Services for MSME Competitive (Lean) Scheme**

Dear Sir,

We, the undersigned, offer to provide the Call Centre Software and Hardware Items / Services for Support Centre cum Helpdesk Systems/Services for MSME Competitive (Lean) Scheme as per the requirements specified in the RFP dated \_\_\_\_\_. We are hereby submitting our bid for the same.

We hereby declare that all the information and statements made in this BID Document are true, accurate to the best of our knowledge and belief and accept that any misinterpretation contained in it may lead to our disqualification. We agree to abide by all the terms and conditions of the RFP and understand that NPC is not bound to accept any bid.

Yours sincerely,

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

## FORM 2(A) GENERAL INFORMATION OF THE BIDDER

<To be given on Company Letter Head with sign and seal>

Sl. No.	Particulars	Details
1	Name of the Vendor/Agency	
2	Registered Address	
3	Contact Details (Mobile No.)	
4	GST No (Enclose copy)	
5	Pan No (Enclose copy)	
6	Email ID of the firm	
7	Name of Authorized Signatory	
5	Details of Authorized person/s to whom all communications/ references to be made	
6	Contact Details of Authorized Signatory (Mobile No.)	
7	Email Id of the authorized person	
8	No. of similar projects completed in last 3 years	
9	Self-Declaration whether is firm/ agency is	

Sl. No.	Particulars	Details
	blacklisted or not (Enclose Copy)	
10	Turnover of the firm during last three financial years(21-22, 22-23& 23-24) (Enclose proof)	
11	Copy of Past Experience of Similar Projects (3 years) in Private or Public or Government Organizations	
12	Any other information	

Signature &Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

**FORM 2(B) TECHNICAL COMPETENCE AND EXPERTISE**

**<To be given on Company Letter Head with sign and seal>**

**ONLY ONE PAGE. MORE THAN ONE PAGE WILL DISQUALIFY THE BIDDER**

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

## FORM 2(C) COMPLIANCE WITH TECHNICAL REQUIREMENTS

<To be given on Company Letter Head with sign and seal>

Sr. No.	Details/Features of Systems/Services which selected agency will provide	Write YES or NO Only	Remarks (if any?)
1	Feature to include routing of inward and outward call through computer telephony integration.		
2	Automatic call distribution		
3	Sticky agent functionality		
4	Features like call barging, call whispering and call monitoring.		
5	Masking facility for outbound and inward calls		
6	Facility for creating system generated ticket and send through SMS to the user/ caller/ client directly. (SMS solution)		
7	Facility for generation of MIS		
8	Call analytics about call logged, missed, call time, wait time, call type (based on user categorization)		
9	Feature to divert calls, call escalation, reminder and note generation for both incoming and outgoing calls, call waiting facility		



<b>Sr. No.</b>	<b>Details/Features of Systems/Services which selected agency will provide</b>	<b>Write YES or NO Only</b>	<b>Remarks (if any?)</b>
<b>10</b>	Provision for IVRS for different category of service selection/ menu options.		
<b>11</b>	An outbound dialer to dial a list of phone numbers and connects the call to an available agent when the caller answers the call.		
<b>12</b>	Call popups functionality for real time information about incoming calls which include caller name, call history (if any), notes, comments (if any), contact information etc.		
<b>13</b>	SMS solution for outbound SMS for automated system generated ticket.		
<b>14</b>	Call Centre Software: Capable of handling inbound and outbound calls with CRM integration.		
<b>15</b>	CRM System: Providing customer relationship management functionalities.		
<b>16</b>	Data Base Storage, Backup, Management, Retrieval (24 x 7)		
<b>17</b>	Server with 99.5% uptime during operational hours.		

<b>Sr. No.</b>	<b>Details/Features of Systems/Services which selected agency will provide</b>	<b>Write YES or NO Only</b>	<b>Remarks (if any?)</b>
<b>18</b>	Server- Response time under 2 seconds for standard operations.		
<b>19</b>	Real-time data synchronization when connected.		
<b>20</b>	Solution is in a ready-to-use mode.		
<b>21</b>	Training and documentation for users.		
<b>22</b>	Total Number of User agents and others: User agents (3 nos.), 1 supervisor and 1 NPC Officer		
<b>23</b>	500 daily users, with a total of around 10-15 no. of fields, including call centre agents, supervisors, and other office users. The solution must maintain 24/7 availability for call handling and data retrieval, ensuring uninterrupted service delivery. The system must incorporate comprehensive data retention capabilities, maintaining accessibility and security for the required duration.		
<b>24</b>	Computer Telephony Integration (CTI)		
<b>25</b>	Automatic Call Distribution		

<b>Sr. No.</b>	<b>Details/Features of Systems/Services which selected agency will provide</b>	<b>Write YES or NO Only</b>	<b>Remarks (if any?)</b>
<b>26</b>	Call Recording		
<b>27</b>	Multi-level IVR menus with customizable options.		
<b>28</b>	Voice recognition and text-to-speech conversion.		
<b>29</b>	Integration with CRM for personalized customer interactions.		
<b>30</b>	Multi-language support with real-time translation.		
<b>31</b>	End-to-end data encryption.		
<b>32</b>	Role-based access control.		
<b>33</b>	Multi-factor authentication.		
<b>34</b>	Comprehensive audit logging.		
<b>35</b>	SMS integration for system-generated tickets sent via SMS to users/clients.  Outbound SMS for automated notifications.  Outbound dialler to auto-dial numbers and connects answered calls to agents.		
<b>36</b>	Management Information System (MIS) and call analytics.		

<b>Sr. No.</b>	<b>Details/Features of Systems/Services which selected agency will provide</b>	<b>Write YES or NO Only</b>	<b>Remarks (if any?)</b>
	Tracking of KPIs (call volume, wait time, missed calls, call type, user categorization).  Generation of date-wise, month-wise, and user-wise reports.		
<b>37</b>	Reminder and note generation for follow-ups.		
<b>38</b>	Call popups displaying real-time caller info (name, history, notes, and contact details).		
<b>39</b>	Centralized customer database with interaction history.  Customer segmentation and targeting.  Personalized customer interactions based on CRM data.  Customer satisfaction surveys and feedback collection.  Customer analytics and reporting.		
<b>40</b>	Service request management and tracking.  Service Level Agreements (SLAs) and performance tracking.  Service analytics and reporting.  Customer satisfaction surveys and feedback collection.  Service history and interaction logs.		

Sr. No.	Details/Features of Systems/Services which selected agency will provide	Write YES or NO Only	Remarks (if any?)
	Service performance metrics and KPIs.		
41	<p>Customizable reports and dashboards.</p> <p>Real-time data visualization and analytics.</p> <p>Scheduled report generation and distribution.</p> <p>Export options for data analysis and sharing.</p> <p>Historical performance trends and analysis.</p>		
42	<p>Server Configuration</p> <p>High-availability server configuration with automated failover capabilities.</p> <p>Load balancing implementation for optimal resource utilization.</p> <p>Real-time performance monitoring and analytics.</p> <p>Security control implementation for data protection.</p> <p>Backup and recovery systems for data integrity and availability.</p>		
43	Network Management:		

<b>Sr. No.</b>	<b>Details/Features of Systems/Services which selected agency will provide</b>	<b>Write YES or NO Only</b>	<b>Remarks (if any?)</b>
	<p>Network configuration and management for optimal performance.</p> <p>Firewall and security control implementation for data protection.</p> <p>Network performance monitoring and analytics.</p> <p>Network traffic analysis and optimization.</p> <p>Network redundancy and failover management.</p>		
44	<p>Security logging and monitoring for data integrity.</p> <p>Regular security assessments and updates.</p> <p>Compliance with government security guidelines.</p>		
45	<p>Scalable storage solutions for optimal performance.</p> <p>Automated backup and recovery systems for data integrity and availability.</p> <p>Data archival and retention management for data integrity and availability.</p> <p>Storage performance monitoring and</p>		

<b>Sr. No.</b>	<b>Details/Features of Systems/Services which selected agency will provide</b>	<b>Write YES or NO Only</b>	<b>Remarks (if any?)</b>
	analytics.  Storage redundancy and failover management.		
46	Training and Documentation		
47	Selected agency will provide Server Hardware& Server Software.  Selected agency will ensure full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks as per Government guidelines, data encryption, etc.		

Signature &Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

## FORM 3 COMPLIANCE WITH TECHNICAL REQUIREMENTS

<To be given on Company Letter Head with sign and seal>

Sr. No.	Particulars	Details/Specifications
1	Server Hardware Details (with company name): - Processor, Processor Speed, No. of vCPUs, Memory, RAM, Operating System Disk, Connection, Platform, Storage Space, GPU, Network	
2	Server Software Details (with company name): - Operating System, IP Address requirement, Firewall configuration details, User Interface details, Authentication details, Hypervisor	
3	HEADSET WITH NOISE CANCELLATION USB AND MIC SPECIFICATIONS/DETAILS  Cost needs to be incorporated in Total (A) in Rs.	
4	Details of applications, tools, features, software, etc. which will be used in Server Hardware & Software, Call Center Software, CRM, Data storage & data encryption as per Indian Government cyber security and cyber-attack guidelines.	

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_



**FORM 4BID ACCEPTANCE LETTER**

**<To be given on Company Letter Head>**

Date:

To,

**Group Head (IE)**

**National Productivity Council**

**5-6 Institutional Area, Lodhi Road New Delhi-110003**

**Subject: Acceptance of Terms & Conditions of Bid**

Bid Reference No:

Name of Bid / Work:

Dear Sir,

- I/We have downloaded / obtained /received the Bid document(s) for the above-mentioned 'Bid/Work'.
- I/We hereby certify that I / We have read the entire terms and conditions of the Bid documents (including all documents like annexure(s), schedules(s), etc.), which form part of the contract agreement, and I / We shall abide hereby by the terms / conditions/ clauses contained therein.
- I/We hereby unconditionally accept the Bid conditions of the above-mentioned Bid document(s) / corrigendum (s) in its totality / entirety.
- I/We do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department / Public sector undertaking
- I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or

summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including invocation of Bid securing Declaration.

- I/We hereby accept the payment terms and conditions defined by NPC
- I/We hereby accept that all the Government Guidelines for Cyber Security, Cyber Attacks, Data Storage and Data Protection, Data Encryption, etc.
- ***IMPORTANT: - Any kind of problem OR requirement of maintenance obstructing or hindering the complete functioning of Call Centre Software and Hardware Items/Services will be resolved by us within half working day of NPC.***

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

**FORM 5 CASE STUDIES AND REFERENCES (only 3 Case Studies)**

**<To be given on Company Letter Head>**

**ONLY TWO PAGES. MORE THAN TWO PAGES WILL DISQUALIFY THE BIDDER**

Sr.No.	Name of Project and Name of Organization awarded the work	Few lines about Project including Work Order Date (Attach Copy of Work Order)	Project Value in Rs.	Project Completion Date (Attach Copy of Work Completion Certificate)
<b>1</b>				
<b>2</b>				
<b>3</b>				

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

**BIDDERS ARE REQUESTED TO TAKE THE PRINT  
OF THIS RFP FOR SUBMISSION OF FINANCIAL  
PROPOSAL FROM *PAGES 52 TO 60***

**ANNEXURE -II**

**FINANCIAL PROPOSAL DOCUMENTS**

**TO BE SUBMITTED IN FINANCIAL**

**PROPOSAL SEALED ENVELOPE**

**FORM 6COMMERCIAL PROPOSAL****<To be given on Company Letter Head>**

Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
1.	Smart Call Centre Software Solutions Licenses <ul style="list-style-type: none"> <li>• 5Software Application Licenses (3 User Agents, 1Supervisor, 1 NPC Officer)</li> <li>• Average Number of Inbound and Outbound calls: 200 to 300 and maximum of 500 calls per day</li> <li>• Total Number of Fields: around 10 to 15 number of fields</li> <li>• Welcome Message (IVRS)</li> <li>• Manual Dialing</li> <li>• 15 Customizable CRM</li> <li>• Customizable Disposition</li> <li>• Client Info Pop-up</li> <li>• Call Conference</li> <li>• Call Back Scheduler</li> <li>• Live Monitoring</li> <li>• Sticky Call</li> <li>• Call Queue Management</li> <li>• Lead Management</li> <li>• Role Management</li> <li>• ACD (Automatic Call Distribution)</li> </ul>		1			

Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
2.	<ul style="list-style-type: none"> <li>MIS Reporting</li> <li>100% Conversation Recording</li> <li>Barge-in Facility</li> <li>Executives Login &amp; Logout</li> </ul> <p>Call Centre Software Solution Licenses for 1 Admin's Supervisor Panel License</p> <ul style="list-style-type: none"> <li>1 Admin's Supervisor Panel License (1 supervisor, 3 number of NPC officials)</li> </ul>		4			
3.	<p>SMS INTEGRATION API NEEDS TO BE PROVIDED BY BIDDER INCLUDING ITS RUNNING AND RECURRING COST OF SMS INTEGRATION API.</p> <p>NUMBER OF SMS/DAY REQUIRED- 300 SMS/DAY</p> <p>SMS LANGUAGES WILL BE BOTH ENGLISH AND HINDI.</p> <p>Cost needs to be incorporated in Total (A) in Rs.</p>		One Job			
4.	GSM cards Gateway And/Or SIP or PRI trunk line(as per Government		One Job			

Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
	<p>Guidelines)</p> <p>Cost needs to be incorporated in Total (A) in Rs.</p>					
5.	Tower Model PowerEdge T150 Intel Xeon E-2314 Processor 2.8GHz 8M Cache, 4C/4T, Turbo, 65W, TPM 4 DIMMS 1 x 16 GB UDIMM Up to 4, 3.5" SATA Drives 2TB Hard Drive SATA 6Gbps Enterprise 7.2K 512n 3.5in Cabled Onboard, Dual Gigabit Ethernet Onboard, 1 Dedicated Management Port, Single Power Supply, 300W iDRAC Basic 3YR Pro Support Next Business Day Onsite, Linux CentOS Supported with Installation Backup Hard Disk 2 TB		1			
6.	<p>UPS for following configurations</p> <p>Type: Line-interactive, Output Power Wattage: 660 W, Input Voltage: 230 V   Output Voltage: 230 V, Input Frequency: 45 TO 55 Output Frequency: 50+/-3Hz, Efficiency- 92%, Transfer Time 4ms, Surge Protection- Yes, Number of Outlet plugs-4</p> <p>Battery Features, Recharge Time• 4-6hours, Number of Batteries• 2, Battery Capacity•</p>		4			



Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
7.	12v/7ah, Replacement Battery• Yes, Other, Battery Features• Five 2/3 Pin 6A Indian Power Socket (Four Battery backed up & Surge Protected plus 1 Surge Only Protection)  UPS for the following configurations Capacity: 2000VA /1200W, Voltage: 220V AC / 230V AC, Voltage Range: 140 ~ 300V AC, Frequency Range: 50Hz, AC Voltage Regulation (Battery Mode): 220/230VAC ±10%, Frequency Range (Battery Mode): 50 Hz ±1 Hz, Transfer Time: 4-8 ms, Waveform (Battery Mode): Simulated Sine Wave, Battery Voltage: 24V DC		1			
8.	Headset Noise Cancellation USB  PROVIDE TECHNICAL SPECIFICATIONS OF HEADSET NOISE CANCELLATION USB		8			
9.	INTERNET SPECIFICATIONS:  FIBER OPTIC BROADBAND  DOWNLOAD SPEED 100 Mbps (average)					

Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
	<p>UPLOAD SPEED 100 Mbps (average)</p> <p>COMPLETE LAN, NETWORK, INTERNET INFRASTRUCTURE, FACILITIES AND LINES TO BE PROVIDED BY BIDDER IN COMPLIANCE WITH INDIAN GOVERNMENT CYBER SECURITY GUIDELINES AND DATA PROTECTION AT BIDDER COST INCLUDING RECURRING COST AND RUNNING COST</p> <p>Cost needs to be incorporated in Total (A) in Rs.</p>					
<p><b>Total (A) in Rs. (inclusive of GST)</b></p> <p>Inclusive of following</p> <p>Server Hardware Details (with company name): - Processor, Processor Speed, No. of vCPUs, Memory, RAM, Operating System Disk, Connection, Platform, Storage Space, GPU, Network</p> <p>Server Software Details (with company name): -</p> <p>Operating System, IP Address requirement, Firewall configuration details, User Interface details, Authentication details, Hypervisor</p>						
<b>Total AMC Charges for 3 years (B) in Rs. (inclusive of GST)</b>						

Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
	<p>Inclusive of following</p> <p>Annual Maintenance, Updating, Problem Solving, Modification, Replacement, Amendments related to Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Services for a period of Three (3) years. Full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks, data encryption, etc. as per Government guidelines.</p> <p><b>IMPORTANT NOTE: - Any kind of problem OR requirement of maintenance obstructing or hindering the complete functioning of Call Centre Software and Hardware Items/Services needs to be resolved by bidder within half working day of NPC</b></p>					
	<b>Total ( C ) = (A+B) (inclusive of GST)</b>					

NOTE: -

- BIDDER WILL BE REQUIRED TO SIGN A NON-DISCLOSURE AGREEMENT RELATED TO DATA SECRECY AND DATA CONFIDENTIALITY
- IN THE BID OPENING PRESENTATION, BIDDER WILL BE REQUIRED TO PROVIDE DETAILS OF DAILY DATA BACK UP PLAN
- CYBER SECURITY GUIDELINES AND DATA PROTECTION AT BIDDER COST INCLUDING RECURRING COST AND RUNNING COST

NOTE: -

- AFTER THE COMPLETION OF PROJECT (AFTER 3 YEARS), ALL THE ASSETS (HARDWARE AND SOFTWARE, DATA STORED, etc.) WILL BE THE PROPERTY OF NPC. BIDDER WILL HAVE NO CLAIM OVER IT THEREOF.

- NPC WILL ONLY PROVIDE CALLER AGENTS (MANPOWER), DESKTOPS, POWER SUPPLY (ELECTRICITY), SPACE & FURNITURE AND SIM CARDS TO BE USED BY CALLER AGENTS (MANPOWER).
- NPC DOES NOT HAVE ANY TYPE OF CRM SYSTEM/SOFTWARE OF ITS OWN.
- NPC DOES NOT HAVE ANY TYPE OF TOLL-FREE NUMBER. NPC WILL PROVIDE THE SIM CARDS TO BE USED BY CALLER AGENTS (MANPOWER).
- THERE IS NO EMD FEES OR TENDER FEES FOR ANY BIDDER.
- CALL CENTER SOFTWARE AS MENTIONED IN TENDER (Tender Reference Number: - IE/11016/7/24-25, Tender ID: 2025\_NPC\_790104\_1) SHOULD HAVE CRM INTEGRATION WITH CALL CENTER SOFTWARE ACCESSIBILITY FOR 3 CALLER AGENTS, 1 SUPERVISOR AND 1 NPC OFFICER.
- NPC WILL HAVE THE OWNERSHIP OF ALL EQUIPMENTS / SYSTEMS (ALL TYPES OF HARDWARE DEVICES, IT ITEMS, ELECTRONIC ITEMS, ELECTRICAL ITEMS, DATA, SOFTWARE, ETC.). BIDDER WILL HAVE NO CLAIM OVER THEM AFTER COMPLETION OF PROJECT AT ANY POINT OF TIME.
- BIDDER WILL BE REQUIRED TO PROVIDE FOUR (4) NUMBER-WIRED NOISE CANCELLATION HEADSETS OF HIGH QUALITY AND DURABILITY FOR A PERIOD OF THREE (3) YEARS AT THE BIDDER'S COST. ANY NON-FUNCTIONING OF ANY OF THE HEADSETS AT ANY POINT OF TIME, BIDDER WILL BE REQUIRED TO REPLACE THE SAME IMMEDIATELY AT THE BIDDER'S COST.
- REQUIRED LANGUAGES FROM TEXT TO SPEECH, SPEECH TO TEXT, AND IVR- BOTH HINDI AS WELL AS ENGLISH
- ANNUAL MAINTENANCE OF CALL CENTRE SOFTWARE AND HARDWARE ITEMS/SERVICES FOR FULL FUNCTIONING OF SUPPORT CENTRE CUM HELP DESK SYSTEMS/SERVICES FOR A PERIOD OF THREE (3) YEARS AND SERVER MANAGEMENT (WITH NO ROLE OF NPC EXCEPT PROVIDING SPACE) AS MENTIONED IN TENDER (TENDER REFERENCE NUMBER: - IE/11016/7/24-25, TENDER ID: 2025\_NPC\_790104\_1) NEED TO BE PROVIDED BY BIDDER.

- POST 03 YEARS, THE BIDDER WILL PROVIDE DATA RETENTION AND MANAGEMENT FOR 02 MORE YEARS INCLUDING CONTINUED DATA ACCESSIBILITY, SYSTEM AVAILABILITY FOR REPORT GENERATION, DATA ENCRYPTION AND SECURITY MAINTENANCE, DATA BACKUP MANAGEMENT, TECHNICAL SUPPORT FOR DATA STORAGE AND DATA RETRIEVAL FOR REPORT GENERATION AT BIDDER'S COST. THE PERFORMANCE BANK GUARANTEE WILL BE RELEASED AFTER SUCCESSFUL COMPLETION OF PROJECT AND SATISFACTORY SERVICES PROVIDED BY BIDDER FOR A PERIOD OF 5 YEARS (3 YEARS OF AMC + 2 YEARS OF DATA RETENTION PERIOD)
- Cost needs to be incorporated in Total (A) in Rs.

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

*ESTIMATED VALUE OF CALL CENTRE SOFTWARE AND HARDWARE ITEMS/SERVICES FOR THE FULL FUNCTIONING OF THE SUPPORT CENTRE CUM HELP DESK SYSTEMS/SERVICES i.e. Grand Total (A) is Rs. 500000/- (Rs. Five Lakhs including ALL LIKE TAXES, GST, MANPOWER COST, MAINTENANCE COST, EXPENSES, SERVICES COST, HARDWARE COST, INSTALLATION AND COMMISSIONING COST TILL FULL FUNCTIONING, OTHERS, etc.)*

Signature & Company Seal:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

**Name & contact details of the person with whom all the communication shall be done** \_\_\_\_\_

## **TECHNICAL CRITERIA AND EVALUATION SCORE**

<b>Maximum Marks for submission of Technical Documents: - 100</b>					
<b>Sr. No.</b>	<b>Details/Documents to be provided</b>	<b>Particulars</b>	<b>Maximum Marks</b>	<b>Marks Obtained by Bidder</b>	<b>Remarks</b>
1	Technical Competence and Expertise (As per Form 2B)		25		
2	Compliance With Technical Requirements (As per Form 2C)		25		
3	Compliance With Technical Requirements (As per Form 3)		20		
4	No. of similar kinds of Projects done by Bidder in the last 5 years (minimum 3 relevant projects)	It should include Names of Projects. Names of Organizations, Project Values.	30		

Maximum Marks for submission of Technical Documents: - 100					
Sr. No.	Details/Documents to be provided	Particulars	Maximum Marks	Marks Obtained by Bidder	Remarks
		Bidders must show the Work Orders and Work Completion Certificates			



<b>Maximum Marks for Technical Presentation: - 100</b>			
<b>Sr. No.</b>	<b>Particulars of Presentation</b>	<b>Maximum Marks</b>	<b>Marks Obtained</b>
1	All the Bidders will be required to give 30 minutes presentation so as to provide live demonstrations (Proof of Concept) of the features of their products and services, methodology of work, etc. as per requirements mentioned in Tender Reference Number: - IE/11016/7/24-25 for presenting their capabilities and technical requirements outlined in the above-mentioned tender	100	

To be Technically Qualified, a bidder must score 60% of Maximum Technical Marks (200) i.e 120 Marks. Financial Bids of only Technically Qualified Bidders will be opened.

## **EVALUATION OF BID (B)**

Quality & Cost Based Selection (QCBS) methodology as mentioned below shall be adopted:

An Evaluated Bid Score (B) will be calculated for each bid, which meets the minimum Qualifying marks of 60 (sixty) percentage Technical Evaluation including presentationscore, using the following formula in order to have a comprehensive assessment of the Bid price and the Quality of each bid:

$$B = (C_{\text{low}}/C) \times 100 \times X + (T/T_{\text{high}}) \times 100 \times Y$$

**Where: -**

C = Evaluated Bid Price of the Bidder

C<sub>low</sub> = The lowest of the evaluated bid prices among the responsive bids

T = The total marks obtained by the bidder against “Quality” criteria

T<sub>high</sub> = The highest mark scored against “Quality” criteria among all responsive bids

X = 0.3 (The weightage for ‘Quoted price’ is 30 %)

Y = 0.7 (The weightage for ‘Quality’ (Technical Score) is 70 %)

Note:

- The Evaluated Bid Score (B) shall be considered up to two decimal places.
  - The contract shall be awarded to the bidder with the highest Evaluated Bid Score (B).
  - In the event of two or more bids having the same highest Evaluated Bid Score (B), the bid scoring the highest marks against ‘Quality’ (Technical) criteria will be recommended for award of contract.
1. Other clause(s) / terms & conditions / requirements of the tender document will also stand modified mutatis mutandis.
  2. NPC reserves the right to increase or decrease the 15 minutes time of presentation for any bidder due to lack of supporting documents, experience, etc. or more time required for Question and Answers.