

**Intelligent Communication Systems India Ltd. (ICSIL)**  
(Joint Venture of TCIL – A Govt. of India Enterprise & DSIDC – An Undertaking of Delhi Govt.)  
Administrative Building, 1<sup>st</sup> Floor, Above Post Office, Okhla Indl. Estate, Ph.-III, New Delhi -110020 e-mail:  
[info@icsil.in](mailto:info@icsil.in) [www.icsil.in](http://www.icsil.in)

**TENDER NO: ICSIL/03/615/CRM/2013**

**Dated:14-11-2013**

**NOTICE INVITING TENDER**

Sealed Quotations in two bid systems are invited from eligible and competent firms having experience and expertise in providing similar services like providing Hybrid Integrated Systems for Control Room Monitoring, CRM Development, integration of SMS, email and other communication system etc. Detailed Tender Document containing eligibility criteria and other conditions can be downloaded from ICSIL's website <http://www.icsil.in>. Last date for receipt of tender in ICSIL is 22<sup>nd</sup> Nov.2013 by 14.30 PM.

Managing Director  
Intelligent Communication Systems India Ltd. (ICSIL)

**TENDER DOCUMENT**

As the Client is extending their citizen service through various delivery channels, Client wishes to provide services to client area citizen through a call center. This call center should be purely on outsourced model to be setup at Client's premises. The vendor should setup all required infrastructure as required for operation of an outsourced model of call center. This call center will be operated from Client's premises.

2. Document containing eligibility criteria and other conditions are given here under. Last date for receipt of tender in ICSIL is 22<sup>nd</sup> Nov. 2013 by 2:30 PM.

3. **Tender time lines are as under:**

Sl. No	Description of activities	Tender Time-lines
1	Last date for submission of Sealed Quotations	22/11/2013 by 14.30 PM
2	Date and Time of opening of Technical Bid	22/11/2013 at 15.30 PM
3	Date and Time of opening of Commercial Bid	Will inform later on

4. **Eligibility Criteria:**

- i) The company should be of Indian origin and registered under Companies Registration Act 1956 for the last ten years. Attach documentary proof
- ii) Average turnover of the company / bidder for the last three year i.e. 2010-11, 2011-12 and 2012-13 should be minimum Rs.100 Lakhs..Attach documentary documents
- iii) The agency should have technical support office in Delhi/NCR
- iv) The company should have valid PAN number in the name of the firm. Attach Proof.
- v) The bidder should have Valid VAT Registration Attach Copy of Registration
- vi) The bidder should have registration for Service Tax. Attach Copy of the same.
- vii) A self certificate that the bidder has not been black listed by any institution of the Central/State government or any other Government Organization in the past three years is to be submitted.
- viii) The bidder shall have experience of implementing/executing at least two project/order of over Rs. Ten lakhs of CRM/Call Centers during the last three years on the date of bid submission
- ix) The bidder shall have a minimum experience of 5 (Five) years in operations for call centre/ customer care/ helpdesk/ for any Government / Public / Corporate sector organization(s). The bidder shall enclose suitable proof for the same along with the performance report obtained from the respective organization(s);
- x) The bidder should submit a compliance sheet in a tabular form with respect to the eligibility criteria as given at Annexure-III.

5. **Submission Of Bids/Tender Documents:**

- 5.1 The sealed tenders should be submitted on or before the last date and time as given in the Tender with superscription.

**“TENDER NO: ICSIL/03/615/CRM/2013 Dated: \_\_\_\_\_” and submitted to:**  
**Managing Director**  
**INTELLIGENT COMMUNICATION SYSTEMS INDIA LIMITED**  
**ADMINISTRATIVE Building, 1ST FLOOR, ABOVE POST OFFICE, OKHLA**  
**INDUSTRIAL AREA, PHASE-III, NEW DELHI-110 020.**

**Cover :1 Tender Fee and EMD**

This closed envelope should be superscribed “Tender Fee & EMD “in reference of Tender No \_\_\_\_\_ dated \_\_\_\_\_ with bidder name below.

**Cover-2: Technical Bid:**

Documents as required in the Tender shall be submitted in this envelope. The envelope should be sealed and superscribed “Technical Bid” in reference of Tender No \_\_\_\_\_ dated \_\_\_\_\_. **Financial Bid should not be** submitted in the envelope containing Technical Bid, failing which the bid will be rejected.

**Cover-3: Financial Bid:**

The envelope shall be sealed and superscribed “Financial Bid” submitted by firm. The financial bids of technically qualified bidders only shall be opened.”

**Cover 4:- Top Cover**

The above three envelopes shall be placed in one outer cover superscribed “ICSIL Tender: **ICSIL/03/615/CRM/2013 Dated: \_\_\_\_\_**”.

- 5.2 **Tender Processing Fee:** The bidders should submit a non-refundable Tender Processing Fee of Rs. 1000/- (Rupees One thousand only) in the form of Demand Draft Payable to Intelligent Communication Systems India Ltd , payable at New Delhi.
- 5.3 **EMD:** Earnest Money Deposit (EMD) of amount of Rs. 50,000/- must be submitted, by Demand Draft / Pay Order of any Commercial Bank drawn in favor of "Intelligent Communication Systems India Ltd", payable at New Delhi.
- 5.4 The tender Processing Fee & EMD should be submitted along with Technical Bid in separate cover super scribed as “EMD & Tender Processing Fee”. **Tender** without Tender Processing Fee and EMD shall be rejected.
- 5.5 Bidders registered with SSI or NSIC and having proof of exemption **for such work or items only** are exempted from submission of Tender Fee and EMD Fee provided they submit valid documentary proof for the same in their name.
- 5.6 Financial Bid of only those bidders who are found qualified in technical bid will be opened for evaluation.
- 5.7 No interest shall be payable to the bidders on EMD and Performance Security.
- 5.8 ICSIL reserves the right to cancel this tender or modify the requirement without assigning any reasons. ICSIL will not be under obligation to give clarifications for doing the aforementioned.
- 5.9 ICSIL also reserves the right to modify/relax any of the terms & conditions of the tender.

**6. Performance Bank Guarantee:**

Within 10 days of the notification of award from the ICSIL, the successful bidder shall submit a unconditional & irrevocable Performance Bank Guarantee of the amount equivalent to 10 % of the Total Order Value either in the form of Demand Draft in favor of Intelligent Communication Systems India Ltd.payable at New Delhi or in the form of Bank Guarantee valid beyond 45 days of the expiry of the contract period. The Format of Performance Bank Guarantee is at Annexure “ Failure of the successful Tenderer to comply with this requirement shall constitute sufficient ground for the termination of the award, in which event, the ICSIL may made the award to the next lowest evaluated Tenderer or call for new bids.

**7. Payment Terms**

- i. 80% of goods cost will be released on back to back basis after complete delivery and successful installation and acceptance of the same by the client department. Delivery Challan must be signed and stamped by the Client Department.
- ii. 20% of balance amount shall be released on back to back basis after completion and submission of certificate from the Client Department.
- iii. No advance payment shall be made

**8. Penalties:**

A. For delays in delivery of completion of the work:

In case of delay beyond the given schedule a penalty @ Rs.500/- per day ..

B. For Delay in starting the work:

The work should be started within 10 (Ten) working days of the receipt of the work order. Delay in starting the work beyond schedule will carry a penalty of Rs.500/- per day for delay up to 30 days and beyond 30 days of delay, the work order will be cancelled and performance guarantee will be forfeited.

**9. Validity Of Tender:**

The Tender is valid for a period of six months (i.e. 180 days) from the date of publication of the tender. The validity time may be extended by ICSIL.

**10 Validity of Rates:**

- i) The rates shall be valid for a period of six months from the date of offer .
- ii) ICSIL reserves the right to cancel/ terminate the tender at any stage in whole or in parts without assigning any reason.

**11. Commercial bid:**

- i) Bidders should quote prices as per commercial bid format given at Annexure-II
- ii) Rates should be exclusive of all taxes, duties and levies and should be quoted separately.

**12. Forfeiture of EMD:**

EMD can be Forfeited under the following circumstances:

- i. If the bidder withdraws its bid after last date of submission of bid,
- ii. Fails to execute the work order within given time.
- iii. Fails to submit requisite Performance Guarantee with in prescribed period.

**13. Forfeiture of Performance Guarantee:**

Performance Guarantee can be Forfeited under the following circumstances: :

- i. Fails to start the work as per given timelines.
- ii. If at any stage it is found that bidder has submitted fake or manipulated papers, in support of his bid.
- iii. Fails to provide satisfactorily technical support during the support period.

14. **Other Conditions:**

- 14.1 Rates should be quoted as per the format of commercial bid. ii) Rates should not be quoted in the Technical Bid.
- 14.2 Payment shall be made on back to back basis.
- 14.3 If any bid is found non-complying with above criteria, including the Terms & Conditions of the Tender etc., that bid shall be summarily rejected.
- 14.4 Bidder shall be responsible for providing complete infrastructure to execute the work
- 14.5 The MD, Intelligent Communications Systems India Ltd., reserves the right to reject any of the bid or all the bids, without assigning any reasons
- 14.6 Deviations to Tender conditions will not be accepted.
- 14.7 ICSIL reserves the right to seek fresh set of documents or seek clarifications on the already / submitted documents. All documents should be submitted in hardcopy.

15. **Delivery & Implementation period**

Material will be delivered at the earliest to implement the project within 15 working days on receipts of the Purchase Order and or signing the agreement

## ANNEXURE – I SCOPE OF WORK

In order to address the public grievances of the public the New Delhi Municipal Corporation want to implement Hybrid Integrated system for control room and Client intends to hire the services of a competent service provider. The broad scope of work will be as under and may include some additional work if required after further discussion and in pursuance of the guidelines of Client. Time lines for the project delivery are very short i.e. 60 Days and strictly adhered to.

1. Hybrid Integration of systems for Control room management.
2. Handling of public grievances through call, email etc and integration of same in CRM.
3. Tagging of each grievance in CRM with the prioritization as per the severity.
4. Acknowledgement and respective response through web, SMS and outbound call.
5. The systems should be robust enough to run 24\*7 and will be operational on all days except National Holidays.
6. Internal Security Mechanisms to be incorporated to protect CLIENT DEPARTMENT Data Security exchange of information & software, e mail and media in transit.
7. Technical support for first six months after start functioning of the call centre without any additional charges The period of Technical support may be increased further, if required, on mutual consent.
8. Agency will install and brought into running condition the Call Centre at client's place.
9. Any changes and modifications to be incorporated during the operations should be rectified without any additional cost during the agreed period.
10. Training for the following will be imparted to the selected candidates before the Process goes Live:
  - Induction Training
  - Process Training
  - Technical Training
  - CRM Training
  - Soft Skills Training

Training will be followed by the Certification of agents

After which the Process will go Live

**Bill of Material**

<b><u>S.No</u></b>	<b><u>Specification required</u></b>	<b><u>Qty</u></b>	<b><u>Specification &amp; Make / Model with complete details offered by the bidder</u></b>
<b>1</b>	<p><b><u>Data Mining</u></b></p> <p>Handling and managing databases            Database creation with conformance to optimal flexible architecture            Creation of database objects with constraints            Creation &amp; maintenance of users with appropriate access restrictions            Maintenance of database logs and redo log files            Formulating data backup and recovery procedures            Database tuning for speed, optimization and memory management            Creation of scripts for automated job processing</p>	<b>1</b>	
<b>2</b>	<p><b><u>Networking</u></b></p> <p>Networking of six data points with network switch</p>	<b>6</b>	
<b>3</b>	<p><b><u>Headsets</u></b></p> <p>Make Internet calls or listen to music, podcasts, DVDs, and more from your PC            Use with Skype®, Windows Live®, or Yahoo! Messenger® services            40 mm speakers for rich, resonant stereo and maximum bass response            Includes single 3.5 mm adaptor for smart phone and tablet use.</p>	<b>5</b>	
<b>4</b>	<p><b><u>Software (CRM)</u></b></p> <p>1. CRM should offer the most comprehensive Customer(Citizen) Relationship Management (CRM) solution to streamline the citizen grievance reporting to the respective officer and follow ups for the same. The CRM should be dynamic in nature. CRM to help organization for performance effectiveness,</p>	<b>1</b>	

	<p>accelerate grievance resolution processes, enable single point of reporting, lower operating cost and improve citizen satisfaction. CRM should be created, designed and optimized with the control room and other respective departments in mind. This services simplify the citizen identification, request and resolve process, allowing other departments to focus more of their valuable time and effort in efficiently reaching the best and most effective way. It should be leading provider of easy-to-use, on-demand applications for contact management, process management, and other respective categorical reports.</p> <p><b>Platform – (Windows Based)</b></p> <ul style="list-style-type: none"> <li>• Scripting Language – ASP.NET 3.5</li> <li>• Backend Database – SQL Server 2008</li> <li>• Language for Specific Module Development – C#, Instant IVR, C/C++</li> </ul>		
5	<ul style="list-style-type: none"> <li>• <b>Windows Server:</b> <ul style="list-style-type: none"> <li>▪ Single Quad-Core Intel® Xeon® Processor 3100 series at 3.0 GHz</li> <li>▪ RAM - 8GB</li> <li>▪ Hard Disk – 250 GB</li> <li>▪ Windows 2003 Server Web Edition</li> <li>▪ .NET framework 3.5</li> <li>▪ SQL Server 2008</li> </ul> </li> </ul>	1	
6	<p><b>Inbuilt IVR</b></p> <p>Web-based administration interface  IVR &amp; automatic call distribution  Call routing, queuing status &amp; auto-callback  Real-time agent status with live monitoring  Monitoring of call traffic/answered/abandoned calls</p>	1	



	Average handling times, occupancy, service history Proportional routing of incoming calls Agent login from any system Queue position, voice mail & call recording Easy login access with agent session reports Multi-line operational mode Advanced call reports with export to CSV format Extensive call search options for retrieving information Full-fledged activity reports Add, edit and set priority for each process Upload data in CSV/XLS Format		
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**ANNEXURE-III**

**Commercial Bid Format**

S.No.	Item Description	Qty	Unit Rate	Taxes			Total Amount per unit	Total Amount
				VAT	Service Tax	Any other tax		
1	<b><u>Data Mining</u></b>							
2	<b><u>Networking</u></b>							
3	<b><u>Headsets</u></b>							
4	<b><u>Software (CRM)</u></b>							

5	<b>Window Server</b>							
6	<b>Inbuilt IVR</b>							
7	<b>Installation and implementation of project i.e. Call Centre at Client's place as per the Bill of Material and details in the Tender, if any</b>							
	<b>Total Amount</b>							

**Note :-**

- 1. Work will be awarded to L 1 arrived on total cost as above.**
- 2. The details of description as given in Bill of Material**

**Date:-**

**Authorised Signature**

**ANNEXURE IV**  
**COMPLIANCE SHEET**

**Note:1.** All pages should be stamped and signed by the bidder, failing which it will not be considered.

<b>S.No</b>	<b>Eligibility Condition</b>	<b>Compliance to eligibility conditions (Yes/No)</b>	<b>Page No.</b>
<b>1</b>	The bidder should be a company Registered under companies Registration Act 1956 and should be in existence for the last ten years.		
<b>2.</b>	The agency should have technical support office in Delhi/NCR		
<b>3.</b>	Tender Document Fee for Rs1000/-		
<b>4.</b>	EMD for Rs50,000/-/- (Rupees Fifty thousand only)		
	The bidder should have Valid VAT Registration Attach Copy of Registration		
<b>5.</b>	The company should have valid Service Tax number Attach Copy of registration		
<b>6.</b>	The company should have valid PAN in the name of the firm. Attach copy		
<b>7.</b>	The bidder shall have experience of implementing/executing at least two project/order of over Rs. Ten lakhs of CRM/Call Centers during the last three years on the date of bid submission Attach documentary evidence		
<b>8.</b>	A self certificate that the bidder has not been black listed by any institution of the Central/State government or any other Government organization in the past three years, is to be submitted.		

9	The bidder shall have a minimum experience of 5 (Five) years in operations for call centre/ customer care/ helpdesk/ for any Government / Public / Corporate sector organization(s). The bidder shall enclose suitable proof for the same		
<b>10.</b>	Turnover of the bidder during:		
	2010-11		
	2011-12		
	2012-13		

ICSSIL

**BID SECURITY (EMD) FORM)**

Ref: ----- Dated: -----

Date: \_\_\_\_\_

Bank Guarantee: \_\_\_\_\_

Whereas \_\_\_\_\_ (hereinafter called 'the Tenderer') has submitted its bid dated \_\_\_\_\_ for (tender purpose) \_\_\_\_\_ for Intelligent Communication Systems India Limited (ICSIL), Administrative Building, 1<sup>st</sup> Floor, Above Post Office, Okhla Industrial Estate, Phase-III, New Delhi-110020 .

KNOW ALL MEN by these presents that WE \_\_\_\_\_ of \_\_\_\_\_ (hereinafter called "the Bank") are bound unto the \_\_\_\_\_ (Name of the client department) Intelligent Communication Systems India Limited (ICSIL), Administrative Building, 1<sup>st</sup> Floor, Above Post Office, Okhla Industrial Estate, Phase-III, New Delhi-110020 (herein after called "the Purchaser") to the sum of \_\_\_\_\_ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

THE CONDITIONS of this obligation are:

1. If the Tenderer, withdraws its Bid during the period of bid validity specified by the Tenderer on the Bid Form; or

If the Tenderer, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity,

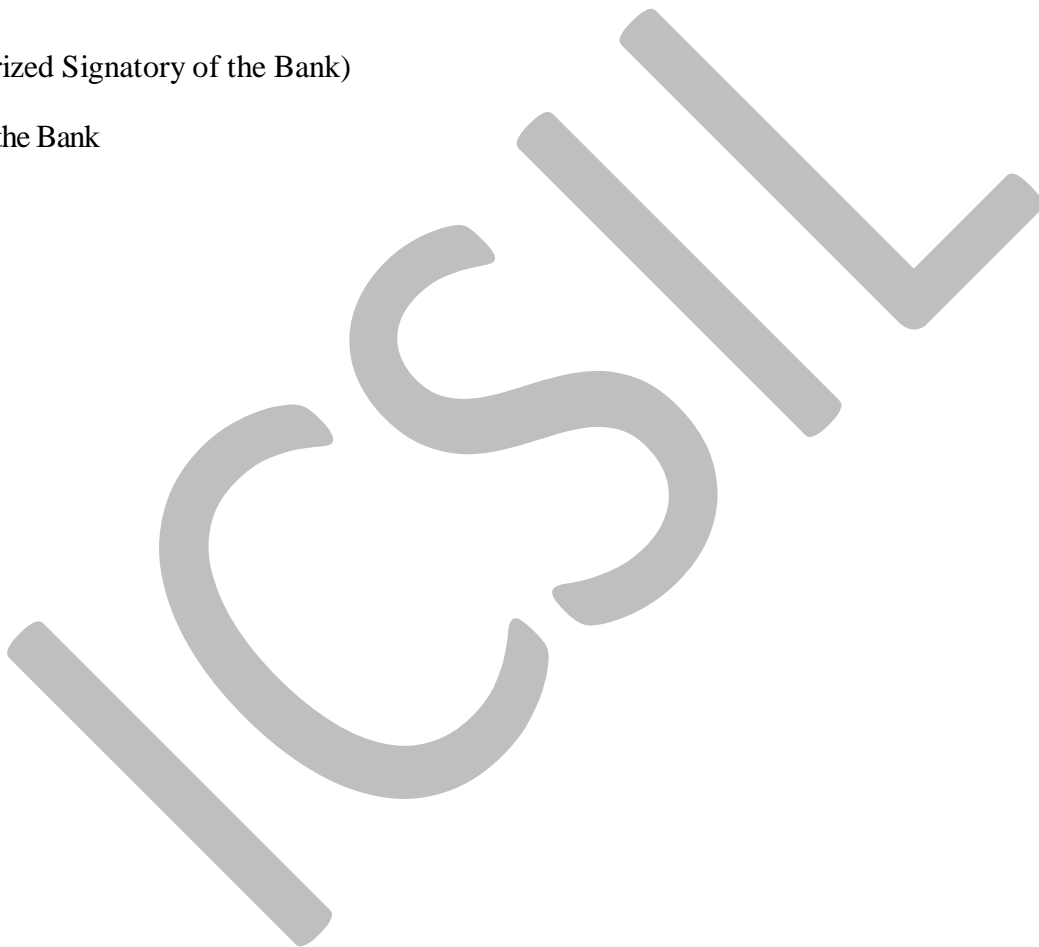
- (a) fails or refuses to execute the Contract Form, if required; or
- (b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Tenderers;
- (c) fails to execute the work within the prescribed time period

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)

Seal of the Bank



**Form of Bank Guarantee for Performance Security**

(To be stamped in accordance with Stamp Act, if any, of the country of issuing bank)

**Ref:** -----

**Dated:** -----

Date: \_\_\_\_\_

Bank Guarantee: \_\_\_\_\_

Dear Sir,

In consideration of M/s. \_\_\_\_\_ (hereinafter referred as the "Client", which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s. \_\_\_\_\_ (hereinafter referred to as the "Firm" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a contract by issue of client's Contract Agreement No. / Letter No. \_\_\_\_\_ dated \_\_\_\_\_ and the same having been unequivocally accepted by the Firm, resulting in a Contract valued at \_\_\_\_\_ for Contract (hereinafter called the \_\_\_\_\_ (scope of work) "Contract") and the Client having agreed to make an advance payment to the Firm for performance of the above Contract amounting to \_\_\_\_\_ (in words and figures) as an advance against Bank Guarantee to be furnished by the Firm.

We \_\_\_\_\_ (Name of the Bank) having its Head Office at \_\_\_\_\_ (hereinafter referred to as the Bank), which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators executors and assigns) do hereby guarantee and undertake to pay the client immediately on demand any or, all monies payable by the Firm to the extent of \_\_\_\_\_ as aforesaid at any time upto \_\_\_\_\_ without any demur, reservation, contest, recourse or test and/or without any reference to the firm. Any such demand made by the client on the Bank shall be conclusive and binding notwithstanding any difference between the Client and the Firm or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. we agree that the Guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Client discharges this guarantee.

The Client shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee, from time to time to vary the advance or to extend the time for performance of the contract by the Firm. The Client shall have the fullest liberty without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Client and to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Client and the Firm any other course or

remedy or security available to the Client. The bank shall not be relieved of its obligations under these presents by any exercise by the Client of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Client or any other indulgence shown by the Client or by any other matter or thing whatsoever which under law would but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Client at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Firm and notwithstanding any security or other guarantee that the Client may have in relation to the Firm's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is limited to \_\_\_\_\_ and it shall remain in force upto and including \_\_\_\_\_ and shall be extended from time to time for such period (not exceeding one year), as may \_\_\_\_\_ be desired by M/s. \_\_\_\_\_ on whose behalf this guarantee has been given.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_

WITNESS

(signature)

(signature)

(Name)

(Name)

\_\_\_\_\_

\_\_\_\_\_

(Official Address)

Designation (with Bank stamp)

Attorney as per Power of



Attorney No. \_\_\_\_\_

Dated \_\_\_\_\_

Strike out, whichever is not applicable.

*Note 1: The stamp papers of appropriate value shall be purchased in the name of bank who issues the "Bank Guarantee*

*Note 2: The bank guarantee shall be from a Nationalized Indian Bank.*

10551

**Performa for Refund of EMD On company Letter Head**

Dated:

The Managing Director  
Intelligent Communication Systems India Ltd.,  
Okhla Industrial Estate, Phase-III,  
Delhi-110020

Sub: Refund of EMD of Rs50,000/- (Rupees Fifty Thousand Only) against  
TENDERNNO:\_\_\_\_\_ Dated: \_\_\_\_\_.

Sir,

The tender proceedings have been done in our presence as per rules and regulations. Both technical and financial bids were scrutinized as per rules. We had participated in the bid and since we have not been the successful bidder, so we request you to kindly release the EMD. It is also undertaken that all the submission made by us/undertaking/affidavit given are true to the best of our knowledge. We do not have any grievances against the process nor we intent to go into litigation proceedings at a later stage.

We are waiting for your kind confirmation. In case you need any further clarifications or confirmation, we shall provide the same immediately.

Thanking you and assuring you of our best services and attention at all the times.

Yours faithfully

(Name of the Firm)  
(Authorized Signatory)

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