

No: IE/11016/7/24-25

Request for Proposal (RFP)

for providing

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

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 (4 nos.), 1 supervisor, 2-3 number of NPC officers
- The system must support approximately
 - 500 concurrent 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 SIP trunks and PRI lines.

2.2.2 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.

2.2.3 Sticky Agent Functionality

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

2.2.4 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.

2.2.5 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.

2.2.6 Supervisor Tools

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

2.2.7 Security & Privacy

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

2.2.8 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.

2.2.9 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.

2.2.10 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.
- Security control implementation for data protection.
- Backup and recovery systems for data integrity and availability.

2.5.2 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.

2.5.3 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.

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- 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.

2.5.5 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 200 to 300 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 Sales Management

- Lead management and qualification.
- Opportunity tracking and pipeline management.
- Sales forecasting and analytics.

- Customizable sales processes and workflows.
- Sales performance metrics and KPIs.
- Sales reporting and dashboards.

3.2.3 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.

3.2.4 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">• 4 User Licenses Blended• 4 SIP Licenses• Welcome Message (IVRS)• Manual Dialing• 15 Customizable CRM• Customizable Disposition• Client info pop-up• Call Conference• Call Back Scheduler• Live Monitoring• Sticky Call• Call Queue management• Lead Management• Role Management• ACD (Automatic Call Distribution)• MIS Reporting• 100% Conversation Recording• Barge-in Facility• Executives Login & Logout
2	Call Contact Software Solution Licenses for (Quantity 4)

Sr. No.	Particulars
	<ul style="list-style-type: none"> 1 Admin/ Supervisor Panel License
3	<p>SMS Integration Charges</p> <ul style="list-style-type: none"> Customer will make a call on pre-defined number. After complete the call system will release the SMS with complaint Number. After resolving the complaint by department, system will release the SMS as department executives will enter the input in the system
4	4 Port GSM Gateway and integration Charges
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.

Sr. No.	Particulars
10	<p>Complete Server Functioning (for 24 x7 for 3 years), Management, Maintenance, Installation (Hardware & Software), 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">• Scalability, High Processing Processor, Reliability, Safeguards from cyber-attacks, Administrative Access, Uptime Guarantee, Data Backup and Store• 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.

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.
- Minimum 3 years of experience in providing call centre software and hardware solutions.
- Minimum 3 years of experience in providing CRM solutions.

7.1.2 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.

7.2.2 Technical Competence:

- Detailed profile of technical competence and expertise.
- Case studies of similar projects executed in the last three years.

7.2.3 Financial Stability:

- Audited financial statements for the last three financial years.

7.2.4 Certifications:

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

7.2.5 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 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
- All Bids must be accompanied by 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. Those Bidders who have MSME Certificate are exempted from submission of Performance Bank Guarantee however; they have to submit the copy of MSME Certificate along with the Tender / RFP Document.
- 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. NPC may go for QCBS evaluation 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 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**

National Productivity Council

Utpadakta Bhawan

Lodhi Road, New Delhi 110003

Tel: 011-24607367, 24607377 Email: 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 WILL NOT BE SUBMITTED IN ANY OTHER FORM OR IN ANY POSTAL FORM AVAILABLE.**
- **BID NEEDS TO BE SUBMITTED BEFORE THE DUE DATE AND TIME IN PERSON AT NPC'S OFFICE**

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	24.02.2025(AT 3:30 PM)
Pre-Bid Meeting (if required)	-
Technical and Financial Bid Submission Deadline	10.03.2025 (AT 5:30 PM)
Technical Bid Opening	11.03.2025 (AT 11:30 AM)
Technical Evaluation & Technical Presentation (if required)	-
Financial Bid Opening	18.03.2025(AT 3:00 PM)

Interested vendors/agencies can download the tender document from the NPC's website (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.

Contact Details for Queries

**Director and Group Head (IE)
National Productivity Council
Utpadakta Bhawan
Lodhi Road, New Delhi 110003**

Tel: 011-24607367, 24607377 Email: npchieq@npcindia.gov.in

14 TIMELINE AND PAYMENT TERMS& CONDITIONS

The payment terms and conditions will be Milestone or Deliverable based as follows:-

Sr. No.	Deliverable / Milestone	Timeline	Payment % to selected Agency	Remarks
1	<p>Deliverable: Full functioning of Call Centre Software and Hardware Items/Services for complete working of Support Centre cum Help desk Systems/Services after testing of 50 calls.</p> <p>During testing of 50 calls, all the technical specifications as per this RFP including server setup, server management, data storage, data recording, data retrieval and data accessibility need to be functional and operational in all respects. (Including customization of CRM). This will also include checking of implementation of Indian Government Guidelines with respect to Data Security, Data Confidentiality, Data Encryption, Cyber Security and measures against Cyber</p>	<p>Selected Agency will be required to complete testing of 50 calls and all the technical specifications as per this RFP including server setup, server management, data storage, data recording, data retrieval and data accessibility within ONE WEEK from the date of award of contract.</p>	<p>1st Milestone Payment: - 50% of Total Amount (A+B) (Refer Annexure-II)</p>	

Sr. No.	Deliverable / Milestone	Timeline	Payment % to selected Agency	Remarks
	Attacks.			
2	<p>After testing of 50 calls, selected agency will be required to complete testing of more 250 calls and during testing of 250 calls, all the technical specifications as per this RFP including server setup, server management, data storage, data recording, data retrieval and data accessibility need to be functional and operational in all respects. (Including customization of CRM)</p> <p>This will also include checking of implementation of Indian Government Guidelines with respect to Data Security, Data Confidentiality, Data Encryption, Cyber Security and measures against Cyber Attacks.</p>	<p>Selected Agency will be required to complete testing of 250 calls and all the technical specifications as per this RFP including server setup, server management, data storage, data recording, data retrieval and data accessibility (Including of CRM) within THREE MONTHS from the date of 1st Milestone Payment</p>	<p>2nd Milestone Payment (After 3 months of 1st Milestone Payment) : -</p> <p>30% of Total Amount (A+B)</p> <p>(Refer Annexure-II)</p>	

Sr. No.	Deliverable / Milestone	Timeline	Payment % to selected Agency	Remarks
3		After two (1 st and 2 nd Milestone Payment), selected agency will be required to provide satisfactory services for next 3 Months (after 2 nd Milestone Payment)	3 rd Milestone Payment (After 3 months of 2 nd Milestone Payment) : - <i>This payment will be based on satisfactory performances of Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Servicesfor next 3 Months (after 2nd Milestone Payment)</i> <hr/> 20% of Total Amount (A+B) (Refer Annexure-II)	

14.1 Payment Terms and Conditions for maintenance and support services

The payment terms will include:

1. Milestone-Based Payments:

- 40% upon completion of the first year of maintenance and support services.
- 30% upon completion of the second year of maintenance and support services.
- 30% upon completion of the third year of maintenance and support services.

Sr. No.	Particulars	Payment
1	<p><i>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</i></p> <hr/> <p style="text-align: center;"><u>AND</u></p> <p>Server Management (with no role of NPC except providing space)</p> <p>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><i>One Qualified Technical Person needs to be deployed by selected agency for a period of 3 years on 24 x 7 bases for solving any problem related to server on urgent basis within two hours of call.</i></p>	<p>Upon completion of the first year of maintenance and support services 40% of Total (C) will be paid to selected agency</p> <p>Upon completion of the second year of maintenance and support services 30% of Total (C) will be paid to selected agency</p> <p>Upon completion of the third year of maintenance and support services 30% of Total (C) will be paid to selected agency</p> <p style="text-align: center;">(Refer Annexure-II)</p>

**BIDDERS ARE REQUESTED TO TAKE THE PRINT
OF THIS RFP FOR SUBMISSION OF TECHNICAL
PROPOSAL FROM *PAGES36 TO 52***

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 black	

Sl. No.	Particulars	Details
	listed 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) <u>(Only Attach copies of Work Orders and copies of Work Completion Certificates only)</u>	
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		

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

Sr. No.	Details/Features of Systems/Services which selected agency will provide	Write YES or NO Only	Remarks (if any?)
18	Server- Response time under 2 seconds for standard operations.		
19	Real-time data synchronization when connected.		
20	Solution is in a ready-to-use mode.		
21	Training and documentation for users.		
22	Total Number of User agents and others: User agents (4 nos.), 1 supervisor, 2-3 number of NPC officers		
23	500 concurrent 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.		
24	Computer Telephony Integration (CTI)		

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

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

Sr. No.	Details/Features of Systems/Services which selected agency will provide	Write YES or NO Only	Remarks (if any?)
	collection. Service history and interaction logs. Service performance metrics and KPIs.		
41	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.		
42	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		

Sr. No.	Details/Features of Systems/Services which selected agency will provide	Write YES or NO Only	Remarks (if any?)
	integrity and availability.		
43	<p>Network Management:</p> <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</p>		

Sr. No.	Details/Features of Systems/Services which selected agency will provide	Write YES or NO Only	Remarks (if any?)
	for data integrity and availability. Storage performance monitoring and 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 mic specifications/details	
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.

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)
1				
2				
3				

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 53 TO 61***

ANNEXURE -II

FINANCIAL PROPOSAL DOCUMENTS

TO BE SUBMITTED IN FINANCIAL

PROPOSAL SEALED ENVELOPE

FORM 6 COMMERCIAL 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.	<p>Smart Call Centre Software Solutions Licenses</p> <ul style="list-style-type: none"> • 4 User Licenses Blended • 4 SIP Licenses • Average Number of Inbound and Outbound calls: 200 to 300 and maximum of 500 calls per day • Total Number of Fields: around 10 to 15 number of fields • Welcome Message (IVRS) • Manual Dialing • 15 Customizable CRM • Customizable Disposition • Client Info Pop-up • Call Conference • Call Back Scheduler • Live Monitoring • Sticky Call • Call Queue Management • Lead Management • Role Management • ACD (Automatic Call Distribution) • MIS Reporting 		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"> • 100% Conversation Recording • Barge-in Facility • Executives Login & Logout <p>Call Centre Software Solution Licenses for 1 Admin's Supervisor Panel License</p> <ul style="list-style-type: none"> • 1 Admin's Supervisor Panel License (1 supervisor, 3 number of NPC officials) 		4			
3.	SMS Integration Charges		One Job			
4.	4 Port GSM Gateway and Integration Charges		One Job			
5.	<p>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</p>		1			

Sr. No.	Description	Unit Price in Rs.	Quantity in No.	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
	Supported with Installation Backup Hard Disk 2 TB					
6.	Headset Noise Cancellation USB		8			
	Total (A) in Rs.					

Signature & Company Seal:

Name: _____

Designation: _____

E-mail: _____

Mobile No.: _____

Particulars	Details/Specifications	Amount in Rs.	Applicable GST in Rs.	Total Amount including GST in Rs.
Server Hardware Details (with company name):- Processor, Processor Speed, No. of vCPUs, Memory, RAM, Operating System Disk, Connection, Platform, Storage Space, GPU, Network				
Server Software Details (with company name):- Operating System, IP Address requirement, Firewall configuration details, User Interface details, Authentication details, Hypervisor				
Total (B) in Rs.				

Signature & Company Seal:

Name: _____

Designation: _____

E-mail: _____

Mobile No.: _____

Particulars	Monthly Charges in Rs.	Applicable Monthly GST in Rs.	Monthly Amount including GST in Rs. A	Total Amount including GST in Rs. for a period of 3 years (36 months) B=A*36
<p><i>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</i></p> <hr/> <p style="text-align: center;"><u>AND</u></p> <p><i>Server Management (with no role of NPC except providing space)</i></p> <p>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><i>One Qualified Technical Person needs to be deployed by selected agency for a period of 3 years on 24 x 7 bases for solving any problem related to server on urgent basis within two hours of call.</i></p>				
Total (C) in Rs.				

- a) Upon completion of the first year of maintenance and support services 40% of Total (C) will be paid to selected agency
- b) Upon completion of the second year of maintenance and support services 30% of Total (C) will be paid to selected agency
- c) Upon completion of the third year of maintenance and support services 30% of Total (C) will be paid to selected agency

Signature & Company Seal:

Name: _____

Designation: _____

E-mail: _____

Mobile No.: _____

TOTAL COMMERCIAL VALUE

Sr. No.	Particulars	Value in Rs.
1	Total (A) in Rs.	
2	Total (B) in Rs.	
	Total (A+B) in Rs.	
3	Total (C) in Rs.	
	Grand Total (A+B+C) in Rs.	
	Grand Total (A+B+C) in words	

Terms and Conditions:

- The proposed solution will be delivered in a ready-to-use mode.
- The vendor will provide necessary training and documentation to NPC users.
- The vendor will ensure high availability, performance, and security of the solution.
- The vendor will provide maintenance and support services for 03 years.
- Post 03 years, the vendor will ensure data retention and management for 02 more years.

Name of the Vendor Agency:- _____

Signature _____

Stamp _____

Name & contact details of the person with whom all the communication shall be done _____