

SUDA-16011(17)/2/2021-IT SEC(SUDA)-SUDA/ 2395

Dated: 27/07/2021

NOTICE INVITING QUOTATION**for Manpower Support to run Call Centre at the office of SUDA**

Sealed Quotations in printed letter head are hereby invited by the Director (SUDA), ILGUS BHAVAN, HC Block, Sector-III, Salt Lake City, Kolkata-700 106 from the reputed and reliable agencies for services on **Manpower Support** to run "**Call Centre at the office of SUDA**" as per Govt. guidelines and regulations from time to time. The Manpower Support will be required for providing telephonic solution to urban citizen about the various Online Services under Ease of Doing Business (EODB).

Scope of Works : Details of various elements of the scope of work are as follows:

1. The Agency will have to provide manpower which will be operated **from 10 AM to 6 PM everyday excepting Sunday and other Government Holiday** to run the Call Centre for providing information related to ease of Business, receiving calls from the public, etc. Purpose of the Call Centre is to ensure a closer liaison, understanding and exchange of information between the Department and citizens & other stakeholders and to establish better feedback mechanism to facilitate better management of Business related matters in the state.
2. The "Agency" would have to provide **Two Number** of well trained and dedicated manpower (Graduate with Computer proficiency in MS- Word, Excel, Powerpoint and handling internet and online services) . It is worth to mention here that robust technical solutions required to be provided to Citizen of the State and other stakeholdes to the maximum extent to ensure effective smooth running the Call Centre. Agency has to provide required manpower for attending phone calls with the knowledge of different languages viz. Bengali, English and Hindi. If the situation demands, SUDA may increase /decrease manpower depending on the volume of calls/feedbacks received. If number of manpower is increased / decreased, payment of the Agency will be made after enhancing / deducting the amount @ unit rate of manpower to be quoted by the successful bidder, as the case may be.
3. The call centre installed at SUDA having all the latest features like call routing as per the skills, call recording for future and quality monitoring, call barging Automatic Call Distributor (ACD) with dynamic queuing. IVR with intelligent routing, integration with database, call back scheduling, rule based dialing etc. This system also has the capacity of handling multiple calls during peak time per day.

STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেকটর-৩, বিধাননগর, কলকাতা ৭০০ ১০৬, পশ্চিমবঙ্গ।

"ILGUS BHAVAN", H-C Block, Sector-III, Bidhannagar, Kolkata 700 106, West Bengal.

4. The Call Centre Operator's shall have excellent knowledge of various dialects of the respective Local Language as per scope and communication skills so that the Operator is able to communicate and understand the queries of the citizen easily. SUDA shall have the right to evaluate the efficiency of Call Centre Operators appointed by the Bidder at any stage and can reject them in case they are not found suitable. Under such circumstances, the Bidder shall replace the Manpower within one week.
5. SUDA will provide One toll free number 1800-345-8251 The ownership of these toll free numbers shall be lying with SUDA. SUDA may borne additional cost arrange for required number of terminals at its own cost. Computer Hardware and Software Support will be provided by SUDA
6. The project is required to be executed on a service based solution pertaining to citizen centric various Online Services towards supporting all the potential users. Data security will also be the responsibility of the selected bidder.
7. Incoming calls to the Helpline would be toll free.

Other Terms and Conditions

- a. The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of the Department. Failing which order awarded may be cancelled and legal action as deemed fit may be taken.
- b. The Bidder's rate should remain same & valid for a period **initially for 6 months** from the date of acceptance of the work order
- c. No terms and conditions other than as stipulated above will be entertained. Quotation without acceptance of the terms and conditions stipulated above are liable to be rejected.
- d. SUDA reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
- e. Payment would be made on **MONTHLY** basis only after satisfactory service.
- f. Financial Proposal with declaration should be submitted by the bidder in the standard format as mentioned
- g. The desired services need to be executed within **7 (Seven) days** from the date of work order without any fail.
- h. Rate may be increased and decreased after Six months based on satisfactory performance and decision of the competent authority
- i. After issuance of work order, service should be discontinued at any point of time based on the decision of the competent authority

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 "ILGUS BHAVAN", H-C Block, Sector-III, Bidhannagar, Kolkata 700 106, West Bengal.

Financial Proposal

| Sl. No. | Name of Work | Qualification Proposed for the Manpower | No. of Manpower (Numbers) | Rate for Deployment of manpower PER HEAD PER DAY (inclusive of all taxes, EPF, ESI, other statutory and applicable benefits if applicable [except GST] in Rs for each person | Overhead Cost (Not more than 10% on the Rate PER HEAD PER DAY (in Rs.) | Applicable GST in Rs. | Total Amount (in Rs.) PER DAY |
|---------|---|---|---------------------------|--|--|---------------------------|-------------------------------|
| a | b | C | D | e | $f=e*(\leq 10\%)$ | $g=(f+e)*\text{GST rate}$ | $h=(e+f+g)*D$ |
| | Manpower Support to run "Call Centre at the office of SUDA | Graduate with Computer proficiency in MS- Word, Excel, Power-point and handling internet and online services. Conversant with Bengali, Hindi & English Language | 02 | | | | |
| | | | 02 | TOTAL QUOTED RATE FOR TWO MANPOWER PER DAY INCLUSIVE OF ALL TAXES, GST, OVERHEADS & EPF, ESI, OTHER STATUTORY AND APPLICABLE BENEFITS, if applicable (IN Rs) : | | | |

We further confirm and abide that:

1. We shall adhere by the applicable **Minimum Wages Act, West Bengal issued from Labour Department, Government of West Bengal**
2. The **PER DAY** rate for each Manpower as quoted in "Column e" above shall be the amount that we will pay to the concerned personnel and it is inclusive of EPF, ESI, Gratuity and all taxes except GST, if applicable.
3. We shall ensure payment to personnel on timely and regular basis and also ensure that they are covered under EPF, ESI and other statutory and applicable benefits, if applicable, as per guidelines of the Labour Department, Govt. of West Bengal
4. If we are found guilty of flouting any applicable rules, regulation, statutes etc and if found not paying the personnel the amount as confirmed in the Financial Proposal above, our engagement (through Work Order or Agreement) can be terminated and we shall be liable to pay any penalty as may arise, either to the Manpower or State Urban Development Agency (SUDA)

FOR AND ON BEHALF OF _____

SIGNATURE _____
 NAME _____

The sealed Quotation should reach this Office **within 3.00 p.m. on 05.08.2021** and will be opened on the same date at **4.00 p.m.** in presence of the intending Quotationers. Amount should be quoted both in figure and words for the above-mentioned work. **Quoted Amount** should be inclusive of all **Taxes , GST , Overheads & EPF, ESI, Other statutory and applicable benefits** if applicable . Any other charges, if any, should be specifically mentioned along with the Quotation. Payment will be made on monthly basis, only after satisfactory execution of the work. Services may be extended with same terms and conditions subject to satisfactory performance. The undersigned reserves the right to accept or reject any quotation without assigning any reason thereof. The above mentioned services needs to be executed within 7 (Seven) days from the date of work order without any fail.

Yours faithfully,



Director" ২৭/৭/২০২১

Copy forwarded for information and wide circulation to :

- 1) Chief Engineer. MED
- 2) Financial Adviser, SUDA
- 3) Director, ILGUS
- 4) Director of Local Bodies
- 5) P.S. to the Hon'ble Minister of State(IC), UD& MA Department
- 6) P.S. to the Principal Secretary, UDMA Department



Director" ২৭/৭/২০২১