



FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA

Inspiring Trust, Assuring Safe & Nutritious Food

REQUEST FOR PROPOSAL
FOR
CONTACT CENTER SERVICE PROVIDER
FOR
FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA

DISCLAIMER

This RFP is not an offer by the Food Safety and Standards Authority of India, Delhi but is an invitation to receive offer from agency / bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Food Safety and Standards Authority of India with the successful agency / bidder.

TENDER REFERENCE

Tender Date	10.08.2021
Tender Reference Number	File No. RCD-11005/1/2021-Regulatory/FSSAI
Title	Contact Center Service Provider for FSSAI
Issuing Authority	Food Safety and Standards Authority of India
Contact Person Details	Joint Director (RCD), Regulatory Compliance Division, Food Safety and Standards Authority of India, 2 nd Floor, MMU Building, Mata Sundari Lane, Aiwan-E-Ghalib Marg, New Delhi-110002. Email: anilmehta@fssai.gov.in
Address of website where tender and all associated information would be published	www.fssai.gov.in www.eprocure.gov.in
Brief Description of Tender	To provide contact center infrastructure and operationalizing the same

BID PROCESS SCHEDULE

Sr. No.	Event	Date & Time (Tentative)	Venue
1.	Pre-Bid Meeting	17.08.2021 03:00 PM	Food Safety and Standards Authority of India, 2 nd Floor, MMU Building, Mata Sundari Lane, Aiwan-E-Ghalib Marg, New Delhi-110002.
2.	Issue of pre-bid meeting clarifications and corrigendum regarding tender documents	25.08.2021	Food Safety and Standards Authority of India, 2 nd Floor, MMU Building, Mata Sundari Lane, Aiwan-E-Ghalib Marg, New Delhi-110002.
3.	Deadline for submission of bid documents	08.09.2021 03:00 PM	Online through e-procurement
4.	Opening of Technical Bids	15.09.2021 03:00 PM	Online
5.	Technical presentations by bidders	To be intimated later	Food Safety and Standards Authority of India, 2 nd Floor, MMU Building, Mata Sundari Lane, Aiwan-E-Ghalib Marg, New Delhi-110002.
6.	Opening of Financial Bids of technically qualified bidders	To be intimated later	Online

DOCUMENT STRUCTURE

This document is divided into five parts as described below -

Part I: Bid Overview

Part II: Instructions to Bidders

Part III: Contractual Clauses

Part IV: Detailed Scope of Work

Part V: Formats for Submission of Proposal

PART I: BID OVERVIEW

1.1 About FSSAI

The Food Safety and Standards Authority of India (FSSAI) has been established under the Food Safety and Standards Act, 2006 which consolidates various acts & orders that have hitherto handled food related issues in various Ministries and Departments. FSSAI has been created for laying down science-based standards for articles of food and to regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption.

FSSAI has been mandated by the FSS Act, 2006 for performing the following functions:

- Framing of Regulations to lay down the Standards and guidelines in relation to articles of food and specifying appropriate system of enforcing various standards thus notified.
- Laying down mechanisms and guidelines for accreditation of certification bodies engaged in certification of food safety management system for food businesses.
- Laying down procedure and guidelines for accreditation of laboratories and notification of the accredited laboratories.
- To provide scientific advice and technical support to Central Government and State Governments in the matters of framing the policy and rules in areas which have a direct or indirect bearing of food safety and nutrition.
- Collect and collate data regarding food consumption, incidence and prevalence of biological risk, contaminants in food, residues of various contaminants in food products, identification of emerging risks and introduction of rapid alert system.
- Creating an information network across the country so that the public, consumers, Panchayats etc receive rapid, reliable and objective information about food safety and issues of concern.
- Provide training programmes for persons who are involved or intend to get involved in food businesses.
- Contribute to the development of international technical standards for food, sanitary and phyto-sanitary standards.
- Promote general awareness about food safety and food standards.

1.2 Project Objectives and Scope

The purpose of this project is to operate Contact Center activities of FSSAI through outsourcing. The bidder is to provide all infrastructures which shall include office space to seat the service agents, hardware infrastructure, communication links and software infrastructure. Detailed scope of work is defined in Part IV of the tender document.

The services are to be provided in English and Hindi. The service agents are to provide support services on:

- a) Current software application like Food Safety Compliance System (FoSCoS), Food Import Clearance System (FICS), FSSAI initiatives websites etc.
- b) Register grievances on food safety related issues submitted by consumers through calls, SMS, emails and social media platforms.
- c) Address the various queries related to the Food Safety and Standards Regulations, Food Product Approval, Food testing laboratories and other related queries.
- d) Co-ordinate with internal and external stakeholder for closure on issues raised. This Contact Center will operate as first point of contact of FSSAI.
- e) Record all issues raised by various stakeholders and forward the same to corresponding division and track to closure.

Service agents may be trained in one or more services keeping in view how the service is to be provided. The bidder shall plan accordingly keeping in view the number of service request in each category. This may be required to change depending on number of queries in each category.

1.3 Roles and Responsibilities

1.3.1 Bidder Responsibilities

1. Nominate a senior person in the capacity of a Project Manager, who will serve as the single point of contact for the FSSAI and shall attend all meetings related to the project.
2. Plan and execute the project through a suitably qualified technical team. As part of this requirement, submit an operations plan and keep it updated at all times.
3. Finalize the detailed requirements and suggest any improvements to the processes that would be necessary to bring in effective support service.

4. Design, Develop, Baseline and Release the Contact Center for operations including all software consistent with applicable guidelines.
5. Assess all applications that are available with FSSAI for which support services are to be provided.
6. **Establish Contact Center in Delhi or in NCR.**
7. Estimate connectivity, server, software licenses, etc. (i.e. provide the Bill of Material of IT Infrastructure required) requirement for Contact Center. Upon approval from FSSAI, deployment of the same and make the Contact Center operational.
8. Develop Comprehensive Technical Documents and User Manuals (for both internal and external users).
9. Provide adequate number of trained service agents to man the Contact Center.
10. Impart training to all concerned. This will include Contact Center agents, supervisor and FSSAI users.
11. Operate the Contact Center for a period of one year extendable to further two years, on year to year basis on same rates, terms and conditions, subject to satisfactory performance of the agency.
12. Develop Administration Manual along with Backup and Restoration procedures.
13. During the Contact Center operations period, the maintenance IT infrastructure software and hardware shall be covered under the scope of the project in conformity with the agreed performance criteria.
14. The selected bidder agrees to make good any defects and shortcomings in the IT Infrastructure.
15. In event of an agent going on leave or leaving the organization there shall not be any disruption in service. In such case the bidder shall provide alternate resource in such cases. In no scenario the number of agents shall be less than the agreed number.
16. Periodically review the calls and emails received and analyze on the number of agents required and suggest FSSAI on additional agents required to maintain the service levels.
17. Provide additional agents as and when requested by FSSAI.
18. Facilitate audit and assessments, as and when required.
19. Submit periodic reports and support reviews as may be agreed and necessary.
20. At the end of the contract period, assist in smooth transition of the operations to the FSSAI or a designated agency(s).

1.3.2 FSSAI Responsibilities

1. Nomination of a nodal officer for this project.
2. Carry out tasks which fall under the FSSAI responsibility, within time limits as agreed.
3. Provide the required timely access to personnel, data, clarifications, decisions and to resolve any issues as may be necessary for the bidder to carry out their obligations under this contract (including the work plan).
4. Report technical issues to the bidder's personnel for resolution.
5. Provide all necessary data and facilitate data migration / digitization.
6. Raise formal requests for changes and conform to the agreed process in approving and implementing these changes.
7. Provide Toll-free connectivity (MTNL link) to the Contact center, if needed.
8. Facilitate regular reviews.

PART II: INSTRUCTIONS TO BIDDERS

2.1 Eligibility Criteria

Bidder should be a company incorporated under the Companies Act, 1956, with track record of profitability and an annual turnover of not less than Rs. 2 Crore from Contact Center services, during each of the preceding three financial years ending 31.03.2021. It is clarified that, revenues arising from commission / sale of IT and related equipment and software product licenses including installation, commissioning, training and maintenance support services thereon, shall not qualify for the purposes of revenue computation; the bidder should provide a letter from their statutory auditors in support of their revenues in relation to the type of services provided by them;

AND

Should have successfully implemented at least three Contact Centers for any Agency in India (preferably of similar nature as required under this bid), evidenced with necessary documentation.

Bids by consortiums shall not be permitted.

Disqualifications

The bidder could be disqualified at any time during the bid process at its sole discretion of the Client, for the following reasons:

- a. Submitted the bid documents after the response deadline;
- b. Made misleading or false representations or suppressed relevant information in the bid proposal (including documents, forms, statements, attachments, presentations, etc.) submitted as proof of the eligibility requirements or as part of their proposal;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d. Submitted a proposal that is not accompanied by required fee / deposit money as necessary;
- e. Failed to provide clarifications, non-responsive and/or substantive responses, when sought;
- f. Submitted more than one bid either individually or as a consortia member;
- g. Declared ineligible or blacklisted by the Government of India ("GoI"), State Government or any other Government owned agency including quasi-Government sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in an engagement.

2.2 Bid Processing

2.2.1 Submission of offers

- The bidder shall go through the tender document and shall comply with each clause of all the sections of the tender document.
- Prospective Tenderers are advised to go through the “Help for Contractors” & “Bidders Manual Kit” at <http://etenders.gov.in/eprocure/app> and get themselves acquainted for e-tendering participation requirements. They should get their computer system configured according to the recommended settings as specified in the portal at “System Settings for CPPP”.

2.2.2 Registration

- Bidders willing to participate are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. They should also obtain Class III Digital Signature Certificate (DSC) in parallel (as per Indian IT Act, 2000, from the licensed Certifying Authorities (CA), operating under the Root Certifying Authority of India (RCAI) / Controller of Certifying Authorities (CCA) of India - Please see www.cca.gov.in), which is essentially required for submission of their application. This process normally takes 03 days” time.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC”s to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2.2.3 Searching for Tender Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal

to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

2.2.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

2.2.5 Submission of Bids

- a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) **Bid Security Declaration**: Bidders will sign “Bid Security Declaration” accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for 01 year.
- d) The tenderer shall upload the digitally signed Schedule of price bid in the form of BOQ.xls. Bidders may please note the schedule of quantities is attached in the portal. The same (BOQ) shall be downloaded and be filled in the editable (un protected) cells only and they should necessarily submit their financial bids in the format provided after entering the financial quotes, name of the bidder etc.

- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the green colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f) The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers / bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids (i.e after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

2.2.6 Assistance to Bidders

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

2.2.7 The instructions in the tender document are binding on the bidder and submission of the tender shall imply unconditional acceptance of all the terms and conditions by the bidder.

2.2.8 Amendment to Tender document

- At any time, prior to scheduled date of submission of bids, FSSAI if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum / corrigendum will be notified through CPP's e- Procurement portal at <http://etenders.gov.in/eprocure/app>.

2.2.9 Clarifications of Bid Documents

- Bidder, requiring any clarification of the tender Document, may submit their clarifications, if any, through provision of CPP's e-Procurement Portal at <http://etenders.gov.in/eprocure/app>.
- Request for clarifications received from bidders shall be responded by FSSAI till the scheduled dates. Replies to Clarifications by FSSAI will be uploaded through CPP's e-Procurement Portal. The bidders are advised to visit CPP's e-Procurement portal at <http://etenders.gov.in/eprocure/app> regularly.
- Clarifications and other documents, if and when issued by FSSAI, shall be in relation to the tender and hence shall be treated as their extension.
- FSSAI makes no representation or warranty as to the completeness or accuracy of any response, nor does FSSAI undertake to answer all the queries that have been posted by the Bidders.
- In order to provide reasonable time to bidders to take the amendments into account for preparing their bids, FSSAI may, at its discretion, extend the deadline for the submission of bids suitably.

2.2.10 Composition of Bids and General Guidelines for bid process

- Bidders shall submit their bids as per scheduled date and time through CPP's e-Procurement portal at <http://etenders.gov.in/eprocure/app> only.
- CPP's e-Procurement system shall not allow bidders to submit their tender, after the scheduled date and time. Bidders shall submit tender before the deadline specified.
- The technical bids and the financial bids will be opened online by FSSAI at the time and date as scheduled for the same. All the Statements, documents, certificates etc., uploaded by the bidders shall be downloaded and verified for technical evaluation. The clarifications, particulars, if any, required from the bidders, will be obtained through query provision available in CPP's e-Procurement portal.

- The result of Technical bid and Price bid evaluations shall be displayed on CPP's e-Procurement portal and shall be visible to all the bidders who participated in this Tender.

2.2.11 The helpdesk support contact details can be downloaded from following URL: <http://etenders.gov.in/eprocure/app> and then clicking on below mentioned link:

[Contact Us / Help Desk Support Contact Details](#), which are also listed below for ready reference. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/eprocure/app>.

2.3 E-Tendering Participation Requirements: The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

2.4 Licensed CA's in India are: a) Safe Scrypt, b) NIC, c) IDRBT, d) TCS, e) MTNL Trustline, f) GNFC, g) e- MudhraCA, h) Sify, i) nCode

2.5 Two-Bid System: In case of the Two-Bid System, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Financial Bid will be intimated after acceptance of the Technical Bids. Financial Bid of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done.

2.6 Pre-Bid Conference: A pre bid meeting will be held on 17.08.2021 at 03:00 PM in the office of Food Safety and Standards Authority of India, 2nd Floor, MMU Building, Mata Sundari Lane, Aiwan-E-Ghalib Marg, New Delhi-110002 to clarify issues and to answer queries on any matter pertaining to the bid that may be raised. The bidders willing to attend the pre-bid conference are requested to inform the FSSAI beforehand in writing or through email. They may also bring their queries in writing which could also be sent through email not later than one day before the scheduled date of pre-bid meeting. The bidders are requested to examine the Qualifying and Technical requirements of the Bid Documents so as to avoid any confusion/scope of not adhering to fulfilling the required conditions and submission of supportive documents along with the bid. In case bidders choose to offer or suggest with better features/specifications etc. and concept / material to be used the same shall be discussed by the bidders in the pre-bid meeting and bidders shall also clearly spell out the advantages and superiority of taking such deviations, if they considered it more appropriate and necessary for betterment of the proposed work. The documentary evidence for offering such suggestions with justification shall have to be submitted to FSSAI during the pre-bid meeting.

Based on FSSAI confirmation on these points, bidder will submit its offer and will not be allowed to take any further technical deviation at the time of submission of technical offer. Minutes of pre-bid conference / meeting, including the text of the queries raised and the responses / suggestions given, together with any responses prepared after the meeting, will be transmitted without delay to all prospective bidders and/or published on FSSAI's official website. Any changes which may become necessary as a result of pre-bid meeting may be made by the FSSAI exclusively through the issue of an addendum and / or through the minutes of the pre bid meeting. **It may be noted that non- attendance at the pre bid meeting will not be a cause for disqualification of a bidder and is purely voluntary.** The maximum number of participants from an applicant, who chooses to attend the Pre-Bid Conference, shall not be more than two persons. **The representatives attending the Pre-Bid Conference shall be in possession of an authority letter, duly signed by the authorized signatory of his / her Organization.**

2.7 Time and date for opening of Technical Bids: The Technical Bids will be opened on 15.09.2021 at 03:00 PM. (If due to any exigency, the due date for opening of the Technical-Bid is declared a closed holiday, then it will be opened on the next working day at the same time or on any other day / time, as intimated by this office).

2.8 Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will also be rejected.

2.9 Validity of Bids: The Bids should remain valid till 03 Months from the last date of submission of the Bids.

2.10 Confidentiality

Information relating to the examination, clarification and comparison of the bids and recommendations for the award of the project shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced.

2.11 Acceptance of Offer

FSSAI reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

2.12 Negotiations

FSSAI will not enter into any negotiation even with the Lowest Bidder.

2.13 Performance Guarantee

The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee from a commercial bank or online payment, for a sum equal to **3%** of the contract value within 15 days of receipt of the confirmed order. Performance Bank Guarantee (PBG) should be valid for 60 days beyond the tentative date of completion of entire work. PBG may also be furnished in the form of a Bank Draft/Bankers' Cheque or Fixed Deposit Receipt if the successful bidder wishes to. The specimen of PBG is given in Annexure-6 attached to this RFP. The Performance Bank Guarantee shall be considered open upon receipt by the FSSAI's Bank. In case any claims or any other contract obligations are outstanding, the selected Agency will extend the Performance Bank Guarantee as asked for by the FSSAI till such time as the Agency settles all claims and completes all contract obligations. The Performance Bank Guarantee will be subject to encashment by the FSSAI and shall be refunded after successful discharging of all obligations relating to the contract. In case the conditions regarding adherence to delivery schedule, as specified by FSSAI, carrying out the desired work/services, settlement of claims and other provisions of the contract are not fulfilled by the Agency, the same would be adjusted from the available PBG. In case the selected agency fails to discharge its committed liability for any reason, the defect will be removed by FSSAI on its own and the amount deposited shall be forfeited in addition to Legal re-course as per law of land against the Indemnity submitted.

2.14 Award of Contract

1. FSSAI will award the contract to the tenderer whose tender has been determined to be substantially responsive.
2. By the process of evaluation of technical bids and financial bids, the Lowest Bid will be decided upon the lowest price quoted by the particular bidder as per the Financial Bid Performa given in RFP. The successful bidder will be selected based on the lowest price (all inclusive). The lowest quote to the agencies would be the deciding factor for ranking of bids. All columns / guidelines of the Financial Bids shall be filled in by the bidder and no column should be left blank.
3. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
4. **The prospective bidders should note that before acceptance of L-1 bid, FSSAI may establish the reasonableness of the rates on the basis of estimated rates and the prevailing market rates consistent with the quality required. In case the rates quoted by the L-1 bidder are found to be Abnormally High Rated (AHR) or Abnormally Low Rated (ALR), the bid shall be rejected and the decision of FSSAI shall be final in this regard.**

2.15 Evaluation Process

2.15.1 Scoring Pattern

Criteria	Basis	Marks
Turnover Requirements	Rs 2 crore – 5 marks One mark for each Rs. 1 crore additional turnover above Rs. 2 crores with a cap of 5 marks	10
Project Experience	<ul style="list-style-type: none"> • ≥ 4 projects: 20 Marks • 3 projects: 15 Marks • 2 projects: 10 Marks • 1 project: 5 Marks • 0 projects: 0 Marks <p>The nature of the project, relevance to current functional needs, project value and client will determine the extent of marks that would be awarded.</p>	20
Experience Related to this Engagement	<p>Experience relevant to this engagement to be demonstrated in a maximum of three engagements that are ongoing and has been successfully met SLA relevant to criteria below:-</p> <ol style="list-style-type: none"> a. Project Management (4 marks) b. IT infrastructure planning and sizing (4 marks) c. IT operations & security (5 marks) d. Data Migration (2 marks) 	15
Deployment approach	Proposed Contact Center IT solution including Hardware and software. (Details to be provided as part of technical bid)	10
Team & Resource Profiles	Team Structure and Key Resources to be deployed for this engagement (including project manager) based on resumes of key resources submitted. (Details to be provided as part of technical bid)	15
Presentation	Clarity in understanding of requirements as evidenced in proposal or during the presentation and merit of the solution proposed	30

2.15.2 Evaluation of Technical Bid

- a. Criteria for evaluation of technical bids have been specified in Section 2.15.1 of this document.
- b. It may be observed that parameters used for evaluation of technical bids will *inter alia* be based on the nature and relevance of past experience, project approach, work plan and the professional/expert team deployed in relation to the requirements of this engagement.
- c. All the bidders who secure a Technical Score of **65%** or more will be declared as technically qualified.
- d. The commercial bids of only the technically qualified bidders will be opened for further processing.

2.15.3 Evaluation of Financial Bid

- a. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. The bidder with lowest financial bid (L1) will be awarded 100% score.
- c. Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder =
$$\left\{ \frac{\text{Financial Bid of L1}}{\text{Financial Bid of other Bidder}} \times 100 \right\} \%$$

(Adjusted to two decimal places)
- d. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e. The bid price will include all taxes and levies and shall be in Indian Rupees.
- f. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

2.15.4 Combined Evaluation of Technical & Financial Bids

- a. The technical and financial scores secured by each bidder will be added using **weightage of 60% and 40% respectively** to compute a Composite Bid Score.
- b. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c. In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

PART III: CONTRACTUAL CLAUSES

The Contract Agreement for this engagement would contain the following key clauses:

1. Term of Contract

The term of contract will be one year extendable to further two years, on year to year basis on same rates, terms and conditions, subject to satisfactory performance of the agency and this shall be at the sole discretion of FSSAI.

2. Termination

The FSSAI shall have the right to terminate this Contract in part or in full in any of the following cases:

- a) The breach in Service Level Agreements (SLAs) parameters and the delivery of the requisite services is / are delayed for causes not attributable to Force Majeure for more than one week after the scheduled services.
- b) The Contact Center Service Provider is declared bankrupt or becomes insolvent.
- c) The FSSAI has noticed that the selected agency / Contact Center Service Provider has utilized the services of any Indian / Foreign agent in getting this contract and paid any commission to such individual / company etc.
- d) There is undue & willful delay in delivery of services from expected schedule as agreed upon, as observed by FSSAI.
- e) As per decision of the Arbitration Tribunal.
- f) Non-compliance of applicable statutory obligations, as per law of land by Contact Center Service Provider / selected agency.
- g) The contract will be terminated unilaterally by FSSAI if the agency misrepresented itself or acted ill-legally / fraud.

3. Effects of Termination

- a) In the event of a pre-mature termination of this agreement by FSSAI, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.
- b) Parties shall mutually agree upon a transition plan and comply with such a plan. The bidder agrees to extend full cooperation in supporting the transition process.

4. Undertaking against Fraudulent Practices, Corruption and Bribery

CONTACT CENTER SERVICE PROVIDER represents and undertakes that it has not given, offered or promised to give, directly or indirectly any amount, gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Government in procuring the Contract or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the Contract or obtaining a contract or showing or forbearing to show favour or disfavor to any person in relation to the Contract. Any breach of the aforesaid undertaking by CONTACT CENTER SERVICE PROVIDER or any one employed by it or acting on its behalf or for its benefit (whether with or without its knowledge) or the commission of any offence by CONTACT CENTER SERVICE PROVIDER or anyone employed by it or acting on its behalf, as defined in Chapter IX of the Indian Penal Code, 1860 (45 of 1860) or the Prevention of Corruption Act, 1988 (Act 49 of 1988) or any other Act enacted for the prevention of corruption shall, without prejudice to any other legal action, entitle the FSSAI to cancel the Contract either wholly or in part, and all or any other contracts with CONTACT CENTER SERVICE PROVIDER and recover from CONTACT CENTER SERVICE PROVIDER such amount or the monetary value thereof and the amount of any loss arising from such cancellation without any entitlement or compensation to CONTACT CENTER SERVICE PROVIDER. The FSSAI will also have the right to recover any such amount from any other contracts concluded earlier between CONTACT CENTER SERVICE PROVIDER and the FSSAI. The CONTACT CENTER SERVICE PROVIDER will also be liable to be debarred from entering into any contract with the Government for a minimum period of five years. A decision of the FSSAI to the effect that a breach of the undertaking has been committed shall be final and binding on CONTACT CENTER SERVICE PROVIDER.

5. Scope of Work and Deliverables

This will be in conformity with the service requirements specified in the Part IV of the tender document.

6. Norms Governing Service Delivery

- a) Provide necessary performance guarantee by way of bank guarantee in favour of FSSAI for a sum equal to 3% of the value of the contract as per *pro forma* Bank Guarantee on signing of the agreement;
- b) Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;
- c) Contact Center Service Provider shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune requirements;

- d) The location of services delivery would generally be limited to the FSSAI HQ, unless otherwise specified or arises out of project requirements;
- e) To ensure knowledge continuity, Contact Center Service Provider agrees no changes to their key personnel for the duration of the engagement. However, in very exceptional circumstances based on genuine constraints, changes would be permitted with prior written concurrence. All substitutions to be made with person with at least equivalent skills and experience;
- f) Provide a roadmap and project plan for this engagement, describing clearly the responsibilities, timelines, dependencies, milestones and risks;
- g) Establish the structure and frequency of reporting to FSSAI on the progress of the engagement;
- h) Facilitate decisions and proactively support resolution of issues that are pertinent to the scope of this engagement.

7. Fees and Payments

- a) The total fees payable to the bidder including a milestone-based payment shall be inclusive of all taxes.
- b) The payment will be released after satisfactory performance report on the basis of evaluation of Service Level Agreements parameters.
- c) Payments for **additional services in case of change** in scope will also be specified.
- d) Payments would be subject to tax withholdings.
- e) No Advance payment will be made by the FSSAI.
- f) In case of a *bona fide* dispute regarding any invoice, the FSSAI shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

8. Ownership and Audit

- a) All hardware, equipment, software including source code, licenses, technical documents and services obtained for the express purpose of this engagement shall be in favour of the FSSAI and shall be submitted to the FSSAI on demand.
- b) All records pertaining to this engagement shall be made available to the FSSAI and its authorized agents upon request for verification and/or audit, on the basis of a written request.

9. Co-operation by the FSSAI

To enable the bidder carry out its obligations under this agreement, FSSAI shall provide timely and convenient access to data, grant or procure necessary consents, approvals, authorizations, clearances related to interaction and communication with external agencies as may be required from time to time and provide feedback within an agreed timeframe, on all requests and queries submitted to by the bidder.

10. Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to FSSAI data, wherever applicable.

FSSAI shall retain exclusive intellectual property rights to all artifacts to which FSSAI has sovereign rights or by virtue of a formalized agreement with another party. Nothing herein shall or will be construed or deemed to grant to the CONTACT CENTER SERVICE PROVIDER any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppel, by implication or otherwise) to the aforesaid FSSAI's rights.

11. Indemnity

The bidder shall indemnify, defend and hold FSSAI and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by them or its sub-contractors or its associated agencies or any act, default or omission of any of them in relation to this agreement.

12. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

13. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed for such purpose and abide by the decisions thereon.

14. Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the laws of the Country and the Courts at New Delhi shall have jurisdiction in relation to the contract.

- 15. The service provided shall also abide by and comply with the Labour Laws, Workmen Compensation Act, Minimum Wages Act, EPF Law, ESIC Laws, Income Tax Laws and any other laws in force. The service provider shall also provide at its cost all benefits statutory or otherwise to its personnel and FSSAI shall not have any liability whatsoever on this account. There shall be no master and servant relationship between the personnel hired by the service provider and FSSAI.**

16. Delays and Damages

- a) Delays caused entirely due to the acts of the bidder and if such delays exceed more than twelve (12) consecutive weeks of agreed timelines / milestone plans for commencement of service, FSSAI at its discretion, may impose a penalty of up to 1% (one percent) of the project cost per week of delay for a period of up to twelve (12) weeks after which it will constitute a material breach.
- b) Recoveries of penalties shall be adjusted against outstanding dues to the bidder or will be set off against future payments.
- c) In any case, the extent of damages shall be limited to the monies paid to the bidder in addition to the forfeiture of the amount of Bank Guarantee.

17. Scope Changes

Process to manage changes to scope of the engagement and its impact on technical matters, project schedule and costs shall be detailed out.

PART IV: DETAILED SCOPE OF WORK

4.1 The scope of services that need to be provided by the successful bidder can be broadly classified into the following areas:

- A. Business Services
 - Inbound
 - Outbound
 - IVR
- B. Infrastructure & Technology
- C. Resources on-boarding and training
 - Resource planning and recruitment
 - Resource training
 - Ratio of Key Staff Members
- D. Quality Assurance
- E. Reporting and analytics
 - Regulatory reporting
 - MIS and reports for analytics
 - Ad-hoc/ Customized reports
- F. Other requirements
 - Migration
 - Ad-hoc campaigns
 - Data archival
 - Exit management

The successful bidder is expected to take handover from FSSAI and operationalize the Contact Center operations within 1 month from the date of issue of Letter of Intent.

The successful bidder is expected to provide a high-quality service to FSSAI and adhere to the service levels (SLA) mentioned for all in-scope services.

A. Business Services

The scope of the business services to be covered by the Contact Center can be broadly classified into the following categories:

1. Inbound Calls
2. Outbound Calls
3. IVR Function

1. Inbound Calls

Following is an indicative list of services that need to be provided to inbound callers:

S. No.	Category	Description
1	General queries related to Food Safety and Compliance System (FoSCoS)	Food Safety and Compliance System (FoSCoS) is an online portal facilitating Food Business Operators to apply for FSSAI License / Registration. The general queries pertain to procedure to apply, supporting documents required, the kind of license/registration to be obtained, and also for renewal of their licenses/registration etc.
2	Payment queries related to Food Safety and Compliance System (FoSCoS)	FoSCoS portal allows FBOs to check their application status at various stages of approval. Payment issues arise often and FBOs need to know the status of payment made against their application. These queries need to be responded with the help of respective payment mode used.
3	General queries related to Food Imports Clearance System (FICS)	The Food Import Clearance System (FICS) is an online system to enable importers to seek No Objection Certificates (NOC) for imported food items.
4	Payment queries related to Food Imports Clearance System (FICS)	FICS allows Importers/CHAs to check their application status at various stages of approval. Payment issues arise often and Importers/CHAs need to know the status of payment made against their application. These queries need to be responded with the help of respective payment mode used. Indicative list of queries: <ul style="list-style-type: none"> ➤ Food Import Clearance Process- Details of all the Steps in Food import Clearance process which includes document scrutiny, Visual inspection, Laboratory analysis, NOC/NCR Generation and review process. ➤ FSSAI Import Regulations and its special provisions such as PNOC, Import clearance for specific purposes etc. ➤ General queries related to Food Imports Clearance System (FICS) including application filing process and prescribed fees / refund process etc. ➤ Point of Entries (PoEs) where FSSAI Officials notified Authorised Officers and Custom Officials notified as Authorised Officers. ➤ Details of FSSAI notified Primary labs and Referral labs which are having validity and can be utilized for analysis of Imported Food Consignments. ➤ Any other queries related to Food Import Clearance raised by food importer/CHA from time to time.

5	General queries related to Food Safety and Standards Regulations and Food testing laboratories	
6	Food Safety and Hygiene related grievances	<p>Complaints pertaining to food safety or hygiene can be raised by consumers via any of the available channels:</p> <ol style="list-style-type: none"> i. Physical Letters ii. Email iii. Website iv. Mobile App v. SMS vi. Tollfree vii. Facebook viii. Twitter ix. Whatsapp <p>The complaints received via website and mobile app need no manual intervention; while all other channels need to be handled by Contact Center operators.</p>
7	General queries related to FSSAI initiatives, recruitments etc.	

2. Outbound Calls

Following is an indicative list of services for which outbound calls need to be made to current and prospective/ potential stakeholders of FSSAI:

S. No.	Category	Description
1	General queries pertaining to specialized areas that need escalation to FSSAI expert/ Contact Center Supervisor	
2	Callers requesting Call back on any information	
3	Food Safety and Hygiene related grievances	<p>Complaints pertaining to food safety or hygiene can be raised by consumers via any of the available channels.</p> <p>The complaints received via website and mobile app may need call back as the information provided by complainant may be incomplete.</p>

3. IVR

- The successful bidder is required to design the IVR tree structure in consultation and with the approval of FSSAI. The IVR messages should be recorded and played professionally in at least 2 languages- Hindi and English. FSSAI would review the IVR call tree on a regular basis and may suggest changes and customization in IVR tree structure from time to time. The successful bidder will be required to execute the proposed changes within 5 working days at no cost to FSSAI on receipt of such request from FSSAI.
- Following is an indicative list of functions to be made available on the IVR:
 1. FoSCoS query/complaint
 2. FICS query/complaint
 3. Food Safety and Standards Regulations and Food testing laboratories queries
 4. Food Concern query/complaint
 5. Other Initiatives query/complaint
 6. Any other query/complaint
- Additionally, FSSAI, at its sole discretion might include more functions on IVR in future.
- The successful bidder shall provide feature to broadcast important messages / advertisements on IVR at no cost to FSSAI during the waiting period (when the customer is waiting to talk to agents). The content and time period for such messages/advertisements shall be decided by FSSAI. FSSAI would provide the content for advertisement to be configured on the IVR. The Contact Center shall create the voice file for the advertisement up to the satisfaction of FSSAI.

B. Infrastructure and Technology

- The successful bidder shall provide in-scope Contact Center services on an outsourced model i.e. from its premises. Cost of all the necessary infrastructure such as office space, headsets, telephones, desktops, internet connectivity etc. shall be borne by the service provider. Requisite number of PRI lines shall be arranged by FSSAI to be provisioned at the premises of service provider. The service provider shall directly coordinate with telecom operator for any support related to PRI line. Any increment in the requirement of infrastructure due to increase in volumes or due to adherence to SLAs etc. shall be solely borne by the successful bidder.
- The successful bidder would provide a CRM for customer relationship management for maintaining callers' history. The CRM should have integrated SMS facility in order to issue unique complaint nos. A secure SMS Gateway would be provided by the successful bidder in order to facilitate SMS services wherever needed.
- The successful bidder would provide a Disaster Recovery Center and will also provide managed services for the deployed IT infrastructure.

- However, the successful bidder would be solely responsible for procurement and deployment of the servers, routers and storage infrastructure at the Data Centre (DC) and Disaster Recovery (DR) as well as deployment and maintenance of all the in-scope applications. The successful bidder shall be responsible for managing the downtime and server breakdown.
- The successful bidder is required to transfer all the hardware components including servers, routers and storage etc at Rs 1 per asset to FSSAI at the end of the contract. In case of early termination, the successful bidder is required to transfer the hardware components at book value to FSSAI. Book value will be calculated as per straight line depreciation method. The successful bidder is required to submit the proof of DR drills conducted by the service provider.
- The successful bidder is expected to provide the required applications and the required interfaces for providing in-scope services. An indicative list of technologies/ solutions to be provided by the successful bidder shall include:
 - i. CRM application to log the service requests and other customer interaction
 - ii. Call Monitoring System
 - iii. Voice logger
 - iv. Automatic call distributor
 - v. Application based dialer
 - vi. Complaint Management System
 - vii. Computer Telephony Interface
 - viii. Reporting and MIS tool

The following table captures the scope of the successful bidder and FSSAI pertaining to the infrastructure and technology required for Contact Center set-up and its operations:

Sr. No.	Area	Successful Bidder	FSSAI
1	Contact Center Infrastructure: <ul style="list-style-type: none"> • Office space for Contact Center operations • Head-sets • Telephone Instruments • Desktop • Other applicable infrastructure components 	✓	X
2	All application license, customization and their installation	✓	X
3	Application maintenance and version upgrades	✓	X
4	Maintenance of servers hosted in Data Center	✓	X
5	Procurement of IT and network infrastructure equipment for hosting the solution components at DC and DR	✓	X
6	Procurement of IT and network infrastructure equipment for hosting the solution components at Successful Bidder's DC and DR	✓	X
7	Application hosting space (for CRM) at DC/ DR	✓	X
8	Connectivity (between Contact Center and DC and DR at primary site	✓	X
9	Customization, development, integration of applications with FSSAI systems	✓	Support

- Any component (service/ hardware) that is not explicitly mentioned above is to be provided by the successful bidder if required for completing the objective of the RFP.
- Along with the seats and cabin at the Contact Center, bidder is also required to provide supporting infrastructure including training rooms and meeting rooms with facilities, desktops sets, connectivity, application access etc. as well as seats, furniture etc.
- The successful bidder shall also provide a read-only access to all tools/ solutions (including capabilities of live call barging) used by bidder to FSSAI's designated staff at its Contact Center as well as at the FSSAI's head office.

- Key systems to be provided by the bidder as part of the solution include:
 - i. Indicative list of system(s) to be hosted out of FSSAI
 - i. Food Concern System (grievance portal)
 - ii. Indicative list of system(s) to be hosted out of bidder's locations
 - i. IVR application
 - ii. Customer Relationship Management system
 - iii. Call Monitoring System
 - iv. CTI solution including ACD, dialer, voice logger
 - v. Integration of bidder's CRM through a standard CTI solution
 - vi. Outbound dialer
 - vii. All contemporary state of the art Business Intelligence Tools including but not limited to Automatic Roster Workforce Management Tool, Call Back Manager with Dialer, Voice Mail module (not only on IVR but for all agents across all services), Screen recording & Barging & Online Reports & Management Dashboards for FSSAI. The bidder is obligated to provide new Business Intelligence (BI) Tools and their updates at any time during the contract if FSSAI so desires at no extra cost.
 - viii. Other basic infrastructure such as cabling, firewalls for security etc.
- The Contact center will operate for 16 hours in two consecutive shifts from 7 am to 3 pm (8 hours) and 3pm to 11pm (8 hours).
- If FSSAI wishes to implement its own CRM systems in future, the successful bidder is required to integrate and support migration of all the data from proposed CRM to FSSAI's CRM system.
- The following considerations need to be taken for supply of hardware at FSSAI location:
 - i. The bidder must ensure that no hardware equipment, for which "End-of-Sale"/ "End of Life" has been declared, is offered as part of this RFP response. No hardware or software should have an "End-of-Support" mandated by the respective OEM within seven years from date of installation of hardware or software. The selected bidder will have to provide replacement of such equipment, within the duration of contract, at no additional cost to FSSAI.
 - ii. All the hardware and software to be supplied must be IPv4 and IPv6 compliant wherever applicable.

- iii. In the event that the hardware equipment proposed in the solution and supplied by the successful bidder are not operational owing to compatibility problem in the IT environment or other technical issues, the bidder will have to replace the equipment at no extra cost to FSSAI.
- iv. In the event that the solution provided is not able to meet the performance standards specified in the RFP, at the time of go live, the successful bidder will be required to augment/ upgrade the hardware & software components in the solution to ensure that the performance requirements are met. The additional hardware equipment & software shall be provided by the successful bidder at no extra cost to FSSAI.
- The successful bidder shall provide complete documentation (including related legal documentation) of all the hardware components provided. The documents at a minimum should include hard copies (two sets each) and soft copy to be supplied along with relevant application licenses and associated solution software of the following:
 - i. Technical manuals/ data sheets.
 - ii. Installation guides.
 - iii. User manuals.
 - iv. System administrator manuals.
 - v. Toolkit Guides and Troubleshooting guides.
- The successful bidder shall warrant that the services provided under the contract shall be as per the Service Level Agreement (SLA) between the bidder and FSSAI.

C. Resources on-boarding and training

1. Resource planning and recruitment

The successful bidder is required to do the resource planning and resource deployment, while maintaining the minimum qualification as mentioned in the table below:

Resource	Minimum Education	Language Skills	Experience	Technical Skills
Customer Service Associate	<ul style="list-style-type: none"> Must be a graduate or higher* 	<ul style="list-style-type: none"> Speak, read and write in Hindi and English Able to communicate confidently and politely, with good speaking skills 	<ul style="list-style-type: none"> At least 6 months in a Call Center, or in direct selling / telemarketing in the service industry Fresher can be considered subject to an approval by FSSAI team 	<ul style="list-style-type: none"> Awareness on Food domain
Team Leaders (Final selection would only after interaction with the FSSAI)	<ul style="list-style-type: none"> Must be a graduate or higher* Should be trained on COPC (or similar) methodology 	Same as above	<ul style="list-style-type: none"> At least 2 years in a Call Center, or in direct selling / telemarketing in the service industry Experience in coaching and developing skills of people 	<ul style="list-style-type: none"> Effective problem solving and decision making skills Complete knowledge of Food Domain

*In case suitable under-graduate resources deemed fit for the profile, service provider can deploy the resources only after explicit approval from the authorized person in FSSAI.

- The successful bidder shall have to take FSSAI's approval for recruiting such agents.

2. Resource Training

- The successful bidder shall be responsible for conducting project specific resource on-boarding training with assistance from FSSAI. This training shall include training of tools and technology, FSSAI specific processes, products and services, soft-skills etc. The successful bidder is also expected to evaluate each trainee's performance through appropriate mechanism/ test process approved by FSSAI and gauge him/her basis the threshold value. The resources clearing the training evaluation test shall be forwarded for on-job

training. The period for on-boarding training should be at least 10 working days (80 hours). The successful bidder is required to maintain the results and evidences of training evaluation test and evidences for attending training for each trainee and make them available to FSSAI or third party auditors as and when requested by FSSAI. At no time, any resource with the evaluation score less than the threshold value should be deployed to the FSSAI project.

- The successful bidder shall also be responsible for providing on-job training to resources qualifying the training evaluation test. The methodology used for on-job training may include shadow resource, continuous monitoring, 100% call audit and feedback etc. The period for on-job training for each resource should be of at least 1 week post clearing the training evaluation test.
- FSSAI may additionally interview the successful agents before their deployment on the floor. In case FSSAI feels that the performance is not adequate, the agent shall have to repeat the required training process or be replaced with suitable agent as defined above at no cost to FSSAI.

3. Ratio & Number of key staff members

- To begin with, Contact center may operate with a total of 12 agents, 6 agents being made available per shift including 2 team leads; 1 lead on 5 agents. Agents must be fluent with English and Hindi both.
- The proposed Contact center will operate for 16 hours in two consecutive shifts from 7am to 3 pm (8 hours) and 3pm to 11pm (8 hours).

D. Quality Assurance

The successful bidder is expected to deploy dedicated quality assurance team for entire duration of the contract. The quality assurance team should be independent of the operations and training team. The quality assurance team is responsible for the following, but not limited to:

- a. Monitoring the performance of Customer Service Associate and Senior Customer Service Associate on a sample basis. The sample size shall be mutually agreed between the successful bidder and FSSAI.
- b. Executing Continuous Improvement Plan (CIP) in order to exceed the target service levels & KPIs mentioned in this RFP/ customer satisfaction.
- c. Performing root cause analysis for repeated failure in service delivery and sharing the report for the same with FSSAI

E. Reporting and MIS

- The successful bidder shall provide a solution to generate standard reports including reports to verify KPI & SLA parameters and regulatory & statutory reports. In addition, it should also be capable of generating ad-hoc/ customized reports/ MIS as per the FSSAI's requirement. Reports should also be available in web-enabled format & should be configurable to be e-mailed to a defined mailing list.
- The report format shall be flexible and shall be available either in xls, txt or any other user-friendly structure/ format including graphics depending on the request of FSSAI from time to time. The successful bidder is required to provide only system generated reports (with no requirement for manual intervention) in order to track the proposed SLAs.

F. Other requirements

1. Migration

The successful bidder is required to migrate the data from existing operational CRM to the proposed CRM deployed by the bidder. The information to be migrated would include complete data including call recordings/ logs, list of open transactions such as service requests, issues, leads etc. The successful bidder shall be responsible for closing all the open transactions and provide seamless services to the FSSAI stakeholders.

2. Archival of Contact Center Data

- The successful bidder shall archive all the calls (inbound and outbound), mails, SMS, Whatsapp messages etc carried out during the contract period and share it with FSSAI as and when required by FSSAI during the contract period. The bidder is required to store and maintain all data for the duration of the contract.
- The successful bidder is also expected to assist FSSAI in data and call recording retrieval based on the parameters defined by FSSAI from the data repository during the life of the contract. The successful bidder shall also assist FSSAI in responding to queries and investigations initiated by the statutory bodies or law enforcement agencies as well as in fulfilling regulatory reporting requirements.

3. Exit Management

- The bidder shall promptly on the commencement of the exit management period (maximum of 6 months or any mutually agreed period), either due to termination of the contract or expiry of the contract, supply to FSSAI or its nominated vendors the following:

- a. Information relating to the current services rendered
 - b. Data related to open transactions such as service requests, issues, leads etc.
 - c. Migration of archived call records (online and offline), mails and web-chats
 - d. Process documents, specific to FSSAI, created during the contract period
 - e. Any other information/ support required for successful handover & migration of Contact Center services
- The bidder shall provide uninterrupted services on existing terms till an alternate solution is available. Additionally, successful bidder is responsible for handover of all FSSAI's data including CRM data, call logs and audio recordings etc. to FSSAI or its nominated vendor as informed by FSSAI.
 - Before the expiry of the exit management period, the bidder shall deliver to FSSAI or its nominated vendor all new or updated materials from the categories set out above, and shall not retain any copies thereof, except that the bidder shall be permitted to retain one copy of such materials for archival purposes only.

4.2 Deliverables of Bidder

1. Detailed Project Plan along with periodical Project Status Reports.
2. The detailed IT Infrastructure (Hardware and Software) deployed for the project.
3. Agents deployed to manage the Contact center for FSSAI. To start with the bidder shall be providing resources for 12 seats, which may be further, extended one seat as minimum if required. The agents shall be able to handle calls and messages in English and Hindi. The service shall be available in two shifts i.e. from 7 A.M to 11 P.M.
4. Provide daily, weekly and monthly reports on basis of agents.
5. Technical Documentation and User Manuals (as per agreed formats).
6. Procedure Manuals.
7. Data Migration Plan along with Migrated Data.
8. Services as agreed upon, such as but not limited to Implementation, Operation support, Maintenance, Training, etc. for the agreed duration.
9. Approved changes to the solution, as may be necessary, including integration with any external applications as may be necessary as the solution evolves and matures.

4.3 Performance Requirements (SLAs)

The purpose of this Service Level Agreement (SLA) is to clearly specify performance criteria that shall be adhered to by the bidder for the duration of the project.

S. No.	Major Area	Parameter	Requirements	Penalty/Breach
1	Commencement of Contact center Implementation	Timelines for meeting (major) delivery milestone	Delay of no more than 2 weeks for any given milestone AND no more than 8 weeks time cumulatively for the entire project.	Between 8 and 16 weeks, will attract a 1% penalty per week on annual cost of 10 seat.; Beyond 16 weeks it will be 'breach' thereafter
2	Availability of Contact center	all business functionalities operational	99% availability between 7am and 11pm during all working days. (computed monthly)	1% penalty for 1% decrease in availability. Will constitute breach if it is less than 90% for two consecutive quarters.
3	Response time for Call	Time taken to acknowledge	Within 3 rings	Maximum limit of 8 rings.

4.3 Estimated Volumes

There is an approximate daily call volume of 600-800 calls at the Contact center. This no. is increasing with growing awareness about FSSAI initiatives. Also, social media platforms like Facebook / Twitter / Whatsapp / SMS receive another 100 complaints/queries. Emails received at may vary from 50-100 each day.

4.4 Payment Milestones

Sr. No.	Milestone	Payment (in INR, all inclusive)
1	Quarterly payment to be paid at the end of quarter. To be paid on basis of agents deployed.	

Note: All payments would be subject to withholdings, if any, due to SLA and performance criteria besides other statutory withholdings.

PART V: FORMATS FOR SUBMISSION OF PROPOSAL

5.1 Covering Letter (on letter head of bidder)

To

<Title of authorized person>

[Date]

<Address>

Madam / Sir,

Subject: Setup and manage Contact Center for FSSAI

Reference: Bid document entitled "Contact Center for FSSAI" issued by your FSSAI dated dd/mm/yyyy

We, the undersigned, offer to provide the required Contact Center services in accordance with your above-mentioned Tender notification / Request for Proposal.

We hereby submit our proposal documents along with necessary Bid Security Declaration and other applicable fees. The enclosed documents include Technical and Financial Proposals as per the required formats sealed in separate envelopes. It is hereby confirmed that our proposal will be valid for the period as required in the tender document.

We solemnly affirm that this proposal is binding upon us. Further, we understand and agree that acceptance of our proposal is not binding upon you.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

Yours sincerely,

Signed by Authorized Signatory

Name and Title and of Signatory

Call details (Address, Phone, Email ID)

5.2 Format for Technical Proposal

5.2.1 Part A: Conformance to Prequalification Criteria

S. No	Criteria	Whether Met	Reference Details
1	Company Incorporation and Commencement of business	Yes/No	Relevant document(s) self certified
2	Financial Statements of the preceding three years in support of turnover	Yes/No	Financial statements duly attested
3	Turnover from Contact Center Services	Yes/No	Auditor's statement
4	PAN, Service Tax and such other statutory registrations	Yes/No	Relevant document(s) self certified
5	Contact center experience	Yes/No	Certificate from customer
6	Declared ineligible or blacklisted by Govt, State Govt. / Govt. Agency or company, for corrupt, fraudulent practices or reasons related to non-performance in an engagement	Yes/No (answer to this question should be NO, in order to qualify)	A self declaration on company letter head duly signed by the authorized signatory to the effect that the company is not disqualified as per this requirement

Part B: Core Technical Proposal

The Technical Proposal should be concise and should cover without ambiguity, the following:

1. Brief Profile of bidder
2. Project Experience (as per format proposed below)
3. Conformance to Project (Functional / Solution) Requirements highlighting non-compliances, if any
4. Details of Contact Center solution along with technology, platforms, existing and/or third-party software solutions that are being proposed. Sizing details and Bill of Materials (for IT Infrastructure)
5. Work Plan details (clearly highlighting the tasks where support is expected from the FSSAI)
6. Resource deployment plan (as per format proposed below)
7. Brief resume of Project Manager and Agents (as per format proposed below)
8. Any other information that is relevant to the bid

Format for Project Experience

Using the format below, provide information on each reference assignment along with a client certificate or suitable supporting documentation.

Name of Project	
Location where services were delivered	
Name of the Client:	
Name and address of Client Call Officer	
Duration (dates) of assignment:	
Status of assignment: Completed / Ongoing (if it is on-going, level of completion)	
Approx. Value of engagement	
Brief description of engagement and services provided by your company	
Similarity of products and/or services (if any) with this tender requirements	

Format of Resume of Key Staff

Name of Employee	
Role in proposed engagement	
Designation in Bidder's Organization	
Age	
Educational Qualifications & certifications	
Proficiency in English and Hindi	
Years of relevant experience in the industry	
Number of years with the bidder's organization	
Employment Record	In reverse order list employing organizations, job title and locations of assignments
Experience Profile (limited to most recent five years), clearly highlighting relevant experience	Project Name, Client Name, Role performed, Year and Duration of assignment, brief description of the key activities performed

5.3 Format for Financial Bid

[As per instruction]

Tender Reference No.:

TITLE: Setup and Manage Contact Center for FSSAI as per the Detailed Scope of Work given in Part IV of the RFP.

Name and Address of the Agency:

Cost Quoted:

Head of Cost	Monthly Charges (Per agent) (in INR, all inclusive)
Monthly Blended rate for Per agent (for first 12 seats)	
Additional Per agent cost (beyond 12 seats)	
TOTAL	

SIGNATURE OF BIDDER WITH SEAL AND DATE

5.4 Bid Security Declaration Form

I/We _____ hereby accept that if I/we withdraw or modify my/our Bid during the period of validity, or I/we are awarded the contract and I/We fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids/ request for proposals document, the agency will be suspended for the period of time specified in the request for bids/ request for proposals document from being eligible to submit Bids / Proposals for contracts with FSSAI.

SIGNATURE OF BIDDER WITH SEAL AND DATE

5.5 Performance Security

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY

(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (here in after called the "Bank") of the one part and _____ (Name of the Department) (hereinafter called the "Department") of the other part.
2. WHEREAS _____ (Name of the Department) has awarded the contract for Contact Center Service Provider for FSSAI of contract for Rs. _____ (Rupees in figures and words) (Hereinafter called the "contract") to M/s _____ (Name of the service provider) (hereinafter called the "Agency").
3. AND WHEREAS THE Agency is bound by the said Contract to submit to the Department a Performance Security for a total amount of Rs. _____ (Amount in figures and words).
4. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. _____ (Amount in figures and words) as stated above.
5. After the Agency has signed the aforementioned contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the Department to indemnify the Department for any liability of damage resulting from any defects or shortcomings of the Agency or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The bank will deliver the money required by the Department immediately on demand without delay without reference to the Agency and without the necessity of a previous notice of or judicial or administrative procedures and without it being necessary to prove to the Bank the liability of damages resulting from any defects of shortcomings or debts of the Agency. The bank shall pay to the Department any money so demanded notwithstanding any dispute /disputes raised by the Agency in any suit of proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).

7. At any time during the period in which this Guarantee is still valid, if the Department agree to grant a time of extension to the Agency or if the Agency fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damage or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Department and at the cost of the Agency.
8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank of the Agency.
9. The Neglect of forbearance of the Department in enforcement of payment of any moneys, the payment where of is intended to be hereby secured or the given of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.
10. The expressions "the Department", "the Bank" and "the Agency" herein before used shall include their respective successor and assigns.

IN WITNESS whereof I/We of; the bank has signed and sealed this guarantee on the _____ Day of _____ (Month) _____ (Year) being herewith duly authorized.

For and on behalf of the _____ Bank.

Signature of authorized Bank official

Name _____

Designation _____

I.D. No. _____

Stamp/ Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named

_____ in the presence of:

Witness- 1

Signature _____

Name _____

Address _____

Witness- 2

Signature _____

Name _____

Address _____