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गुजरात सरकार

**Request for Proposal (RFP) for
Selection of “Call Centre Agency for
Establishment, Operation and Maintenance
of CM Helpline Call Centre” for Gujarat State**

Tender No. GEM/2026/B/7947333

Issued by:

CM Helpline Coordination Unit, General Administration Department (ARTD), Government of Gujarat

**CM Helpline Coordination Unit
6th Floor, A wing, Block no.1,
Karmayogi Bhavan, Sector-10
Gandhinagar – 382010**

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DISCLAIMER

The information contained in this document or subsequently provided to Bidders, whether verbally, in documentary or in any other form by CM Helpline Coordination Unit, GAD, or any of their employees or advisers, is provided to Bidders on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. This Tender is issued by CM Helpline Coordination Unit (Authority). This Tender is not an agreement and is neither an offer nor an invitation by the Authority to the prospective Bidders or any other person.

The purpose of this document is to provide interested parties with information that may be useful to them in eliciting their offers. This Tender includes statements which reflect various assumptions and assessments arrived at by CM Helpline Coordination Unit, GAD, in relation to various Projects to be carried out. Such assumptions, assessments, and statements do not purport to contain all the information that each Bidder may require. This document may not be appropriate for all persons, and it is not possible for the Authority, its employees, or advisors to consider the investment objectives, financial situation, and particular needs of each party who reads or uses this document. The assumptions, assessments, statements, and information contained in this document may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this document and obtain independent advice from appropriate sources. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. CM Helpline Coordination Unit, GAD, accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

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CM Helpline Coordination Unit (Authority) may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this TENDER document.

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FACT SHEET

1	Tender No.	GEM/2026/B/7947333
2	Name of the Work	CM Helpline Coordination Unit (CMH-CU), General Administration Department invites applications for setting up, operation, and maintenance of CM Helpline Call Centre for Gujarat State.
3	Name of the issuer of this tender	CM Helpline Coordination Unit (CMH-CU) General Administration Department (ARTD)
4	Date of issue of tender document	21/August/2026
5	Last date sending Pre-Bid Query	31/August/2026
6	Pre-Bid Meeting	31/August/2026 at 03:00 PM At Office of CM Helpline Coordination Unit (CMH-CU) General Administration Department (ARTD) 6th Floor, Wing-A, Block-1, Karmayogi Bhawan, Gandhinagar, Gujarat - 382010 Pre-bid queries will be answered to those Bidders only who have submitted their queries before last date of submission of bid queries (as mentioned in point no. 5 in this fact sheet). Meeting Link: https://teams.microsoft.com/meet/341909071580224?p=quS3zHwE5sC59bUWiA Meeting ID: 341 909 071 580 224 Passcode: Wa6YW76G
7	Last Date for Submission of Bid	11/September/2026 by 05:00 PM Note: Technical Proposal to be submitted physically on or before 14/September/2026 by 05:00 PM at CMH-CU Office.
8	Date of Bid Opening	11/September/2026 (time specified by GeM portal)
9	Address of Communication	CM Helpline Coordination Unit (CMH-CU) General Administration Department (ARTD) 6 th Floor, Wing-A, Block-1, Karmayogi Bhawan, Sector-10, Gandhinagar, Gujarat - 382010
10	Earnest Money Deposit (EMD)	Amount: Rs. 80,00,000 /- (INR Eighty Lakhs only) Form: Demand Draft payable to Under Secretary, General Administration Department (ARTD), Gandhinagar Submission:

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		(i) Scan copy of DD/BG should be uploaded in https://gem.gov.in/ portal. (ii) Original copy of the DD/BG should be submitted to CMH-CU office between 03:00 PM to 05:00 PM on or before the last date of bid submission. (iii) Please refer Annexure 3.
11	Validity of Tender	EMD must remain valid for 180 days after the last date of Submission of Bid (as mentioned in point no. 8 in this Fact Sheet).
12	Performance Bank Guarantee (PBG) – Annexure 4	5% of Contract Value; Non-conditional PBG drawn in favour of Under Secretary, General Administration Department payable at Gandhinagar (Annexure-4), along with covering letter (Annexure-6).
13	Availability of Tender Document	TENDER can be downloaded from https://gem.gov.in/
14	Method of Selection	Least Cost Selection (LCS)
15	Mode of Bid Submission	Bid submission will be online through https://gem.gov.in/ only.
16	Consortium / Joint Venture	Not Permitted
17	MSME Exemption	Not applicable
18	Contact person for sending queries	CM Helpline Coordination Unit (CMH-CU) 6 th Floor, Wing-A, Block-1, Karmayogi Bhawan, Sector- 10A, Gandhinagar, Gujarat - 382010 Email: cmhelpline-ccu@gujarat.gov.in
19	Reverse Auction	No

Note:

1. The date of opening of the commercial bids will be intimated to the qualified Bidders before the due date through email.
2. The CM Helpline Coordination Unit (CMH-CU), General Administration Department, Government of Gujarat, reserves the right to change any schedule of the bidding process. Please visit GeM website (<https://gem.gov.in/>) regularly for the same.
3. Proposals must be received not later than time, date and venue mentioned in the “Fact Sheet”. Proposals that are received after the deadline **will not be considered** in this procurement process.

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ABBREVIATIONS

Sr. No.	Abbreviations	Meaning
1.	ANI	Automatic Number Integration
2.	API	Application Programming Interface
3.	ATR	Action Taken Report
4.	BOM	Bill of Material
5.	CCA	Call Centre Agency
6.	CCE	Call Centre Executive
7.	CERT-IN	Computer Emergency Response Team – India
8.	CGRO	Chief Grievance Redressal Officer
9.	CLI	Caller Line Identification
10.	CMH-CU	Chief Minister Helpline Coordination Unit
11.	CSRF	Cross-Site Request Forgery
12.	CTI	Computer Telephony Integration
13.	DeGM	District e-Governance Manager
14.	DeGS	District e-Governance Society
15.	Department / Authority	CM Helpline Coordination Unit (CMH-CU), General Administration Department, Government of Gujarat
16.	District HQ	District Head Quarter
17.	DNCC	District Nodal Call Centre
18.	DNIS	Dialled Number Identification Sequence
19.	DTMF	Dual-Tone Multi-Frequency
20.	GAD	General Administration Department
21.	HA Planning	High Availability Planning
22.	IGSMS	Integrated Grievance and Service Management System
23.	IVRS	Interactive Voice Response System
24.	MIS	Management Information System
25.	MOA	Memorandum of Agreement
26.	NDA	Non-Disclosure Agreement
27.	NIT	Notice Inviting Tender
28.	O&M	Operation and Maintenance services
29.	ORM	Online Reputation Management
30.	OWASP	Open Web Application Security Project
31.	PMU	Project Management Unit
32.	PRI	Primary Rate Interface
33.	PSM	Public Service Management

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Sr. No.	Abbreviations	Meaning
34.	RFP	Request for Proposal
35.	SDA	Software Development Agency
36.	SI	System Integrator
37.	SLA	Service Level Agreement
38.	SME	Subject Matter Expert
39.	SSL	Secure Sockets Layer
40.	STQC	Standardization Testing and Quality Certification
41.	TAT	Turn Around Time
42.	VA-PT	Vulnerability Assessment & Penetration Testing
43.	XSS attacks	Cross-Site Scripting attacks

1 Background

1.1 About Gujarat

Gujarat stands as one of India’s most progressive and future-ready states, combining economic strength, social development, and a rich demographic and cultural fabric. Despite accounting for only 5% of India’s population and 6% of its geographical area, Gujarat contributes significantly to national growth with a GSDP of ₹24.26 lakh crore (2023-24). The State is a leading driver of India’s exports (30.75%), the second-highest FDI destination (16.43% in FY 2023-24), and a manufacturing hub in petrochemicals, chemicals, pharmaceuticals, textiles, and engineering. Its strong industrial ecosystem includes 182 industrial estates, 21 SEZs, and extensive port infrastructure, 1 major port and 48 other ports handling 38.59% of India’s cargo. Gujarat also leads India’s renewable energy landscape, hosting 18% of the national RE capacity.

Over the past two and a half decades, Gujarat has made visible progress in social development. The literacy rate stands at 78% (male: 85.8%, female: 69.7%), supported by continuous investments in skill development and employment opportunities for its predominantly young workforce. As per Census 2011, the state’s population of 6.04 crore comprises 57.4% rural and 42.6% urban residents. Gujarat is also home to 26 Scheduled Tribe groups, primarily concentrated along the eastern belt and supported through structured Tribal Sub-Plan mechanisms across 14 districts. Within this dynamic environment, the General Administration Department (GAD) plays a central role in ensuring an efficient, transparent, and accountable administrative framework. To strengthen citizen trust and engagement, GAD continually implements measures to enhance administrative responsiveness.

The paramount importance of an efficient, responsive, transparent, and accountable government is for the proper functioning of state affairs. The basic means through which government strategies are designed to make the administrative system efficacious and accountable, and the approach practiced by public administration should be such that it satisfies expectations of the public, the Administrative Reforms and Training Department has been established. Under the Administrative Reforms, the General Administration Department considers and undertakes steps to implement ways through which the public gains faith in the government, and as a result actively participates in the welfare of society.

Aligned with these objectives, the Government of Gujarat has decided to establish Integrated Grievance and Service Management System (IGSMS) as a unified, citizen-centric, technology-driven grievance redressal platform directly linked to the Chief Minister’s Office. The IGSMS platform provides a single, integrated system for registering, routing, monitoring, and resolving grievances, information, feedback and service requests across voice, digital, and mobile channels. With clearly defined SLAs, departmental accountability, and real-time integration, the IGSMS

offers actionable insights for leadership decision-making. Ultimately, the IGSMS aims to deliver a consistent, professional, and citizen-focused experience that reinforces transparency, trust, and public participation across the State.

1.2 Vision Statement

“To enable transparent, accountable, and efficient governance through an integrated platform for information, services and grievance redressal.”

2 Scope of Work

CM Helpline Coordination Unit (CMH-CU) intends to establish a dedicated Call Centre for the CM Helpline for the Gujarat State Government. This Call Centre Agency (CCA) will provide a streamlined platform for citizens to provide updated information on various governmental schemes, eligibility criteria and raise grievances, ensuring that their issues are addressed in a timely and transparent manner. This Call Centre will be a key tool in improving citizen-government interaction, fostering trust, and ensuring that the administration is responsive to public needs.

2.1 Key Objectives

- a. **Single Point Access for various categories of Grievances:** To establish a CM Helpline Call Centre that facilitates registration of grievances through calls for all the mapped departments of the Gujarat Government.
- b. **Inclusive Access to Governance:** To ensure all sections of society, including rural, elderly, and digitally less-advanced citizens, will be able to access government services and lodge complaints. The system will ensure accessibility for all citizens, including those in remote areas, with support for multiple languages.
- c. **Streamlined Grievance Redressal:** To ensure a smooth and efficient resolution process where grievances are directed to the relevant officers/departments for quick resolution. Implement real-time grievance tracking, providing updates on complaint status for timely resolutions.
- d. **Provide information and guidance to citizens:** Offer reliable and up-to-date information on government schemes, services, eligibility criteria, application processes, and ongoing initiatives and assist citizens in navigating digital platforms and service delivery channels.
- e. **Act as a Crisis / Emergency Response Support Channel:** Serve as a communication channel during natural disasters, public health emergencies or urgent government advisories.
- f. **Transparency and Accountability:** To improve transparency in the grievance redressal process and hold officers/departments accountable for their responses. Develop an auto escalation mechanism for unresolved complaints, ensuring swift action by higher authorities.
- g. **Real-Time Monitoring and Reporting:** To enable real-time monitoring of grievances redressal status and generate reports on the efficiency of complaint resolutions. Provide data-driven insights to help the government identify trends and improve public service delivery.
- h. **Enhanced Public Trust and Satisfaction:** The Call Centre will facilitate citizens to tag their feedback for quality of redressal. This will build trust between the government and the public by resolving issues effectively and improving citizen satisfaction.

- i. **Fostering Collaboration among Departments:** To foster inter-departmental collaboration and coordination in resolving grievances.

2.2 Key Stakeholders

The Call Centre is envisioned as a flagship initiative. The stakeholders of this project will include the CM Helpline Coordination Unit (CMH-CU) and all departments of the Government of Gujarat. The primary responsibilities of the stakeholder would be:

Stakeholder	Responsibilities
CM Helpline Coordination Unit (CMH-CU)	The CM Helpline Coordination Unit (CMH-CU), serving as the principal policy-making body is responsible for the key decisions, performance monitoring, and progress evaluation. CMH-CU will facilitate administrative and financial support for the designated agency to strengthen implementation capabilities. CMH-CU is responsible for the formulation and issuance of operational guidelines to ensure clarity and consistency across Call Centre execution for CM Helpline. CMH-CU will be issuing directives for execution of plans for Capacity Building, Change Management, Workshops, and Training to enhance stakeholder readiness and operational effectiveness. The decision of CMH-CU will be final and binding.
Software Development Agency (SDA)	The Software Development Agency (SDA) is the appointed technology partner responsible for the development, implementation, operation, and maintenance of the Integrated Grievance & Service Management System (IGSMS). As a key stakeholder in the CM Helpline ecosystem, the SDA manages the core grievance management platform, including workflows, integrations, dashboards, reporting, and citizen-facing digital interfaces. The selected Call Centre Agency (CCA) shall be required to work closely with the SDA for integration of its CRM, telephony, and other technological components with IGSMS in accordance with the standards and specifications prescribed by the Department. The SDA serves as the nodal technology stakeholder for matters relating to system integration, data exchange, application functionality, technical coordination, and operational support within the IGSMS ecosystem.

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Stakeholder	Responsibilities
Project Management Consultant (PMC)	PMC shall monitor Project Operations. PMC shall monitor SLA Compliance. Any other task given by the CM Helpline Coordination Unit (CMH-CU)
Telecom Service Providers (TSPs)	The Telecom Service Providers (TSPs) shall be responsible for provisioning, commissioning, operating, and maintaining the telecom infrastructure required for the CM Helpline Call Centre, including Toll-Free services, SIP channels for voice connectivity, and related telecom services. The Primary Telecom Service Provider (TSP-1) shall provide Toll-Free services with 150 SIP channels. Secondary/Redundancy Telecom Service Provider (TSP-2) shall provide a 120 SIP channels to ensure redundancy and continuity. TSPs shall ensure seamless integration with the Call Centre solution, IGSMs, regulatory compliance, infrastructure provisioning, monitoring, maintenance support, scalability, Quality of Service (QoS), and uninterrupted telecom operations throughout the contract period. Call Centre Agency (CCA) will coordinate with TSPs in case of any issue with the Telecom connectivity.

2.3 Envisaged Solution

The Call Centre shall serve as the primary interface for facilitating citizens in conveying their grievances to the concerned officers of the mapped departments through Call Centre Executives (CCEs). The Call Centre operations shall initially be established as a centralized service; however, the selected agency shall ensure that the operational framework, technology platform, and service delivery model are flexible and scalable to support partial or full decentralization in the future in any location, as may be required by the Department based on demand, operational requirements, and administrative considerations. The Call Centre shall also function as an information and support hub, providing accurate, consistent, and up-to-date information regarding Government schemes, services, applications, processes, eligibility criteria, and digital service delivery platforms.

Call Centre Executives (CCEs) shall be responsible for the registration, categorization, and management of grievances, along with assisting citizens in tracking the status of their grievances and service requests through the centralized platform. The system shall ensure real-time updates, efficient routing, and timely resolution of citizen requests.

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The Call Centre shall function as a single point of contact for grievance redressal and information dissemination, enabling seamless communication between citizens and government departments, improving service delivery efficiency, and enhancing overall citizen satisfaction.

The Call Centre Agency (CCA) will be responsible for end-to-end setting up, operation and maintenance of the Physical Server and DR cloud hosting ensuring high availability, scalability and business continuity as per DST Gujarat Cloud Adoption Guidelines.

The CRM software of the Call Centre Agency will be primarily integrated with the Integrated Grievance and Service Management System (IGSMS) for tokenization of registered complaints. At the same time IGSMS will assist Call Centre Executives in fetching the real-time status of the registered grievances and service request.

In addition, the Call Centre Agency shall leverage the Knowledge base to enable Call Centre Executives to access accurate, structured, and up-to-date information pertaining to government schemes, services, application processes, eligibility criteria, and associated digital portals. This shall ensure consistent, efficient, and high-quality guidance to citizens across all interactions.

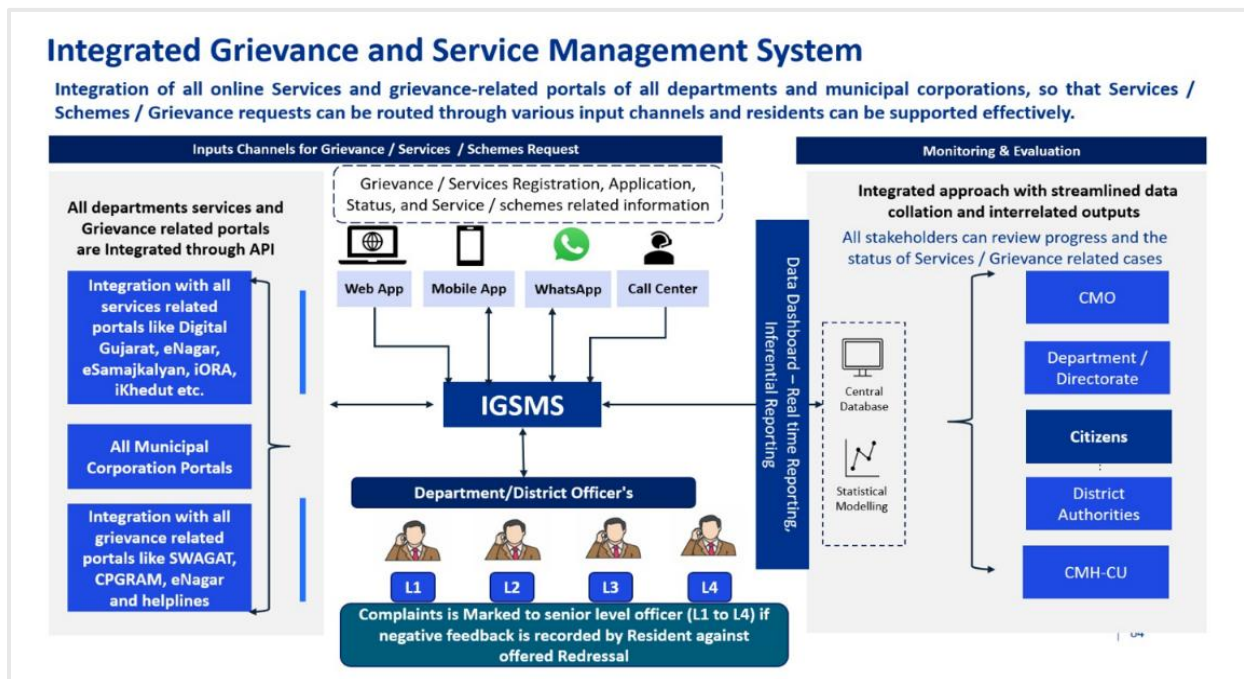


Figure 1: Tentative Diagram for the proposed CM Helpline & IGSMS Solution

- The selected Bidder will be responsible for setting up the CM Helpline Call Centre with an initial deployment of 240 Call Centre Executives (CCEs). Of these, 200 CCEs will be distributed across three shifts to handle both inbound and outbound citizen calls. And 40

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CCEs will be designated as CM Helpline Experts and will be deployed at the district level to provide specialized assistance.

- The Call Centre Agency will be responsible for integration of Call Centre solution with IGSMS, to ensure that Call Centre Executives (CCEs) can efficiently handle complaints and have real-time access to all the available information.
- The scope includes end-to-end Call Centre technology solutions such as telephony integration, a CRM-linked with IGSMS, grievance tagging, multilingual support, and robust helpdesk and the agency will provide all required infrastructure (hardware, network, telephony lines interface, data Centres, etc.) and manage staffing, training, and quality monitoring.
- The Call Centre should facilitate both inbound and outbound calls to enable citizens to lodge grievances, seek information, and receive assistance and capture citizen’s feedback.
- The Call Centre must be equipped to efficiently manage a minimum of 25,000 inbound calls each day, ensuring that citizens’ needs and grievances are addressed promptly and effectively.
- The CCA will facilitate outbound calls for the feedback mechanism, beneficiary calling, callback etc.
- The CCEs shall provide assisted form-filling services to citizens by entering information furnished by them into designated forms, applications, and digital platforms, and by guiding them through the application and submission process to facilitate access to Government services.
- The system must ensure high availability with 99.8% uptime and must strictly comply with Service Level Agreements (SLAs) for reliability, responsiveness, and performance. Furthermore, the agency will establish comprehensive reporting mechanisms and ongoing improvement initiatives to uphold service standards and optimize the experience for citizens.

Scope	Description
IT Application Development, Implementation, Integration	The Bidder shall be responsible for the following IT Application development/ Implementation and Integration of: - Call Centre technology solutions such as telephony integration - Dashboard/MIS reports for SLA monitoring pertaining to Call Centre performance. - Integration with IGSMS - Integration with Emergency/Non-Emergency Helpline. Note: Call Centre Agency has to handover all IT equipment/

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Scope	Description
	Apps/portal (Source Code) in working condition at the time of completion of contract term.
Operation and Maintenance services (O&M)	The Bidder shall be responsible for the following operation and maintenance services: Project Operation and Maintenance including all IT Hardware (Specifications must be in accordance with Annexure-10 or Higher), Software, Applications and Manpower. Scalable physical servers for hosting all Applications and software to be used by the Bidder for this Project. Project Operation and Maintenance shall also include the maintenance of the physical infrastructure (IT & non-IT) provided by CMH-CU. The Bidder shall provide Back-up and DR services from a MeitY empanelled CSP within India, ensure geographical separation from the Primary Data Centre, comply with all MeitY/CCA/STQC security and audit guidelines, meet RTO/RPO targets, maintain valid empanelment throughout the contract. The Bidder shall comply with CERT-In cybersecurity directives issued under the IT Act, 2000, including but not limited to mandatory cybersecurity audits (including VAPT through CERT-In empanelled auditors), incident reporting timelines, and log retention requirements. The system shall also adhere to STQC certification requirements, where applicable, and ensure that all security controls and audit provisions mandated by Government of India regulations are implemented and maintained throughout the contract period. Provide/deploy SLA tools and reports required for SLA monitoring. The Bidder shall be responsible for maintaining both IT and non-IT infrastructure to ensure the operationalization of the Call Centre and compliance with the Service Level Agreement (SLA).
Setup of Call Centre “CM Helpline”	The Call Centre will be set up on the 6th Floor, Wing E & F, Block-3, Karmayogi Bhawan, Gandhinagar by Bidder in the CMH-CU premises. The premises and customized non-IT infrastructure will be provided

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Scope	Description
	by the department. The department will provide customized physical space and Non-IT Infrastructure as mentioned in Annexure-9, the Bidder, to meet operational and technical requirements. Infrastructure customization will be inclusive of: a. Call Centre b. Project Office c. Lead staff Cabins or Cubes d. Conference/Meeting room e. Training room f. IT Infrastructure room g. Server Room h. Canteen i. Washrooms j. Parking k. Medical Room l. Workstation Along with the Call Centre, the chosen Bidder will be responsible for administrative and operational needs. The Bidder is responsible for all required resources and personnel, including housekeeping, canteen services, peons, security, administrative and maintenance staff, and other support roles as required. The Department shall provide the requisite space for the canteen facility at the Call Centre. The Call Centre Agency (CCA) shall make the canteen operational and shall be responsible for its day-to-day management and maintenance. The CCA shall provide tea and coffee to Call Centre Executives and other personnel deployed at the Call Centre, including administrative office personnel, as may be required. Since the Call Centre shall operate 24x7, the CCA shall ensure availability of the canteen facility in accordance with operational requirements and shift timings, including during night shifts. The CCA shall arrange, at its own cost, all necessary manpower,

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Scope	Description
	equipment, utensils, consumables and other resources required for operating the canteen and shall ensure that the facility is maintained in a clean, hygienic as per applicable standards and functional condition at all times. The CMH-CU shall not bear any cost related to office setup, staffing, or ongoing administrative and maintenance expenses, and no reimbursement shall be made for the same. The Call Centre Agency needs to provide all the required IT infrastructure including IT hardware (Server, all-in-one desktop, switches, Telephone, ANC Headphone etc.), IT software, and other required non-IT infrastructure (additional to Annexure-9) as per the scope of the project. The non-Toll-free number shall be used for outgoing calls to citizens.
Call Centre CRM Solution Requirements	The Bidder shall provide a CRM solution for Call Centre operations, which shall function as an agent interface and must be fully integrated with the IGSMS platform. The CRM shall support CTI integration, complaint registration, citizen profile viewing, call logging, and complaint status retrieval. All data captured shall be transmitted to IGSMS in real time, which shall remain the single source of truth. The solution shall ensure role-based access control, data security compliance, high availability, and scalability to handle peak loads.
Identification, Assessment and Selection of Call Centre Executives	The Call Centre Agency (CCA) shall have sole responsibility for identification, sourcing, screening, recruitment, assessment, training, certification, deployment, replacement and retention of all Call Centre Executives (CCEs) required under this Contract. The CCA shall ensure that every deployed resource continuously complies with the qualification, experience, language proficiency, behavioural standards and other eligibility criteria prescribed in this RFP throughout the Contract Period. The CCA shall conduct a standardized multi-stage assessment process including but not limited to: • Psychometric assessments.

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Scope	Description
	• Communication and language proficiency assessments. • Analytical and aptitude assessments. • Typing and computer proficiency tests. • Role-based competency evaluations. CCA should do these assessments through standard Talent Assessment tools/Pre-Employment Assessment Software as per industry standards. Assessment records shall be maintained and made available for audit and verification by CMH-CU. Deployment or retention of any ineligible CCE shall constitute a breach of contract. The Authority may deduct from the CCA's payments the amount corresponding to the shifts worked by such CCE(s). Repeated or significant non-compliance may result in termination of the Contract/CCA. CMH-CU reserves the right to observe or participate in random-sample screening and shortlisting processes for quality assurance and compliance verification. Candidates who qualify the selection process as specified in this RFP shall complete all recruitment formalities, including signing an NDA with the CCA, before being onboarded for training.
Training to Call Centre Executives	The CCA shall conduct a comprehensive induction and training programme for all selected CCEs prior to deployment. The minimum training duration shall be two (2) weeks or as prescribed by CMH-CU. The training programme shall include, but not be limited to: • Call handling procedures. • Citizen service etiquette and soft skills. • Complaint registration procedures. • Grievance redressal workflows. • CRM system usage and related applications. • Department specific training for understanding of relevant categories and attributes. • Government schemes and services relevant to the helpline. • Escalation matrix and escalation procedures.

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Scope	Description
	• Service quality standards. • Data privacy and confidentiality requirements. • Information security policies. • Communication skills in Gujarati, Hindi, English languages. • Any additional modules prescribed by CMH-CU during the contract period. The CCA shall maintain attendance, assessment records and training completion certificates. Refresher training for CCEs to be conducted by the Call Centre Agency at multiple intervals of 3 months or as asked by CMH-CU. The variation in interval is subjected to directions from CMH-CU.
Readiness Assessment and Confirmation	Upon completion of training, the CCA shall assess each candidate against predefined competency and quality benchmarks approved by CMH-CU. The assessment shall include but not be limited to: • Typing efficiency test • Practical CRM Test • Communication evaluation through Mock Calls • Process Knowledge • Soft Skills Evaluation • Complaint Registration Accuracy • Quality Benchmark Evaluation Only candidates who successfully meet the prescribed assessment thresholds shall be considered eligible for deployment. For CCEs to be deployed at district level, communication evaluation through mock calls will be relaxed. The CCA shall maintain documented evidence of assessments, scoring methodologies, test results, and certifications, if any. CMH-CU shall review trained candidates, and deployment shall be subject to authorization and sign-off by CMH-CU or its designated authority.

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Scope	Description															
	CMH-CU reserves the right to reject any candidate found unsuitable, non-compliant, or inadequately trained without incurring any additional liability.															
Deployment of Call Centre Executives	The Call Centre is proposed to start initially with 240 Call Centre Executives. 200 CCEs across three shifts and 40 CCEs to be deployed at the districts as CM Helpline Experts. The performance of 200 CCEs will be monitored and based on the findings, the upsizing or downsizing of the Call Centre may be proposed by competent authority. 1 shift = 8 hours (Login) 1 Seat = 8-hour Login * no. of days in a working month Indicative shift allocation: (change) <table><tr><th>S. No</th><th>Shift Timing</th><th>CCE/Seat</th></tr><tr><td>1.</td><td>Shift 1 - 7:00 to 15:00 (Inbound)</td><td>80</td></tr><tr><td>2.</td><td>Shift 2 - 15:00 to 23:00 (Inbound)</td><td>80</td></tr><tr><td>3.</td><td>Shift 3 - 23:00 to 7:00 (Inbound)</td><td>10</td></tr><tr><td>4.</td><td>General Shift - 10:00 to 19:00 (Outbound)</td><td>30</td></tr></table> The total manpower of 200 Call Centre Executives (CCEs) specified under this RFP shall represent the overall manpower requirement of the Call Centre and shall not be construed as a fixed or mandatory shift-wise deployment. The Successful Bidder shall deploy CCEs dynamically across various shifts based on forecasted and actual call volumes, busy-hour traffic, service level requirements, and operational exigencies. The deployment shall be optimized to maximize productive login hours and ensure achievement of the prescribed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). The Bidder shall maintain adequate staffing during peak call periods by suitably redistributing available CCEs across shifts. During non-peak	S. No	Shift Timing	CCE/Seat	1.	Shift 1 - 7:00 to 15:00 (Inbound)	80	2.	Shift 2 - 15:00 to 23:00 (Inbound)	80	3.	Shift 3 - 23:00 to 7:00 (Inbound)	10	4.	General Shift - 10:00 to 19:00 (Outbound)	30
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4.	General Shift - 10:00 to 19:00 (Outbound)	30														

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Scope	Description
	periods, deployment may be proportionately reduced, provided that all contractual performance standards continue to be met. Additional CCEs shall be deployed for handling increased call volumes only after the available deployed CCEs have been optimally utilized and their productive login hours reasonably exhausted, and where such deployment is necessary to maintain the prescribed service levels. The Purchaser reserves the right to direct changes in staffing patterns, shift timings, and deployment schedules based on operational requirements, seasonal variations, campaign-specific demand, or observed call traffic, without altering the total contracted manpower. Additional CCE deployment: For any temporary increase in number of seats, up to 10% (of the total number of Call Centre Executives (CCEs) strength deployed) of seats shall be kept as buffer. It shall be considered as temporary increase for a period of 1 month. For any temporary increase (or increase during peak hours) in the number of seats, beyond 10% but up to 20% the Bidder must cater this requirement within 2 weeks. If the additional seat requirement persists beyond one month, it shall be treated as a permanent increase post formal approval from CMH-CU. For any permanent increase of up to 10% over the contracted seat strength, the additional seats shall be deployed within two (2) weeks from the date of notification. Any delay in deployment shall attract penalties as specified under section 4.1.1(c) In case of permanent increase in seats beyond 10%, it must be catered in 4 weeks’ time from the date of notification, if any delay then penalty will be as per section 4.1.1 (c) The Bidder must make necessary provisions for providing relievers and Team Lead.

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Scope	Description										
	In case of a pilot implementation, payments shall be made on a pro-rata basis based on the actual deployment of CCEs undertaken, including the number of geographies covered and resources deployed during the pilot period. Discount on final price per seat per month in case of additional CCE requirement: <table border="1"> <tr> <th>No. of CCEs (assuming baseline strength 240)</th><th>Reduction in Identified Rate</th></tr> <tr> <td>241 to 280</td><td>2%</td></tr> <tr> <td>281 to 340</td><td>5%</td></tr> <tr> <td>341 to 400</td><td>10%</td></tr> <tr> <td>> 400</td><td>15%</td></tr> </table> Note: The applicable reduction in identified rate shall be applied only to the additional CCEs deployed beyond the baseline number of seats (240) approved under the contract. The identified rate for the baseline deployment shall remain unchanged throughout the Contract Period.	No. of CCEs (assuming baseline strength 240)	Reduction in Identified Rate	241 to 280	2%	281 to 340	5%	341 to 400	10%	> 400	15%
No. of CCEs (assuming baseline strength 240)	Reduction in Identified Rate										
241 to 280	2%										
281 to 340	5%										
341 to 400	10%										
> 400	15%										
Data Centre (Physical Server) and Disaster Recovery Centre on Cloud	The selected Bidder shall supply, install, host, operate, and maintain all applications, CRM, telephony systems, databases, servers, software, and related infrastructure required for the Gujarat CM Helpline at the designated space provided by the Authority. The Bidder shall establish and maintain a Disaster Recovery (DR) Centre on a MeitY-empanelled Cloud Service Provider (CSP) with appropriate data replication and failover mechanisms to ensure business continuity. The Bidder shall deploy a high-availability infrastructure comprising (including but not limited to): • Application Servers: One Active + One Failover (for e.g. CTI, IVRS, reporting etc.) • Call/Telephony Servers: One Active + One Failover • CRM Servers: One Active + One Failover The Bidder shall also provide all necessary hardware, software, licenses, virtual machines, storage, backup, networking, cybersecurity, monitoring, and other supporting infrastructure required to meet the										

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Scope	Description
	SLA requirements and ensure secure, scalable, and uninterrupted service delivery throughout the contract period.
Connectivity and Power Backup	The Bidder is required to provision the following network links: • Internet Leased Lines at Data Centre from service providers (bandwidth to be estimated by the Bidder, whereas Minimum should be 100 Mbps). All required Internet Connectivity at Project site should be taken care of by the Bidder. • Bidder should Coordinate and integrate both primary (150 SIP Channels) & secondary (120 SIP Channels) Service Providers as selected through tender process by CMH-CU. • Power backup source will be provided by CMH-CU; however, all operational, maintenance, and consumable costs to run this power backup shall be borne by the Bidder.
Security and Certification	The application will undergo audit by a CERT-IN empaneled security agency prior to its launch. The GIGW compliance verification shall be conducted at least once prior to Go-Live and subsequently aligned with annual security audit cycles, wherever applicable. The Bidder must address all security vulnerabilities found during the audit within the specified timeframes to keep the project on schedule. After resolving these issues, the Bidder must submit the report to CMH-CU to obtain approval for Go-Live. Further, the Bidder shall ensure continued compliance with CERT-In directives under the IT Act, 2000 during the operational phase, including mandatory reporting of cybersecurity incidents within prescribed timelines and adherence to established incident response and reporting mechanisms. All the logs must be maintained for minimum 180 days for audit/investigation. Additionally, each year, VA-PT Security Testing & Audit is to be conducted by a CERT-IN–empaneled security agency for all the applications, APIs, infrastructure and cloud environment used as Call Centre solution. The Report will be submitted along with the upcoming monthly billing. Call Centre Agency must bear cost of engaging CERT-IN–empaneled

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Scope	Description
	security agency and cost for Testing & Audit.
Operational Hours	The operational hours will be 24x7 (all 365 days) inclusive of all public and national holidays or as defined by CMH-CU at the time of project implementation. The number of manpower deployment across shifts will be finalized by CMH-CU during implementation. Any manpower details mentioned at this stage may change during actual deployment.
Training and SOPs Development for Government Officials	The Call Centre Agency shall be responsible for developing comprehensive Standard Operating Procedures (SOPs) and operational manuals for all stakeholders, including concerned Government officers covering system usage, grievance handling workflows, escalation mechanisms, service request management, and information dissemination processes. Refresher training for department officials to be conducted by the Call Centre Agency at multiple intervals of 3 months or as asked by CMH-CU.
Non-Disclosure Agreements (NDA)	The CCA shall execute a Non-Disclosure Agreement (NDA) with CMH-CU prior to commencement of services. Further, the CCA shall ensure that all personnel proposed for deployment as Call Centre Executives (CCEs) execute appropriate confidentiality and non-disclosure undertakings with the CCA prior to their final selection, training, and deployment.

2.4 Structure of Call Centre Implementation Team

The Call Centre Agency is required to assign the following minimum personnel to ensure the effective and successful operation of end-to-end Call Centre activities. The Call Centre Agency may hire other resources (for example: relievers, PM, DBA, MIS, Software Developer, Network Engineer etc.) to ensure smooth operations of Call Centre. CVs of the same are to be submitted as per Annexure 16 & to be submitted along with the Bid.

S. No.	Profile	Minimum Qualification and work experience	No. of Resource
A.	Project Head	Any graduate from a recognized university / institution with at least 10 years of work experience and 5 years of Call Centre experience as Project Head.	1

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S. No.	Profile	Minimum Qualification and work experience	No. of Resource
		Must be familiar with the local language, i.e., Gujarati	
B.	Subject Matter Expert	- Any graduate from a recognized university / institution with at least 5 years of work experience and 2 years of Call Centre experience. - Must be familiar with the local language, i.e., Gujarati - Must be familiar with government processes and schemes implementation	5
C.	MIS Expert	- BE/B.Tech/MCA or equivalent in CS / IT/ DS / Statistics from a recognized university / institution with a minimum of 2 years of experience in data analysis or MIS reporting in a Call Centre / customer support operations / grievance redressal systems / helpdesks / e-Governance platforms or any organization involving SLA-based performance monitoring and reporting. - Must have hands-on experience with tools like Excel (Advanced) and any business intelligence tool/s.	1
D.	Trainer	Any Graduate from a recognized university / institution with 3 years' experience as Call Centre Trainer. Must be familiar with the local language, i.e., Gujarati	2
E.	System Engineer	- B.E./B.Tech. (CS/IT/ECE) / BSc/MSc (IT) or equivalent from a recognized university / institution. - Minimum 5 years of overall experience, including at least 4 years of relevant experience in managing Contact Centre/Call Centre IT infrastructure, telephony systems, servers, and application support. Experience in IVRS, CTI, CRM platforms, Windows/Linux servers, database management.	2

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S. No.	Profile	Minimum Qualification and work experience	No. of Resource
F.	Hardware & Network Engineer	- B.E./B.Tech. (CS/IT/ECE) / BSc/MSc (IT) or equivalent from a recognized university / institution. - Minimum 4 years of overall experience, including at least 3 years of relevant experience in hardware and network management.	1
G.	Internal Call Quality Auditor	- Graduation in any discipline from a recognized university/institution. - Minimum 6 years of experience in call centre operations, with at least 4 years in a Quality Lead or Team Lead capacity responsible for call quality monitoring, evaluation, and process improvement.	4
H.	Team Leads	- Graduate in any discipline from a recognized university/institution. 5 years of experience as a Team Leader in Call Centre - Preference for Public Administration / Social Work / Government Service experience / experience in any State or Central govt. helpline or emergency services	10

The Bidder shall deploy one (1) Team Lead for every twenty (20) operational seats. The Team Lead shall be responsible for the daily supervision, management, and motivation of the assigned team members. The deployment of Team Leader should be managed in accordance with upsizing and downsizing of Call Centre Executive (CCE).

Above-mentioned list of resources is the minimum indicative list of resources required. Further, based on the actual requirements of the project, the Bidder may deploy a greater number of resources to meet the Scope of Work and SLA.

Call Centre Executives

S. No.	Profile	Minimum Qualification and work experience	No. of Resource
1	Call centre executives	Deployment at the Call Centre Education qualification: Graduate or above	200

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S. No.	Profile	Minimum Qualification and work experience	No. of Resource
	(CCEs) and District Coordinators	• Experience: Minimum 2 years in Call Centre operations • Certifications required: ○ Basic Computer application ○ Typing speed: 30-40 words per minute • Language Proficiency ○ Gujarati – Excellent ○ Hindi – Good ○ English – Working knowledge • Preference for Public Administration / Social Work / Government Service experience	
		Deployment at the district level • Education qualification: Graduate or above • Experience: Minimum 5 years of relevant experience in Office Administration / Social Work / Government Service experience • Certifications required: ○ Basic Computer application ○ Typing speed: 30-40 words per minute • Language Proficiency ○ Gujarati – Excellent ○ Hindi – Good ○ English – Working knowledge	40

2.5 Functional Requirement of Chief Minister Helpline Call Centre Model

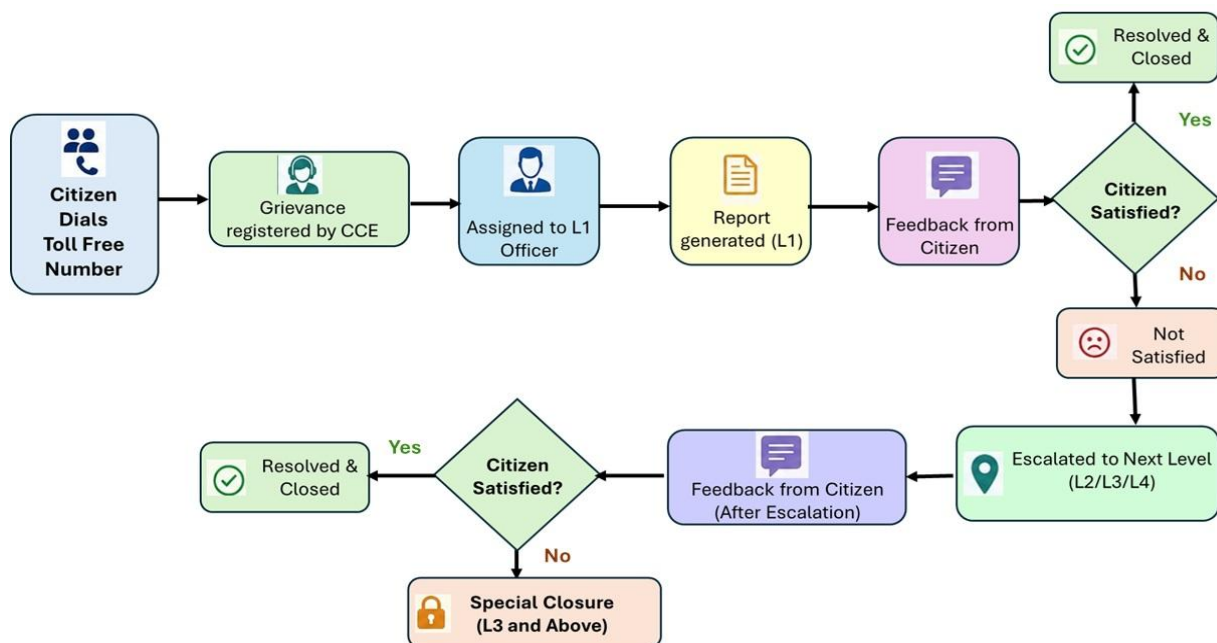


Figure 2: Flow Diagram for Grievance redressal process Life cycle

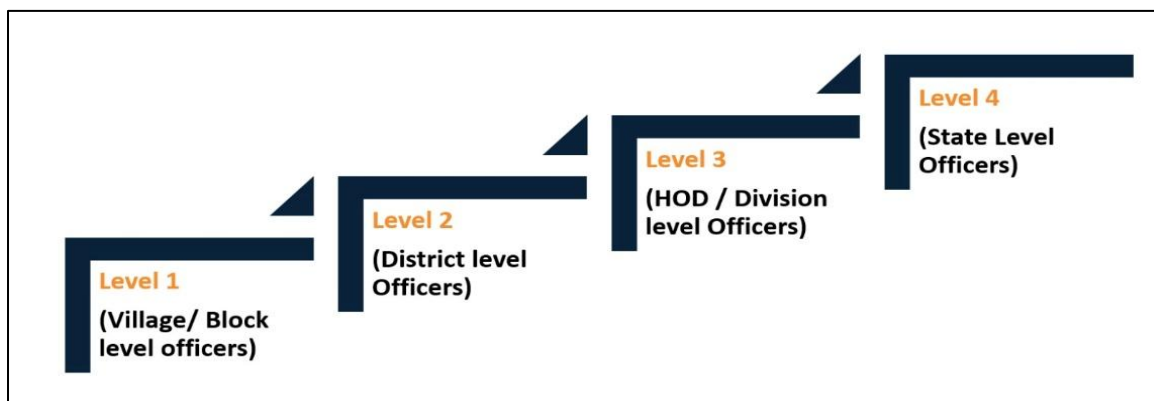
2.5.1 Brief Description of Grievance Redressal Process

- Citizen shall call on the Chief Minister Helpline by dialling a toll-free number “Short-Code” for registering complaints, demands, or suggestions or seeking information related to various schemes of the State Government.
- Calls across the State shall land at the Chief Minister Helpline Call Centre, where each complaint, demand, or suggestion raised by citizens will be registered and processed.
- There should be provision for a special number for residents calling from outside Gujarat state.
- After the registration, the citizen shall receive an acknowledgment through SMS containing a unique complaint registration number.
- The complaint shall be transferred automatically to the L1 officer and SMS containing details of the unique complaint registration number, complainant name, phone number.
- The officer shall access the logged complaints through the Integrated Grievance & Service Management System (IGSMS).
- All the captured details unique complaint registration number and the call recorded of the conversation held between CCE and the Citizen shall be made available to the L1 officer on their login.
- The officer shall take action to resolve the complaint within the stipulated timeframe. Once the complaint is redressed and Action Taken Report (ATR) is submitted on Integrated

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Grievance and Service Management System (IGSMS) by the concerned official, the complaint is considered as 'Partially closed'.

- i. If the complaint has been incorrectly assigned, then the officer will have an option to redirect it to separate “Not related” bucket. This complaint shall land in the bucket of district level CCEs’. He/she in turn shall send it to the concerned officer in concurrence with the district authority.
- j. In case the L1 officer determines that a complaint cannot be resolved (e.g., cases pending in court), they may raise a special closure request stating the reason to L2. L2 will review the request and forward it to L3 for further approval along with their comments. L3 may approve and mark the complaint as “Special Closed” within the defined stipulated TAT.
- k. In case of a special closure, the complaint will be flagged, and no feedback will be captured for such complaints.
- l. An outbound feedback call is made to the complainant for feedback if the complaint is partially closed, as per the predefined script, depending on the feedback, the complaint is either closed or escalated to the next level as per the departmental escalation matrix (L1, L2, L3, L4.... N).
- m. The complaint will also be escalated in case of SLA breach.
- n. If the citizen is satisfied by the Action Taken Report, then the complaint shall be "Satisfactorily Closed".
- o. If the resolution provided by the L1 officer receives negative feedback by the citizen, and the citizen wants to escalate to the next level in the hierarchy, the complaint is escalated to the L2 officer.
- p. The L2 officer will take action to resolve the complaint within the stipulated timeframe, and the complaint will be "Partially Closed" after getting it resolved.
- q. The partially closed complaints will be transferred to Call Centre to take feedback.
- r. If the complainant is satisfied by the action taken, then complaint will be "Satisfactorily Closed" else escalated to L3 level.



- s. The level-wise mapping may vary on case-to-case basis as per departmental classification.

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- t. If the complainant is satisfied with the redressal, the complaint is closed as 'Satisfactorily closed', otherwise it is escalated to the next level officer.
- u. The senior officers (L2 and above) can take one of the below two steps:
- v. If L2/L3 is satisfied with the redressal provided by the L1 officer and is of the opinion that there is nothing more which can be done under the department's processes and policies, then they can raise a request to L3 to review the complaint to "Special Close". Feedback is not captured against the complaints closed under "Special Closed".
- w. In case an action is required from his/her level, appropriate action may be taken and documented in the ATR and submitted as "Partially Closed".
- x. Call Centre Executive (CCE) captures the complainant's feedback on the additional steps taken. Depending on the feedback, the Call Centre Executive either closes it as "Satisfactorily Closed" or escalates it to the senior level officer.
- y. L3 and L4 can respectively close grievances as “Special Closed”

2.5.2 Brief description of information & citizen assistance process

- a. Citizens shall contact the Chief Minister Helpline through the designated toll-free number to seek information related to government schemes, services, application processes, eligibility criteria, and digital service platforms.
- b. All inbound calls shall be received at the Call Centre, where Call Centre Executives (CCEs) shall capture the nature of the query and provide appropriate responses.
- c. CCEs shall leverage the Knowledge base to access accurate, up-to-date, and standardized information for responding to citizen queries.
- d. CCEs shall assist citizens in understanding scheme benefits, eligibility conditions, required documentation, and step-by-step application procedures.
- e. Where applicable, CCEs shall guide citizens in navigating relevant digital portals, mobile applications, and online service platforms, including assistance in locating application links, registration steps, and service tracking mechanisms.
- f. In cases where a query requires further clarification or departmental intervention, the call shall be escalated or routed to the knowledge support team.
- g. The Subject Matter Expert (SME) in the knowledge support team, if required, shall coordinate with the concerned department to get clarification/s on the requested information and update the knowledge base accordingly.
- h. The system may provide SMS/WhatsApp-based follow-up communication, sharing relevant links, documents, or reference details for citizen convenience.
- i. CCA shall also help to update the information about schemes / services of various departments of the Government.
- j. All citizen interactions shall be logged in the system to enable monitoring, quality control, and analysis of frequently asked queries and information gaps.

- k. Insights from citizen queries shall be utilized to improve service delivery, enhance awareness campaigns, and strengthen policy interventions.

2.6 Roles and Responsibilities

The roles and responsibilities specified against each category of manpower are indicative and not exhaustive. The personnel deployed by the Agency, shall perform the tasks and responsibilities assigned to them by the CMH-CU, from time to time, as may be required for effective functioning of the CM Helpline and its associated activities.

Resource	Roles and Responsibilities
Project Head	- Act as the single point of contact (SPOC) between CMH-CU and the CCA. - Oversee overall Call Centre operations and ensure adherence to contractual obligations, SLAs, and performance standards. - Manage stakeholder coordination, issue escalation, risk mitigation, and operational governance. - Submit periodic performance reports and recommendations to CMH-CU.
Subject Matter Expert (SME)	- Be proactively trained and remain updated on the functions of mapped departments, Government schemes, and Grievance Redressal SOPs. - Provide domain expertise on Government schemes, services, policies, and grievance redressal processes. - Review and validate grievance analysis outputs and recommend corrective actions based on identified trends and service gaps. - Support knowledge management, content updates, and capacity building of Call Centre personnel. - Assist CCEs in providing accurate information to citizens and in registering grievances pertaining to specific subject matters or departments. - Ensure functional accuracy and consistency of information disseminated to citizens. - Coordinate with designated Nodal Officers and other stakeholders, as required, for clarification of departmental processes, grievance resolution, and information updates.
MIS Expert	- Manage MIS, dashboards, reports, and data analytics related to Call Centre operations. - Monitor operational performance indicators and generate periodic reports as prescribed by CMH-CU. - Ensure accuracy, integrity, and timeliness of operational and management reports. - Provide analytical insights to support informed decision-making and service improvements.

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Resource	Roles and Responsibilities
Trainer	• Conduct induction training and periodic refresher training for Call Centre personnel. • Develop and update training materials, SOPs, scripts, and knowledge resources. • Assess training effectiveness and identify skill enhancement requirements. • Ensure personnel are adequately trained on Government schemes, processes, systems, and customer service standards.
System Engineer	• Manage, monitor, and maintain the complete Call Centre technology ecosystem, including telephony systems, ACD, CTI, IVRS, CRM, recording solutions, servers, databases, network components, and integrations. • Ensure uninterrupted operation and availability of all Call Centre applications, infrastructure, and communication systems as per defined SLAs. • Perform proactive monitoring of system health, application performance, network utilization, SIP channels, and server resources to identify and resolve issues before they impact operations. • Coordinate with Telecom Service Providers (TSPs), cloud service providers, OEMs, and other stakeholders for troubleshooting and resolution of system-related issues. • Maintain backup, restoration, disaster recovery, and business continuity mechanisms to ensure system resiliency and availability. • Investigate and resolve incidents, service requests, and technical escalations raised by CCEs, Team Leads, SMEs, CMH-CU, and other stakeholders within prescribed timelines. • Generate and submit periodic reports on system uptime, availability, incidents, performance metrics, capacity utilization, and SLA compliance.
Hardware & Network Engineer	• Manage and maintain hardware, network infrastructure, telephony systems, and IT assets deployed for Call Centre operations. • Ensure availability, performance, security, and reliability of the technology environment. • Implement and monitor network, endpoint, access control, antivirus, patch management, and other security measures applicable Government of India and Government of Gujarat Acts and Policies. • Monitor and resolve technical issues within defined timelines to minimize service disruptions. • Ensure timely application of security patches, firmware updates, antivirus updates, and system upgrades without impacting business operations.

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Resource	Roles and Responsibilities
	• Ensure compliance with applicable information security, data protection, and cybersecurity requirements relevant to the Call Centre environment.
Internal Call Quality Auditor	• Monitor and evaluate the quality of citizen interactions handled by Call Centre personnel. • Conduct periodic call audits of at least 2% of the call volume handled by each CCE per day, or such other sampling volume as may be prescribed by CMH-CU from time to time, to assess compliance with approved scripts, SOPs, service protocols, and quality standards. • Identify performance gaps, quality issues, training needs, and areas for improvement, and recommend corrective and preventive actions on a daily basis. • Prepare and submit periodic quality assessment reports, highlighting key findings, trends, observations, and recommendations for service improvement. • Prepare and share monthly CCE performance improvement reports, including individual quality scores, identified deficiencies, improvement areas, and recommended developmental actions, to facilitate performance management and capacity building. • Support continuous quality improvement initiatives through regular feedback, coaching recommendations, and monitoring of corrective action implementation.
District-level CCE	• Support to District CGRO: Assist the District Chief Grievance Redressal Officer (CGRO) in monitoring, coordination, follow-up, and timely redressal of grievances within the district. • Complaint Routing and Reassignment: Review grievances received at the district level and reassign complaints to the appropriate officer or department where the designated assignee is not identified, thereby ensuring timely processing and avoiding unnecessary escalation to the State level. • Single Point of Contact (SPOC): Act as the primary liaison between the district administration, complainants, nodal officers, and the State-level grievance management unit for grievance-related communication and coordination. • Monitoring and Quality Assurance: Monitor grievance handling and adherence to prescribed timelines and procedures, and identify cases requiring special attention, intervention, or escalation.

Resource	Roles and Responsibilities
	• Training and Capacity Building: Facilitate orientation, handholding, and periodic training of district-level officers on grievance redressal processes, system usage, SOPs, and service standards. • Reporting and Analysis: Track grievance status, pendency, disposal trends, and key performance indicators, and submit periodic reports and analytical inputs to district and State authorities. • Escalation Management: Ensure timely and accurate escalation of grievances to the appropriate authority in accordance with defined escalation matrices and procedures. • Stakeholder Coordination: Coordinate with departmental nodal officers and other stakeholders to resolve grievances efficiently and improve overall grievance redressal performance.

2.7 Call Transfer Facility to Other Helplines

The helpline shall also have the functionality to transfer calls to other helplines. The Helpline should be integrated with all Emergency/Non-Emergency response services (as directed by CMH-CU).

2.8 Indicative Information to be Captured by CCEs

Information required for Complaints/Demands/Suggestions

The Call Centre Executives (CCEs) shall capture relevant citizen information, including personal details, demographic information, and details pertaining to the complaint, demand, or suggestion, as prescribed by CMH-CU from time to time. The nature and extent of information to be collected may be modified by CMH-CU based on operational, administrative, or service delivery requirements.

2.9 Telephony and Call Management

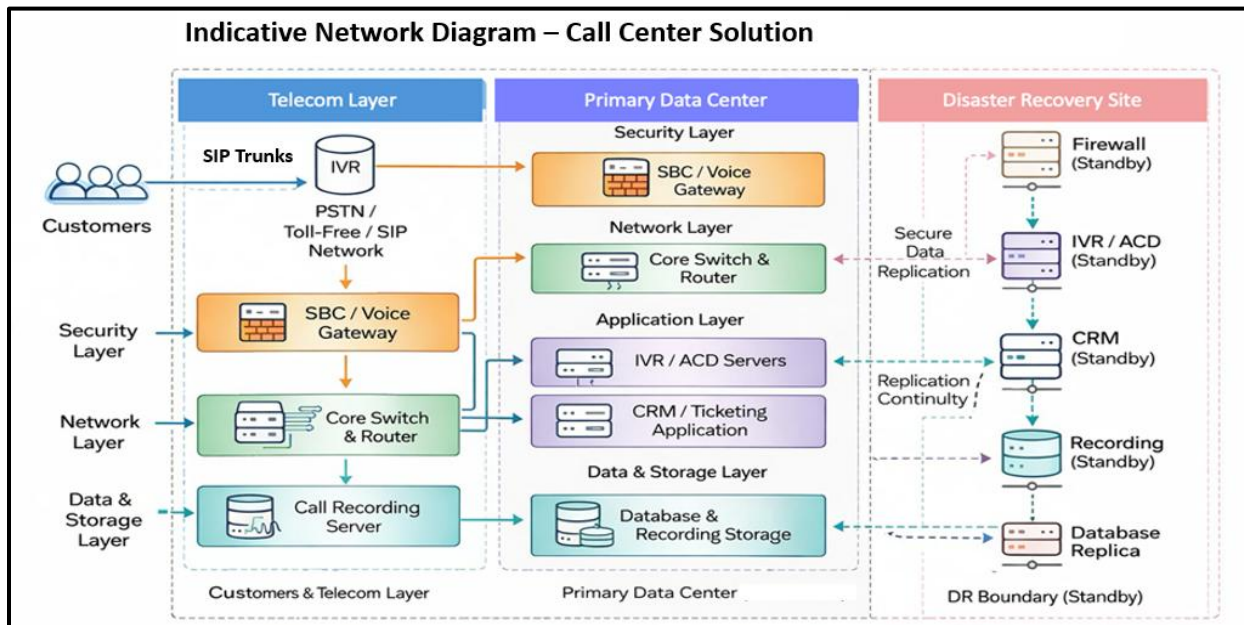


Figure 3: Tentative Network Diagram for Call Centre Solution

A robust **telephony and call management system** will form the backbone of the Call Centre, enabling reliable connectivity and efficient handling of large call volumes. This component will provide automated call distribution, interactive voice response, and call routing logic to ensure that citizens can reach a CCE or appropriate resource even during peak periods. Key requirements including but not limited to following:

Sr. No.	Functional Requirement CTI (Computer Telephony Integration)
a.	The IVR shall be able to link ACD, IVR, call recording etc. to information held on a CRM database about the inbound caller.
b.	It should be able to support the following information messages and options that are related to voice callers while they are waiting in queues or put on hold by the Call Centre CCEs: Any specific message requirement given by the Authority. Background tune. Any Information related to special campaigns of state/central governments.
c.	It should transfer relevant information about the individual caller and the IVR dialog from the IVR to the CCE's desktop using a screen pop based on CLI (Caller Line Identification)/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence) when the caller gets connected.
d.	It should be suitably integrated with CRM and other communication media (phone) to send/receive data that needs to be populated on CCE screen and must also update

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Sr. No.	Functional Requirement CTI (Computer Telephony Integration)
	the IVRS usage details into the CRM as the caller traverses through the IVRS and reaches the CCE.
e.	CTI should perform both preview dialing mode and progressive dialing mode, and perform following functions, including but not limited to: -
	It indicates that the call has entered the setup phase.
	The call is connected or delivered to the CCE when the call starts ringing.
	The call establishes when the call is answered.
	The call is cleared when the voice connection is terminated.
	The call is completely ended when the logical call appearance (including call data) is complete.
	The call can be moved from the active to held state, or the call is removed from hold.
	The call can be transferred to another CCE/Team Lead/Expert or other emergency/non-emergency Call Centres.
f.	The IVRS solution should have the capability to transfer the internal and external calls and integrate with other existing IVRS
g.	CTI should ensure unique call ID generation for every interaction
h.	Must log call lifecycle events, agent actions and call outcomes
i.	CTI must ensure automatic triggering of call recording
j.	CTI should support call disposition codes (Resolved / Escalated / Info Provided) and wrap-up notes by CCE
k.	Role-based action for CCE, supervisor & admin
l.	Logging of call handling actions, transfers and override

- **Toll-Free Number & High Capacity:** Provision of a toll-free helpline number (accessible statewide) integrated with a robust Call Centre system capable of handling high call volumes (approx. 25,000 incoming calls per day) without performance degradation. The system should support both inbound and outbound calls, enabling the helpline to make outgoing calls for follow-ups or information campaigns, as needed.
- **Interactive Voice Response (IVR):** An IVR system for initial call handling, which greets callers and presents menu options in multiple languages. The IVR will allow callers to select their language and possibly the nature of their request (e.g., press 1 for complaints, 2 for information). It should also provide basic self-service options, such as retrieving information on common queries or checking complaint status via the input of a ticket number. This reduces the load on live CCEs by resolving simple inquiries through automation.
- **Automatic Call Distributor (ACD):** An ACD to intelligently route incoming calls to available Call Centre Executives. Routing criteria will include executive availability, language skill

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(connecting the caller to a CCE, who is fluent in the language selected), and possibly issue category or skill group. The ACD should manage call queues with features like music-on-hold and periodic announcements (e.g., “Your call is important... please stay on the line” or “Any other message as defined by CMH-CU” with an estimated wait time). If the queue length is excessive, the system may offer a callback option, so citizens do not have to stay on hold.

Sr. No.	Functional Requirements– IVRS (Interactive Voice Response System)
a.	When a call lands on the Call Centre Agency system, the caller should be greeted with a pre-recorded welcome note in Gujarati, Hindi, and English languages.
b.	It should support voice and DTMF (touch tone shortcuts that can be used in sequence) signaling-based menu service. The caller can access the information more quickly or opt to talk to a CCE, without having to "drill down" through the menu structure with every call.
c.	It should support Gujarati, Hindi, and English Languages.
d.	It should change the IVR route based on the language selected (If required).
e.	There should be an option available to the caller to opt for talking to CCE by pressing pre-defined digit any time during the IVRS announcements.
f.	It should be able to identify a caller (new caller with phone number and existing caller with name and phone number) using CLI (Caller Line Identification)/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence) captured by the system.
g.	It should identify the caller through CLI and pass relevant information to the screen pop up at CCE's desktop by seamlessly integrating with the Automatic Call Distribution/ Computer telephony integration. For a new caller, the screen pop-up at CCE's desktop with only its mobile/phone number. For an existing caller, the screen pop-up at CCE's desktop with mobile/phone number, name should also be an option. For the existing caller, the CCE should greet the caller by name.
h.	It should retrieve CCE availability from the Automatic Call Distribution and announce to the caller the expected wait time to talk to an available CCE.
i.	It should support audio-text for playback of music, regulations, procedures, and social messages as per the IVR Call Flow & Call Tree. (to be decided by CMH-CU during the Implementation phase of the project)
j.	The caller can be given the option to wait in the queue or request a callback.
k.	It should have the ability to add multiple awareness messages on the IVR

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Sr. No.	Functional Requirements– IVRS (Interactive Voice Response System)
	system.
l.	It should allow users to schedule different campaigns/State Govt. scheme-related/any other messages given by CMH-CU in specific dates and for a specific period.
m.	There shall be a provision for scalability of IVRS so that over a period of time, it will be able to take care of the maximum functionalities of the Call Centre (feasible through IVRS) under this Project. Features of scalability shall be customizable at any time during the course of the entire Project.
n.	There should be adequate number of IVR ports to ensure that all calls meant for CCE are able to reach the CCEs terminal.
o.	At the end of Complaint Call the IVRS should capture User Experience feedback for CCE with selection Menu as 1- “GOOD”, 2 – “BAD” or any other parameter defined by CMH-CU.
p.	IVR should play a mandatory disclaimer (e.g., “This call may be recorded for quality and training purposes”)
q.	Logging of IVR changes and admin actions

- **Call Queue Management:** The system will maintain queues for calls waiting to be answered, with configurable prioritization rules (for example, emergency or high-priority grievance calls can be prioritized, or VIP callers can be flagged for priority service). It will ensure that even at peak times, calls are queued and handled in an organized manner, up to the capacity of the system. Graceful handling of overload scenarios (such as informative messages or redirection to self-service/voicemail when CCEs are unavailable) is expected.
- **Outbound Dialling (Feedback & Call Back) and Alerts:** In addition to inbound calls, the telephony system should support outbound calls for various purposes. This includes callbacks to citizens who requested a return call, automated outbound IVR blasts to disseminate important announcements, any campaigns approved by CMH-CU, and calls to collect feedback or provide updates on grievance cases. For example, the helpline should be able to automatically dial out to a citizen with a recorded message or connect a CCE when returning a call. These outbound capabilities will help in running proactive outreach campaigns (such as awareness drives or feedback surveys) using the same platform. In case of not connected call, at least 4 attempts should be made.
- **Integration with Helpdesk Software (CTI):** The telephony system will integrate with the helpdesk/CRM software through Computer Telephony Integration (CTI). When a call comes in and is routed to a CCE, a screen pop-up should automatically display the caller’s information and history on the CCE’s computer (matched via caller ID or IVR input). This

seamless CTI integration ensures the CCE has context as soon as the call is answered, improving response time and personalization.

Voice Call Monitoring & Agent Oversight

The proposed solution must include:

- **AI-based speech analytics system** capable of automatically transcribing and analysing 100% of helpline calls for quality, empathy, and protocol compliance.
 - Real-time and post-call speech-to-text transcription.
 - Natural Language Processing (NLP) based sentiment, emotion, and empathy scoring.
 - Automated detection of script adherence violations, escalation failures, or protocol deviations.
 - Compliance alerts aligned to regulatory guidelines.
 - Supervisory dashboards for reviewing call quality trends, CCE scoring, and targeted coaching insights.
- **Desktop-based workforce behaviour monitoring system** ensuring CCE attendance, performance visibility, compliance, and well-being.
 - Real-time attendance and break tracking.
 - Idle-time detection and live desktop activity monitoring (screenshots).
 - Application and website usage compliance tracking.
 - Agent productivity dashboards indicating utilization levels (under-utilized, optimal, over-utilized).
 - Behavioural wellness tracking and burnout risk detection.

2.9.1 Multilingual Support

The helpline must cater to a linguistically diverse user base. All components of the solution will therefore include multilingual capabilities (Gujarati, Hindi, and English) to ensure citizens can communicate in their preferred language and CCEs can assist them without language barriers. The Scope of Work covers multilingual support in these aspects:

- **IVR in Multiple Languages:** The IVR system will be configured with prompts in all major languages spoken in the State (for example, Gujarati, Hindi, and English) relevant to the State’s population). When a call lands, the IVR will greet the caller and offer language selection (e.g., "Press 1 for Gujarati, press 2 for Hindi, Press 3 for English..." etc., as applicable). After selection, all further voice prompts and menu navigation will continue in that language for the caller’s convenience.
- **Multilingual Agent Pool & Routing:** The call routing mechanism (ACD) will consider language skills. Agents will be tagged with the languages they speak, and incoming calls will be routed to an CCE who speaks the language the caller selected. This ensures a caller who selects, say, Hindi is connected to a Hindi-speaking CCE. The system should also allow

grouping of CCEs by language skill for easier management (e.g., a separate queue for each language that feeds the respective CCEs group).

- **User Interface Localization:** The CCE and officer interface (helpdesk software and Grievance Portal) should support local language content. While the software’s basic interface might be in English, it must allow the CCE to input data in local scripts (Unicode support) for names, addresses, and complaint descriptions. This is important if, for instance, a CCE needs to type the complaint exactly as described by a caller in Hindi. In addition, the system should allow generating reports or viewing the case details in the original language text entered. If feasible, the interface labels and menus could also be localized to the user’s preferred language (though CCE typically may operate in English, the option for localization could be useful for certain officer users more comfortable in the local language).
- **Knowledge Base and Scripts in Multiple Languages:** All citizen-facing content, such as the knowledge base articles or scripted answers for common questions, will be maintained in the multiple languages. This way, if a caller speaks in Gujarati and asks about a government scheme, the CCEs can refer to the Gujarati version of the scheme details to relay information accurately. Also, any written communication to citizens (like SMS updates or email) should be template in each language. The system could automatically choose the template language matching the citizen’s preference recorded on the ticket.

Overall, multilingual capability is critical for inclusivity. The Project Technology will ensure that language is not a barrier for any citizen seeking help, aligning with initiatives to make governance citizen-friendly across different language speakers.

2.9.2 Data Management and Storage

Handling up to thousands of calls per day means the solution will generate a significant amount of data (call logs, audio recordings, complaint records, user information, etc.). The Scope of Work includes establishing a robust data management strategy to store, protect, and utilize this data effectively. Key aspects are:

- **Centralized Data Repository:** All data generated by the helpline will be stored in a centralized database in the physical servers at the office location. This includes caller details, tickets and case information, call logs (time, duration, CCE, outcome), and any notes or attachments related to a case. Using a central repository ensures consistency and makes it easier to report on and analyse the data. The database design will be scalable and optimized for both transaction processing (logging each call quickly) and retrieval (searching and reporting).
- **High Volume Data Handling:** Given the volume (e.g., 25k calls/day), the system’s data architecture must be scalable and performant. It should efficiently handle concurrent transactions without slow-down. Techniques may include indexing key fields (like phone

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numbers, ticket IDs), partitioning large tables by date or category, and archiving older data periodically. The Bidder will provide a data schema and management plan that ensures the system performs well even as data accumulates over years.

- **Call Recording Storage:** Voice recordings of calls will be stored as digital files (likely in a compressed format like MP3 or WAV). These will be linked to the corresponding call record in the database. Given that storing every call audio can consume significant space, the scope includes designing a storage strategy – possibly using tiered storage where recent recordings are on fast-access storage and recordings older than 1 year are moved to cheaper storage or archived. The system should have a mechanism to purge or archive recordings after a retention period, unless marked for longer keeping due to specific needs. For instance, recordings might be kept for 6 months on the primary system for quick access and automatically archived to external media or cloud storage for up to, say, 1 years for compliance.

S. No.	Functional Requirements– Recording solution (including but not limited to)
a.	The system should record voice conversations between CCEs and Citizens. The Call Centre should have facility to record, replay and monitor all calls for a period of at least 1 Year. Also, recording solution should at least log the following information: • Date • Call Duration • CCE ID • Call ID • Caller Number • Service Request Number • Number Dialed for Inbound/Outbound Calls • Call Rejection status by CCE/Citizen • Inbound/Outbound Identifier-System Generated
b.	The CCE’s ID and call record should be linked to the recorded query. The recorded query can be viewed & listened to by CCEs but cannot be modified.
c.	The system should also record the Inbound/outbound communication of CCE and the caller at the time of providing answer and Information in the citizens queries and should be supported for retrieval & playback on the basis of following: • Date • Time • CCE’s ID • Call ID

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S. No.	Functional Requirements– Recording solution (including but not limited to)
	• Service Request Number • Caller Mobile Number
d.	Basic information about every caller should be recorded and stored in a database.
e.	The Recording solution shall have the functionality to record all calls.
f.	The Recording solution shall have the feature of listening recorded calls on IGSMS logins as asked by CMH-CU other than the Call Centre premises.
g.	The system should have physical storage capability of at least 10 terabytes for call recordings.
h.	The system should include an automatic archive/backup function that supports archiving without requiring manual intervention.
i.	Compliance with CERT-In log retention and audit requirements
j.	System should support call tagging (good/bad/escalation/complaint type) and quality scoring by supervisors
k.	The system should have alerts for recording failure, storage nearing capacity and system downtime.
l.	System should support legal admissibility of recordings (time-stamped, tamper-proof)
m.	Recordings should be non-editable and integrity-protected

- **Data Retention & Archival:** Apart from recordings, the textual data of complaints should also have retention policies. Typically, government grievance records might be kept for several years. The system will allow older resolved cases (e.g., older than 3 years, or as defined) to be archived from the live database to an archive database or files. Archived data should still be retrievable if needed (via reporting modules) but will not clutter the live system’s performance. The retention policy shall comply with any government rules on record-keeping and will be configurable. For example, **complaint records must remain accessible on the Integrated Grievance & Service Management System (IGSMS) for 1 year, after which they are to be archived for an additional 2 years.**
- **Backup and Recovery:** A comprehensive data backup plan is mandatory. The Bidder will implement automated regular backups of all critical data. This includes full database backups at a defined interval (e.g., weekly) and incremental/differential backups more frequently (e.g., nightly, or even hourly for critical data). Backup files will be stored securely, and restoration procedures will be documented and tested. In case of any system crash or data corruption, the data recovery process should be able to restore the system to the last backup point with minimal data loss. Ideally, with a high-availability

setup, real-time replication (mirroring) of data to a secondary database server will be in place, which both helps with uptime and provides an immediate backup copy.

- **Data Privacy and Protection:** The solution will enforce data handling practices to protect personally identifiable information (PII) of citizens. Sensitive data (like citizen phone numbers, addresses, or identity details) will be stored in encrypted form in the IGSMS database where feasible, and access to it will be restricted to authorized roles. The system will also mask or redact sensitive information on user interfaces if full details are not needed (for example, a CCE might see only the last 4 digits of an ID number for verification purposes). All data exports or reports that contain personal data will be governed by access controls and logging to prevent misuse. Compliance with any data privacy laws or policies (national or state-level) is expected, and the Bidder should ensure that the design considers relevant standards (for instance, not storing data outside authorized infrastructure, etc.). **The compliance with DPDP Act and all other relevant acts, amendments, rules, guidelines etc., prescribed by central / state government must be ensured from time to time.**
- **Integration & Data Exchange:** The data management scope also covers how the system exchanges data with other systems. Based on Call Centre information, the IGSMS will likely need to send or receive data from external services – e.g., an SMS Gateway (for sending messages), an Email server, possibly a GIS system (if location mapping of complaints is needed), or other departmental IT systems. The solution will expose and consume secure APIs for these integrations.
For example, when a ticket is closed, the system could send an API call to a SMS gateway to send update on the complaint status of the Resident. All such data exchanges shall be built with security (authentication, encryption) and will not disclose any personal data unless authorized.
- **Data Analytics and AI:** Although primarily covered in reporting, the data management foundation shall support advanced analytics. The stored data could be used in the future for machine learning models (e.g., to predict complaint surge patterns or classify grievances automatically). While building the system, the Bidder should keep in mind the potential of adding analytics modules, ensuring data is well-organized and accessible for such purposes (perhaps through a data lake or by streaming important events to an analytics platform in real-time). This forward-looking aspect ensures the helpline data can drive continual service improvement. In summary, the solution will treat data as a critical asset – ensuring it is reliably stored, backed up, secured, and made available for the dual purposes of operational needs (quick retrieval for service) and strategic needs (reporting and analytics). Proper data management guarantees that the helpline’s knowledge base grows over time and remains protected against loss or breach.

2.9.3 MIS Reporting and Dashboards

To effectively manage the helpline and support insights for governance, a comprehensive reporting and dashboard subsystem is required. The Bidder will deliver a suite of reports and real-time dashboards. The Scope of Work includes developing these capabilities: (Kindly note: below listed is indicative and needs to be configurable such that different dashboard/reports etc may be generated from the system during the contract tenure as per the requirement)

- **Real-Time Call centre Dashboard:** A live dashboard for the Call Centre operations team to monitor call flow and CCE’s performance in real time. This will display metrics such as number of calls currently in queue, number of CCEs actively on calls, number of free CCEs, longest wait time of a caller in queue, and call volume trend in the last hour. It may use visual indicators (green/yellow/red) to denote service levels (e.g., if calls waiting exceed a threshold). The supervisor can use this dashboard to make quick decisions, like deploying additional CCE during a surge or rerouting calls to another centre if available.
- **Supervisor/Management Reports:** Detailed daily/weekly/monthly reports will be generated to summarize helpline performance. Examples include the Daily Calls Report (total calls received, answered, missed, average wait time, average call duration), the Agent Performance Report (calls handled per CCE, average handling time, citizen feedback per CCE), and Peak Hour Analysis (calls per hour and CCE availability). These reports will help in resource planning and identifying any operational bottlenecks.
- **SLA Status Reports:** The Critical SLA Compliance Report showing the variation of Call Centre performance from the defined SLA can be listed for review. Such reports ensure that the service level agreements are monitored and met.
- **Custom Report Generation:** In addition to predefined reports, the solution should include a **reporting tool or interface** for authorized users to generate ad-hoc reports. This might be a query builder where a user can select fields (like date range, inbound outbound calls, status) and output a custom list or summary. The system should make it easy to obtain such data without requiring database expertise (potentially through a user-friendly BI tool or an export function that dumps data to CSV/Excel for analysis).
- **Notification and Alerts in Reporting:** The system can be set up to send alert notifications based on report data. For example, an email alert to Agency & competent Authority on SLA breach or a daily email to key stakeholders with a dashboard snapshot (Call centre performance). This pushes critical information proactively to those who need to act on it, rather than them having to pull reports manually every time.
- **Export and Printing:** All reports and dashboard data should be exportable (to formats like PDF for printing, CSV for data analysis, etc.). Stakeholders often need to include helpline statistics in presentations or review meetings, so easy export or print-friendly versions of reports are required. The Bidder should also ensure reports are well-formatted and easy to read, with clear headings, legends on charts, and explanatory notes where needed.

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- **Audit and Improvement:** Finally, reporting isn’t just for monitoring others – it’s also for monitoring the helpline itself. Meta-level reports about system uptime, call recording audit logs, usage of the knowledge base, etc., can be provided to help the helpline administrators ensure that everything is working as intended. For example, a periodic report on “System Uptime and Downtime Incidents” can be generated to verify SLA compliance on 99.8% uptime.

Indicative reports (including but not limited to):

Sr. No.	Functional Requirements –Data Analytics and Reporting
a.	• Number of calls transferred to another Department Call Centre • Number of Waiting Calls • Average Call Time • Average Waiting Time • Abandoned Calls
b.	Suggested Call Centre reports (Summary for All the CCEs, and Detailed by each CCE): • Login & Logout Time • Average Speed of Answer Time • Average Talk Time • Average Handling Time • Average Hold Time • Average Wrap-up time • Number of Dropped Calls before Pickup • Number of Dropped Calls after Pickup • Idle Time • Time CCE is ready. • Number of Call Backs • No answer
c.	Suggested trend analytics reports for daily, weekly, monthly, and yearly review for Call Centre performance.
d.	All the above-mentioned reports shall also be in the graphical format with the option for live reporting wherever possible. This shall require integration with the Chief Minister Helpline/ IGSMIS database
e.	Print and export in PowerPoint facility shall also be available for analytics reporting.

S.No.	Functional Requirements– MIS (Management Information System)
a.	MIS should generate reports based on: • Repeat Request/Complaints

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S.No.	Functional Requirements– MIS (Management Information System)
	As directed from time to time by CMH-CU
b.	It should generate different types of reports on the number of calls: - Total Number of Calls-Inbound and Outbound - Number of Calls Diverted to Call Centre CCEs from IVR - Number of calls dropped at the IVR stage - Number of calls transferred to other Call Centre as decided by CMH-CU
c.	It should generate Call Centre Queue Analysis reports. The below-mentioned queue analysis list is included but is not limited to: - Number of Calls waiting in the queue. - Average Call Duration. - Average call Waiting Time - Abandoned Calls - Number of Outbound calls (Feedback on Integrated Grievance & Service Management System (IGSMS) references/ Beneficiary Calling on Government Schemes)
d.	It should generate CCE reports (Summary for All the CCEs, and Detailed by each CCE): - Login & Logout Time - Average Speed of Answer Time - Average Talk Time - Average Handling Time - Average Hold Time - Average Wrap-up Time - Number of Dropped Calls before Pickup - Number of Dropped Calls after Pickup - Idle Time - Time CCE is Ready - Number of Emails Received - Number of Call Backs Reports - No Answer System should also be capable of generating customized reports/ MIS including graphical reports as per requirement; Reports should also be available in web-enabled format & should be configurable to be mailed to a defined mailing list.
e.	It should provide flexible report formats, in .xls, .txt or any other user-friendly structure including graphics from time to time.
f.	Standard reports (like IVRS, ACD etc.) should be generated on hourly, daily,

S.No.	Functional Requirements– MIS (Management Information System)
	weekly, monthly, quarterly, half yearly and yearly basis.
g.	It should be integrated with the Integrated Grievance & Service Management System (IGSMS) / CM Helpline database & portal which shall provide access to CMH-CU, all levels of Officers, including other stakeholders for report generation.

2.10 Integration and coordination with Telecom Service Providers.

- a. The Telecom Service Provider(s) (TSPs) services shall be provided by CMH-CU. The Call Centre Agency (CCA) shall be responsible for coordinating, integrating, and ensuring seamless interfacing of the Call Centre solution with the TSP infrastructure.
- b. The following telecom setup shall be provisioned:
 - TSP 1 (Primary): Toll-Free Number services with 150 SIP Channel
 - TSP 2 (Secondary/Redundancy): Minimum 120 SIP Channels
 - Both TSPs shall be configured in active-active or active-passive redundancy mode, as agreed with CMH-CU.
- c. The successful Bidder (Call Centre Agency) shall mandatorily enter into a tri-party agreement with the Telecom Service Providers (TSP) and the CMH-CU. The agreement shall clearly define roles, responsibilities, service boundaries, integration ownership, SLA obligations, incident management, and dispute resolution mechanisms. No Bidder shall deny responsibility citing dependency on the other party. Seamless end-to-end service delivery shall be the joint responsibility of both parties. The CCA shall Ensure end-to-end integration of TSP SIP channels with the Call Centre platform.
- d. Provision and manage required infrastructure, including but not limited to Session Border Controller (SBC), Firewall(s), Network connectivity (LAN/WAN), Routing and failover configuration, Rack Space with UPS Power points as desired by TSPs to commission their links.
- e. Configure the Call routing logic, Load balancing between TSPs, Automatic failover in case of TSP failure. Ensure compatibility with both TSPs’ network and signalling protocols. Maintain uptime, quality of service, and SLA compliance from the application layer to TSP handoff point.
- f. The CCA shall ensure that Both TSPs are integrated using secure SIP (TLS/SRTP preferred where applicable). SBC shall be configured for: Session control, Security enforcement, and Traffic prioritization.
- g. Prior to Go-Live:
 - I. End-to-end integration testing must be completed
 - II. Load testing for full SIP capacity must be demonstrated
 - III. Failover testing between TSPs must be successfully executed

IV. Final acceptance shall be subject to approval by CMH-CU

- h. Network security measures include Firewalls, Intrusion Prevention/Detection Systems (IPS/IDS), and Access control policies. End-to-end connectivity must be established with almost zero latency and packet loss.
- i. Notwithstanding the involvement of multiple TSPs, the CCA shall be the single point of contact and overall responsible entity for ensuring uninterrupted Call Centre operations and SLA compliance.

In case of service disruption:

- I. The CCA shall perform first-level diagnosis and coordinate with TSP(s).
 - II. The CCA shall not deny or delay resolution on account of dependency on TSP(s).
 - III. Any SLA breach impacting service delivery shall be treated as CCA's responsibility except TSP's Root Cause Analysis (RCA) clearly mention issue or outage from TSP's side or as per SLAs mentioned for TSPs.
- j. The CCA shall implement Automatic failover between TSP 1 and TSP 2, Load balancing mechanism (if active-active), and Periodic testing of redundancy and failover (at least monthly).
 - k. The CCA shall actively coordinate with both TSPs on an ongoing basis and actively participate in joint review meetings (as required), Maintain escalation matrix with both TSPs and ensure timely resolution of issues through coordinated efforts.
 - l. Any failure in integration, downtime due to misconfiguration, hardware failure or lack of coordination leading to service disruption shall attract penalties on CCA as per SLA terms. CCA should ensure continuous follow up and coordinate until resolution, Maintain records of all communications and escalation logs.
 - m. SLA penalties linked to telecom service availability shall be applicable to the CCA in cases where:
 - The downtime is attributable to the CCA, or
 - The CCA fails to perform timely escalation (within 15 minutes), coordination, or follow-up actions.
 - n. In cases where downtime is formally certified as solely attributable to the TSP, and the CCA has fulfilled all escalation and coordination responsibilities, such downtime shall be excluded from CCA SLA penalty calculations.
 - o. The Cause Code Report shall be submitted on a monthly basis along with the invoice. The CCA shall be responsible for obtaining this report from the TSPs at its own cost.

2.11 Security and Compliance

Security is paramount for a system that handles large volumes of citizen data and government information. The Scope of Work includes implementing stringent security measures and

compliance protocols throughout the helpline solution. The aim is to protect data confidentiality, ensure system integrity, and maintain public trust in the helpline. Key security requirements are:

- **User Authentication and Access Control:** The system will enforce role-based access control (RBAC). Different user roles – such as Call Agent, Supervisor, System Administrator, etc. – will have defined permissions. Agents might only access the helpdesk functions and view data relevant to the calls they handle, and an Admin can configure system settings. Every user must log in with unique credentials. Password policies will be enforced (minimum complexity, periodic reset). For sensitive or high-privilege accounts, the system should support multi-factor authentication (e.g., OTP or token-based) for an extra layer of security.
- **Data Encryption:** All sensitive data, especially personal data of callers and recorded conversations, will be encrypted at rest and in transit. The databases should use encryption for stored data. Likewise, any communication between system components or external interfaces will be over encrypted channels (HTTPS for web traffic, TLS for any integration APIs, VPN tunnels for data exchange between centres, etc.). Encryption in transit prevents spying, which is crucial as data might traverse networks. The telephony signalling and VoIP audio streams should also use secure protocols.
- **Network and Infrastructure Security:** The solution design must be compatible with a secure network architecture. It should support deployment in a demilitarized zone (DMZ) or behind firewalls. The Bidder will manage necessary firewall rules/ports for the application to function (to allow SIP channels traffic, web traffic on certain ports, etc.). The solution must have intrusion detection/prevention systems (IDS/IPS). The application must harden itself by exposing only necessary services and employing measures like account lockout on repeated failed logins to deter brute-force attacks.
- **Audit Logging:** Every critical action in the system will be recorded in audit logs. For example, login attempts (successful or failed), creation or deletion of tickets, changes in ticket status, data edits by any user, etc., will all generate log entries with timestamp, user ID, and details of the action. These logs are crucial for forensic analysis in case of any misuse or discrepancy. The system should provide an interface for administrators to review audit logs and also the ability to export them for external audit purposes. Audit logs themselves must be protected from tampering – e.g., once an event is logged, even admins should not be able to alter the log record.
- **Application Security:** The software will be developed following secure coding practices to mitigate common vulnerabilities. This includes validation of all inputs (to prevent SQL injection or XSS attacks), use of parameterized queries or ORMs for database access, secure session management for web components (to prevent session hijacking), and protection against CSRF for any web forms. The Bidder will conduct vulnerability assessments and penetration testing (VAPT) on the solution

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prior to deployment to identify and fix any security weaknesses. The system should ideally comply with the OWASP Top 10 security guidelines for web applications according to the Centre & State Government Security Guidelines. (SDA RFP list to be added here)

- **Privacy Compliance:** The solution must adhere to any data protection regulations in effect (for instance, if there is a state or national data privacy law). This means obtaining consent for recording calls if required, providing options to opt-out of data collection (where applicable), and ensuring that data is used only for the intended purpose of grievance redressal. A privacy policy will be established, and the system’s design will facilitate compliance – e.g., the capability to delete or anonymize personal data if an individual requests it (subject to government policy). While government systems may have some exemptions, it is good practice to build privacy-respecting systems by design.

Disclosure of any information, including personal data and Integrated Grievance & Service Management System (IGSMS) related data, is strictly prohibited. Any unauthorized access, sharing, or leakage of such information and/or data shall constitute a serious violation and will attract stringent legal and disciplinary action, including penalties as per applicable laws and organizational policies.

- **Secure Integrations:** Any third-party services integrated (such as SMS gateways, email servers, or payment gateways if any) must be vetted for security. API keys, credentials for these services should be stored securely (encrypted or in secure vaults). The system should not expose any backend integration details to end-users. For example, if the system calls an external API, it should handle errors gracefully without revealing sensitive info. All external connections will be over secure channels.
- **High Availability Security:** The high-availability design (discussed in the next section) also has security implications. Redundant systems must equally comply with security (no weak link in backup systems), and failover processes should not bypass any security checks. For instance, if the primary server fails, the secondary should enforce the same authentication and not have a default password etc. The Bidder should include security in their HA planning.
- **Regular Updates and Patches:** The Bidder will be responsible for keeping the application updated with security patches during the contract period. This includes patching any third-party components, libraries, or OS-level issues if managing an appliance. A maintenance plan should be in place to apply updates in a timely manner whenever security vulnerabilities are discovered, with minimal downtime (preferably using a rolling update mechanism given the uptime requirements).
- **Security Testing and Audit Support:** The Bidder should support any independent security audits that the government may conduct. All documentation needed (like architecture diagrams, data flow diagrams, etc.) should be provided to auditors under NDA. Any findings from such audits must

be resolved by the Bidder. Additionally, the system could include self-auditing features, like alerting if an admin account is created or if there are multiple failed login attempts, etc.

By implementing the above security measures, the helpline solution will ensure confidentiality of citizen data, integrity of the grievance records, and availability of the service without compromise. Citizens using the helpline can be assured that their complaints and personal details are handled safely, and the government can be assured that the system will not be an easy target for cyber threats. NDA between CCA and CMH-CU and one NDA between CCA and each CCE. This point must be added in relevant position.

2.12 Compliance Requirements

The empanelled agency shall ensure full compliance with all applicable Central and State Government security standards, including but not limited to:

- GIGW 3.0 (MeitY)
- NeSDA (DARPG)
- CERT-In advisories
- DST-GoG development and procurement guidelines
- Gujarat State Data Policy
- Aadhaar Act and UIDAI protocols (where applicable)
- Gujarat SDC / GSWAN hosting norms
- Open API standards
- WCAG 2.1 accessibility guidelines
- IT Act and data localization norms
- Gujarat Cloud Policy
- Relevant ISO/IEC standards
- Digital Personal Data Protection Act, 2023 (DPDP)

2.13 Audit and Certification

The agency shall be responsible for:

- Security audits (CERT-In, OWASP, SSL, etc.)
- STQC audit and certification, wherever applicable
- VAPT through CERT-In empanelled auditors
- Maintenance of audit records and compliance documentation

2.14 High Availability and Performance

To meet the expectation of near-constant availability and to handle very high volumes of traffic, the helpline solution must be engineered for high availability (HA) and optimized for performance. The requirement is to maintain 99.8% uptime. Achieving this will involve careful

infrastructure architecture, failover capabilities, and performance tuning. The Scope of Work includes the following HA and performance elements:

- **Redundant Architecture:** This means having multiple instances of each critical component: at least two telephony servers, multiple application servers for the CRM/helpdesk, and a primary-secondary (or cluster) database setup. These components can be configured in an active-active load-balanced mode or active-passive failover mode as appropriate. In an active-active setup, all instances handle traffic concurrently (distributing the load), whereas in active-passive, one instance is on standby to take over if the primary fails. The specific approach may vary by layer, but the net effect is the same – if any one server crashes or needs maintenance, the service remains available via the others.
- **99.8% Uptime SLA:** To meet this, the Bidder must ensure that maintenance activities are mostly done without taking the system offline (using rolling updates or performing tasks in a redundant fashion). It also means quick recovery from failures: for example, if one server fails, the detection and failover should happen in seconds.

Monitoring systems should automatically detect outages and switch to backup components. The design might include heartbeat mechanisms between primary and backup servers to trigger automatic failover. Furthermore, any software updates or deployments should be planned to avoid downtime, e.g., deploying on one node at a time while others carry the load (blue-green deployment or similar strategies).

- **Load Balancing and Scalability:** A load balancer will be used in front of the application servers (and potentially for telephony SIP trunks as well) to distribute incoming requests/calls across multiple servers. This not only balances performance but also contributes to HA (if one server is down, the load balancer can stop sending traffic to it). The system should be scalable horizontally, meaning if call volumes increase beyond 75,000/day (**Actual 3 times of expected incoming call flow**), the Call Centre Agency can scale up by adding more servers or processing capacity. The software should handle such scaling without major reconfiguration – for instance, adding a new application server node should be straightforward and the load balancer will include it in rotation. The database should be able to scale (through clustering, read replicas for heavy read/report loads, etc.) so that performance does not degrade as data grows.
- **Performance Optimization:** The Bidder will conduct performance testing to ensure the system meets certain benchmarks, such as maximum concurrent calls handled, maximum transactions per second processed in the database, response time for IVR interactions, and page load times for the web interface under load. Techniques like query optimization, caching of frequent queries (for example, caching reference data like department lists to avoid repeated DB hits), and efficient coding (non-blocking calls, optimized algorithms) will be employed. The IVR should not introduce

noticeable latency (prompts should play promptly), and CCE screen-pops should occur within seconds of call arrival for a smooth experience.

- **Monitoring and Alerts:** An automated monitoring system will be deployed covering all critical components – telephony services, application services, database, network connectivity, etc. Tools or services will continuously check the health of these components (ping, heartbeat, synthetic transactions). If any anomaly is detected (like a service not responding, high error rates, CPU/memory hitting threshold, etc.), it will trigger an alert to the technical support team via email/SMS/dashboard. This proactive monitoring allows issues to be addressed often before they escalate to a downtime event. The monitoring system will also track uptime statistics to verify compliance with the SLA and log any downtime incidents with duration and cause for review.
- **Fault Tolerance:** Beyond just having redundant components, the system will be built with a mindset of fault tolerance. Similarly, if the database is momentarily unreachable, the application might queue transactions in memory for a short period rather than lose data or crash outright. These considerations ensure that temporary glitches do not become total outages.
- **Resource Management:** The system should efficiently utilize resources (CPU, memory, network). There should be limits and pooling in place – for instance, database connection pools to avoid exhausting connections, thread pools for handling calls to avoid spawning excessive threads, etc. By managing resources well, the system remains stable under high load. Memory leaks or unbounded resource usage can cause downtime, so the Bidder must test to eliminate such issues. Logging should be optimized so that it records necessary information but does not fill up disks or choke the I/O under heavy load.
- **Contingency Procedures:** The Bidder will document clear contingency procedures for various failure scenarios. For instance, if the primary database fails and automatic failover does not occur, what is the manual procedure to bring up the secondary? If the telephony server goes down, can calls be temporarily rerouted to a voicemail or a backup Call Centre? Having manual fallback plans ensures that even in unforeseen situations, there is a guide to restore service quickly. These procedures shall be included in the operations manual delivered. The on-site support team should be fully capable of carrying out such activities in case such situations arise.
- **Testing for High Availability:** As a part of acceptance, the Bidder should demonstrate the high-availability features. This might involve intentionally taking down one server to show that calls in progress are not dropped (if using a telephony system that supports mid-call failover or at least that new calls still get through on remaining servers) or shutting down the primary Server/database to show the secondary taking over without data loss. Load testing will also be done to simulate peak loads (75k calls/day equivalent load) and ensure the system meets performance criteria without errors or slowdowns.

By incorporating the above, the solution will meet the required 99.8% uptime target, ensuring that the helpline is operational all the time. Citizens will be able to reach the helpline 24/7 without

interruption. The system must be resilient against outages and can handle the scale of queries and complaints anticipated.

2.15 Project Duration

The contract shall initially be awarded for a period of three (3) years from the date of signing of the Agreement. Subject to mutual consent of both Parties and satisfactory performance of the Call Centre Agency (CCA), CMH-CU may extend the contract for up to one (1) year at a time, with the total tenure not exceeding five (5) years (3+1+1). For period of extension, revision in identified rates may be subjected to consideration of CMH-CU.

2.16 Key Compliances for Call Centre Agency

- No use of mobile phones by Call Centre Executives during shift(s), except during emergency cases.
- Call Centre Agency shall provide identity card to the personnel engaged for the work. This card shall be given by Call Centre Agency after taking prior approval from CMH-CU.
- The Call Centre Agency shall be responsible for conducting comprehensive Background Verification (BGV) and Police Verification of all Call Centre Executives (CCEs) deployed for the project at its own cost. The verifications must be completed prior to onboarding and shall be renewed as and when required by the Authority. The Agency shall ensure that only personnel with clean verification records are deployed and shall immediately replace if any CCE failing such verification, without any financial or operational impact on CMH-CU.
- The CCA shall obtain individual confidentiality/non-disclosure undertakings from all Personnel having access to Confidential Information, maintain records thereof, and furnish copies of such undertakings to the CMH-CU upon request.
- The Call Centre Agency shall also make provisions for biometric attendance for CCEs and other staff members.
- The Call Centre Agency shall be responsible for appropriate insurance coverage (As per existing laws) of the personnel engaged by the Agency for the job at its own cost as may be required for successful completion of the job.
- The Call Centre Agency shall prepare and submit a detailed monthly manpower deployment roster to CMH-CU for review and approval, at least one week in advance of the beginning of each month.
- CCEs are not allowed to indulge in small talk or arguments with callers even if the callers are being abusive or offensive. Agents are required to address the caller as per the script given to them for talking to callers during their training. If a CCE is found to be doing otherwise, the Call Centre Agency must replace the CCE immediately, without delay.
- The Bidder is required to make available MIS reports to the administrators on a live basis for evaluating the performance, and the call statistics at any point of time. In case of high inbound

load, the Call Centre Agency is required to provide a facility so that outbound CCEs can be switched to take inbound calls.

2.17 Other Compliances for Call Centre Agency

- The successful Call Centre Agency will submit the Hardware/Software lifecycle report and its compliance and support status within one month of receiving the Letter of Acceptance (LoA).
- Call Transfer and 3-Way Calling: Being able to transfer a caller to another Call Centre, department, or permit access to a third party.
- Total Responsibility: The Call Centre Agency should issue a statement undertaking total responsibility for the defect-free operation of the proposed solution in the prescribed format.
- The Call Centre Agency shall provide the Manufacturer's Authorization Form (MAF) from the OEM for all software as well as hardware equipment / IT / non-IT / laptop / systems / server used for this project.
- Bidder is required to propose an appropriate solution to meet the outcome envisaged. However, the Bidder is responsible for any other components inadvertently missed out, but which are required as per the proposed solution of the Bidder and which are essential for the overall solution to successfully run during entire project duration, then the Bidder must consider the same in the proposed solution. CMH-CU/Govt. of Gujarat will not be liable for payment of any additional cost outside of the Quoted Value/financial bid.
- Call Centre Executives and all other Employees of Call Centre Agency are expected to maintain a neat, presentable, and professional appearance at all times. Formal attire is preferred while on duty. CCA need to follow dress code if directed by CMH-CU.
- The Call Centre Agency shall be solely and exclusively responsible for full compliance with all applicable labour laws, employment laws, social security laws and statutory obligations including but not limited to minimum wages, payment of wages, working hours, overtime, leave, gratuity, provident fund, employee state insurance, bonus, contract level regulations and any other laws enforced from time to time. The agency shall indemnify and keep the CMH-CU fully indemnified against any claims, demands, penalties, damages, or liabilities arising out of non-compliance with such laws.
- The Bidder shall ensure that all products, equipment, software, telecom systems, platforms, and services forming part of the proposed solution comply with all applicable statutory, regulatory, technical, security, interoperability, mandatory testing, and certification requirements prescribed by competent authorities in India from time to time. The CMH-CU shall not be liable for any delay, penalty, service disruption, non-compliance, or regulatory action arising out of the Bidder's failure to obtain or maintain such approvals,

certifications, licenses, or compliances. Any consequences thereof, including penalties imposed by regulatory authorities, shall be borne entirely by the Bidder.

The Call Centre Agency shall: (*but not limited to*)

- a) Provide preventive support such as:
 - Scheduling preventive maintenance of all equipment (IT & non-IT)
 - Virus scans and Anti-virus updates (virus prevention and anti-virus updates).
 - Managing regular backups (Onsite and Offsite backup planning)
 - Manage all Security policy creation & monitoring (Local Network Security, Application-Level Security, OS Level Security, Physical Security for operation of the Call Centre)
- b) Do augmentations if required, based on traffic & resource utilization.
- c) Install safety mechanisms to prevent unauthorized access and manipulation of the technical systems and data. The Bidder shall also take technical and organizational measures to ensure that these fulfil the currently valid standards for the size of the Call Centre. If not specified, the system software/hardware version offered should be the latest release as on the date of supply as available globally. (All hardware/software must be the latest released products at that point in time by the OEM) Change the hardware & Software with upgraded software/operating system if the same are declared end of life/support and discontinued by OEM during the duration of the agreement.
- d) **Intelligent answering:** The Call Centre shall have the capability of requesting the Calling Line Identification (CLI) or the Automatic Number Identification (ANI) from the telephone system. For every call landing on the Call centre, CLI shall be extracted to a CCE. It shall be possible to intelligently route the calls to specific service groups, based on CLI, Auto Attendant Options or any other policy.
- e) When the CCE answers the call, the subscriber’s relevant information shall be presented on the CCE’s computer screen, eliminating the need for the CCE to repeat the questions. The software should be capable to generate token number to every complaint received.
- f) **Call centre Operations:** Call centre related database should be created & maintained by the Bidder including all token numbers & all interactions with the caller.
- g) **Voice Logging:** Every call shall be logged to monitor the quality of citizen interaction and identify training needs. The selection of recording shall be either automatic, triggered by certain events such as repeat calls from a number or short duration disconnection etc. or activated by the supervisor, administrator, or CCE by clicking of an icon on the screen but CMH-CU may dispense with call logging, if circumstances so warrant.
- h) **Reporting & MIS:** The system should have a flexible & comprehensive reporting mechanism. Searching & extraction of information based on any criteria can be located and extracted using pre-defined or fresh queries.

- i) **Customizable reporting:** Exporting of reports in various standard formats such as Excel and charts should be possible.
- j) **Reports & Management Information System:** Summary Reports from the Call Centre on the citizen calls and related status should be available. The reports shall be customized/created as per requirements. These reports shall be in addition to the reports of Call Centre functioning, which will include operator's performance, login reports, server uptime, etc. with access privileges to the designated CMH-CU Members.
- k) **System Administration:** The system shall be designed to enable detailed and flexible handling of the system administration, maintenance supervision and performance measurements.
- l) It shall be possible to store & retrieve a log of all commands and responses, along with the identification of the user in each case.
- m) The System must support online updating and changes/modifications in application. It should be dynamically loaded/ assigned without switching off or disturbing the service.
- n) Security policy creation & monitoring (Local Network Security, Application-Level Security, OS Level Security, Physical Security)
- o) Through password security, the system should be able to provide critical security against unauthorized access. All functions and data files should be protected. The administrator should be able to control access by assigning security privileges to CCE/users. The security codes should grant or deny access according to assigned security levels.
- p) The systems shall provide for a secure password management system clearly defining the users/CCEs and their functions & access rights such as super user, supervisor, operator, technical staff etc.
- q) The system should support the setting of an automatic threshold (number of attempts within a specific time period) for access to system management ports. If this threshold is exceeded the system must automatically disable the login.
- r) The system should keep all the audit logs of user/CCE actions and should present reports of the changes made by individual users.
- s) Login schemes of CCE and users (type of user and privileges) will be finalized with approval. All logins & logouts should be monitored & reported. Agents should be able to log on from any desk within the Call Centre.
- t) The guidelines issued by the Ministry of Electronics & IT (MeitY) and CISO must be adhered to, and any updated versions shall be applicable as and when released. However, CMH-CU reserves the right to make the final decision on compliance matters.
- u) The Call Centre Agency is required to provide audit reports of network security, IT security, application security and web security to CMH-CU in accordance with the timeframe decided by CMH-CU or as and when required.

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- v) All developments in the CM Helpline Call Centre Project must adhere to the Guidelines for Indian Government Websites (GIGW) and STQC parameters.
- w) Capacity Training: Training of CCEs and officers (L1, L2, L3 &/or L4) on the usage of IGSMS needs to be done by the Call Centre Agency. Multiple refresher trainings need to be planned for different levels for different blocks, districts, and departments etc.

3 Call Centre Timelines

The Call Centre is intended to implement and roll out in 6 weeks and operate for tenure of 3 years.

#	Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
a.	Infrastructure Development						
b.	Hardware Installation						
c.	System Integration						
d.	Call Centre Application Development /Customization / Integration						
e.	Call centre Application Testing						
f.	Manpower recruitment						
g.	Content and SOP preparation						
h.	Training						
i.	Telecom services commissioning						
j.	Commissioning & Project Go-Live						

3.1 Compensation for Delay

Time is the essence of the Contract. If the Call Centre Agency fails to complete the work in accordance with the Call Centre Timeline as mentioned in the Scope of Work within time fixed under the contract, it shall pay liquidated damages to CMH-CU without prejudice to any other rights or remedies as may be available to CMH-CU.

Liquidated Damages (LD) shall be applicable to the project implementation timelines of Scope of Work. Liquidated damages on the account of delay by Call Centre Agency in Go-Live activities shall be assessed at 1% percent per week of the delay on the contract value. This LD shall be levied while making first payment cycle post go-live. If the Go-Live is delayed by more than 6 weeks, the competent authority shall have right to take appropriate actions including termination of the contract and forfeiture of Performance Security.

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Description	Definition & Target	Service Level	Penalty
Delay in any milestone of Call Centre Implementation and Rollout as defined in RFP section 3.4.	Performance will be measured based on the deviation between the approved planned Completion & Go-Live date and the actual completion date.	6 weeks from the Date of Work Order.	1% of the Total Contract Value Cost for each week delay

The amount of compensation for delay and waiver of such compensation for delay in case of justified reasons shall be decided at the discretion of CMH-CU or any other agency selected by CMH-CU and the same shall be final and binding on the Call Centre Agency.

Time taken by CMH-CU and local statutory authorities for approval of deliverables, estimates, etc., force majeure reasons and any other reasons beyond control of the Call Centre Agency shall be considered as justified reasons. The amount of compensation may be adjusted or set off against any sum payable to the Call Centre Agency under contract with CMH-CU.

3.2 Force Majeure

Definition: For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations under the Contract impossible or so impractical to be considered impossible under the circumstances, and includes, but not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions.

No Breach of Contract: The failure of a party to fulfil any of its obligations under the Contract shall not be considered as a breach of, or default under this Contract as far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event:

- Has taken all precautions, due care, and reasonable alternative measures in order to comply with the terms and conditions of this Contract, and
- Has informed the other party as soon as possible about the occurrence of such an event.
- The dates of commencement and estimated cessation of such event of Force Majeure; and
- The manner in which the Force Majeure event(s) affects the Party’s obligation(s) under the Contract.

The Parties agree that neither Party shall be able to suspend nor excuse the non-performance of its obligations hereunder unless such Party has given the notice specified above.

- **Extension of Time:** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- **Payments:** During the period of its inability to perform the Services as a result of an event of Force majeure, the Selected Agency shall not be paid under the terms of this Contract. The Bidder will receive payment for only those deliverables which have been submitted and approved by the CMH-CU.

3.3 Payment Terms

CMH-CU shall be invoiced by the Call Centre Agency on a per-man-shift-per-month basis. One (1) shift shall be defined as an 8 (eight) hour login period. Accordingly, the cost of one seat shall be calculated based on an 8-hour login per day over the actual calendar days in the respective month. (For example, a work month of 30 (thirty) days with 8 Hours of login per day is equivalent to 240 (two hundred and forty) work hours per seat per month)

The actual CCE count per shift shall be determined based on reconciliation of the following:

- a) Biometric attendance records
- b) System login/logout reports
- c) Call handling/activity logs

A Customer Care Executive (CCE) shall be considered present and eligible for billing for a shift only if a valid biometric attendance punch is recorded within the prescribed shift timings and corresponding system login and activity records are available for the same duration.

The CCA is required to submit SLA reports along with detailed attendance records, ensuring proper validation and clear traceability between biometric data and system logs.

Any discrepancy between biometric attendance and system activity records shall be subject to scrutiny, and the CCA must provide appropriate justification for such differences.

The Authority reserves the right to audit biometric systems, attendance records, and system logs at any time, and the Bidder must ensure that all such records are securely maintained for a minimum period of three months and made readily accessible upon request.

While processing and certifying the monthly payment, the Purchaser shall, in addition to compliance with the prescribed SLAs and other contractual obligations, also assess whether the Bidder has deployed and utilized the Call Centre Executives (CCEs) in an optimal manner based on actual call volumes and productive login hours, as envisaged under the deployment provisions of this RFP.

Any deployment pattern resulting in avoidable overstaffing, under-utilization of available CCEs, or

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engagement of additional CCEs without first optimally utilizing the contracted manpower may be taken into consideration while determining the admissibility of payment, in accordance with the terms and conditions of the Contract.

In cases of non-compliance, discrepancies, or suspected manipulation, the Authority may disallow billing for the concerned CCEs, impose penalties as per SLA provisions, and initiate further contractual action as deemed necessary.

Payments shall be released on a monthly basis, subject to the successful completion of each operational month of the Call Centre and upon formal acceptance of the associated project deliverables by CMH-CU, subsequent to the successful commissioning and Go Live of the Call Centre.

Prior to Go-Live, Payment for 15 Days of CCE training shall be applicable. This payment will be on pro-rata basis for those CCEs who have successfully completed the prescribed 15-days training period, obtained the required certification, and received approval from CMH-CU for deployment. However, invoicing for the same may only be raised post Go-Live. Following Go-Live, all payments shall be governed by the Operations & Maintenance (O&M) terms and conditions stipulated under the contract.

The payment shall ordinarily be released within 30 (thirty) days from the date of receipt of a complete and correct invoice, subject to verification of the services rendered, certification by the competent authority, compliance with the provisions of the Contract, and availability of the requisite approvals and funds. The said period is indicative and shall not be construed as a mandatory or absolute obligation on the Purchaser. The invoice shall mention the monthly cost on a per-man-shift-per-month for Call Centre and number of CCE deployed. The per man shift per month cost shall be same as quoted in the financial bid.

During the initial period of service delivery, the experience and insights gained will be systematically analysed and used to refine the Service Level Agreements (SLAs). This refinement may include adjustments to SLA parameters, performance targets, and associated penalties, as deemed necessary. Any such changes will be undertaken in accordance with the Change Management procedure defined in the Scope of Work section of the Request for Proposal (RFP), ensuring transparency, mutual agreement, and alignment with the Call Centre objectives.

Note:

- **The number of days in a month shall be considered as the actual calendar days in the respective month.**
- **All payments will be released only after the successful completion of the specified deliverables and formal sign-off by CMH-CU or the designated competent authority. Tax**

Deduction at Source (TDS) will be applied in accordance with applicable statutory provisions.

3.4 UAT & Go-Live

The Bidder will be required to prepare detailed Standard Operating Procedures (SOP) and content & scripts for new applications. At least 50 use cases for information sharing and 50 use cases for grievance registration and feedback should be demonstrated for UAT and testing purposes before go-live.

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications, and performance. As part of the acceptance testing and certification, the Bidder will be responsible for:

- Preparation and submission of detailed FAT/UAT plans and formats.
- Preparation of various use cases and scenarios.
- Conducting hardware and software testing of various components/ modules as per the scope of work and functional requirements specified by Competent Authority
- Assist Competent Authority in carrying out user acceptance of the solution.
- Provide system test cases with results.
- Providing appropriate bug reporting and tracking tool.
- Rectifying hardware and software issues/bugs reported during testing up to the satisfaction of Competent Authority.
- **Go-Live:** "Go-Live" shall mean the commencement of live production operations of the CM Helpline Call Centre upon successful completion of deployment, configuration, integrations, training, security compliance, UAT sign-off, and approval by CMH-CU. The Go-Live milestone shall be deemed achieved only when the CCA has deployed the required strength of CCEs, established a fully operational call centre solution, completed all required integrations, and demonstrated readiness to deliver services as per the requirements, SLAs, and provisions of this RFP.
- The issuance of a **Go-Live Certificate** by the CMH-CU shall constitute formal acceptance of the solution and shall be considered the **Official Go-Live Date**. Such date shall be used for the commencement of Operations and Maintenance (O&M) services, measurement of Service Level Agreements (SLAs), and eligibility for corresponding payment milestones under the Contract.
- **Final approval/user acceptance of the system for Go-Live will be given by CMH-CU after successful implementation and testing.**

4 Service Level Agreement

The Service Level agreements have been logically segregated in the following categories:

- Resource availability SLAs
- Operations & Maintenance Phase SLAs

4.1 Resource availability SLAs

4.1.1 Penalty for Non-Deployment of Resources/Manpower:

Penalty in case of non-deployment of resources as mentioned below shall be levied, where T is date of issue of LOI and T_{GL} is the Project Go-Live Date.

S. No.	Resource Type	Penalty
a.	Call Centre Head/ Operation Head	No penalty for first 10 days from T
		Rs. 1000/- per day of non-deployment for 10-15 days from T
		Rs 2000/- per day of non-deployment after 15 days from T
b.	Other Key Resource except for Team Lead and Call Quality Auditor (As mentioned in section 2.4 - Structure of Call Centre Implementation Team)	No penalty for first 10 days from T
		Rs. 500/- per day of non-deployment for 10-15 days from T
		Rs 1000/- per day of non-deployment after 15 days from T
c.	Call Centre Executive, Team Lead and Call Quality Auditor	Rs 500/- per day - per resource of non-deployment from T _{GL} .

Note: For Call Centre Executives (CCEs), Team Leads, and Call Quality Auditors, only those resources who have been recruited in accordance with the requirements specified in this RFP, successfully completed the prescribed training, obtained CMH-CU approval, and are deployed for operational duties shall be considered as **deployed resources**. Resources undergoing training, onboarding, assessment, or awaiting CMH-CU approval shall not be considered deployed resources.

4.1.2 Penalty for Non-Availability (Absence) of Deployed Resources/ Manpower

A maximum of 12 leaves per year (3 per quarter on pro-rata basis) shall be allowed for resources (other than 240 CCEs) deployed for this contract. In case resource needs to avail off/leave from duty, Call Centre Agency must take due approval from CMH-CU. In case total number of leaves exceed the maximum allowed leaves, penalty as mentioned below shall be levied from Go-live phase, starting from 30 days from the issuance of Lol:

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However, in case total number of leaves exceeds the maximum allowed leaves during the O&M phase, applicable payment for days of absence based on rate quoted will be deducted on pro-rata basis.

S. No.	Resource Type	Penalty
a.	Call Centre Head / Operation Head	Rs. 1000 /- per day of absence
b.	Other Key Resource (As mentioned in section 2.4 - Structure of Call Centre Implementation Team)	Rs. 700 /- per day of absence

4.1.3 Penalty for Manpower Replacement SLA

Penalty in case of non-replacement of resources as mentioned below shall be levied, starting from the date of non-availability (in case resigned/terminated) of the resource (T_v).

S. No.	Resource Type	Penalty
a.	Call Centre Head/ Operation Head	Rs. 2000/- per day for first 7 days from T _v .
		Rs. 3000/- per day of non-replacement for 8-15 days from T _v
		Rs 4000/- per day of non-deployment after 15 days from T _v
b.	Other Key Resource (As mentioned in section 2.4 - Structure of Call Centre Implementation Team)	Rs. 1000/- per day for first 7 days from T _v
		Rs. 2000/- per day of non-deployment for 8-15 days from T _v
		Rs 3000/- per day of non-deployment after 15 days from T _v
c.	Call Centre Executive	Rs. 300/- per day for first 10 days from T _v
		Rs. 500/- per day of non-deployment for 10-15 days from T _v
		Rs 1000/- per day of non-deployment after 15 days from T _v

Note: The CCA shall maintain a buffer pool of the deployed CCE throughout the Contract Period. Any vacancy arising due to resignation, termination, absenteeism, or any other reason shall be filled immediately with the available buffer resources to ensure that all 200 Call Centre seats remain occupied and operational at all times. In any event of one or more Call Centre seats remain vacant against the assigned count of 200, penalties shall be levied as per the SLA mentioned in clause no. 4.1.3 above.

4.1.4 Penalty for Attrition Rate of CCE

The CCA shall ensure stability of manpower and maintain attrition of Call Centre Executives within acceptable limits throughout the Contract Period. The following penalties shall be applicable based on the Monthly Attrition Rate:

Monthly Attrition Rate	Penalty
Up to 5%	Nil
More than 5% and up to 10%	1% of the Monthly Invoice/Bill Amount
More than 10%	2% of the Monthly Invoice/Bill Amount

Monthly Attrition Rate (%) shall be calculated as follows:

Monthly Attrition Rate (%) = (Number of CCEs who exited the project during the month ÷ Average deployed CCE strength during the month) × 100

4.2 Operation and Maintenance Phase SLAs

4.2.1 Platform and DC/DR Availability in Operations & Maintenance Phase

- Days means All Working and Non-working days (365 days in a calendar year).
- “**Scheduled Maintenance Time**” shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA.
- “**Scheduled operation time**” means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system shall be deducted from the total operation time for the month to arrive at the scheduled operation time. The total operation time for the systems and applications will be 24*7*365 (per year).
- “**System or Application downtime**” means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time a call is logged with the Call Centre Agency of the failure or the failure is known to Call Centre Agency from the availability measurement tools to the time when the System is restored to proper operation.
- “**Availability**” means the time for which the services and facilities are available for conducting operations on the system including application and associated infrastructure. Availability is defined as: $\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$
- “**Incident**” refers to any event/abnormalities in the functioning of the any of IT Equipment/Services that may lead to disruption in normal operations of the System or Application service

Sr. No.	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
a.	Security Breach and/or loss of data	Incident Report	Monthly	>0	1% of total CCEs cost Payable per month will be deducted for per instance
b.	Availability of dialler solution & CRM set-up and CTI/Uptime of Physical Servers / Systems/cloud service resources for production environment (Storage, OS, network services, Security Components), Sub-Applications/ Call centre Dashboard & Analytics. [Uptime (%): (Available time – downtime)/Available time * 100]	Availability 99.8% (as per the definition in the SLA) shall be measured for each of the underlying components (e.g., Storage, OS, network services, Security Components) provisioned in the cloud and measured with the help of SLA reports provided by Cloud Service Provider.	Monthly	Availability for Each of provisioned resources: >99.8%	1% of total CCEs cost Payable per month shall be deducted for every 0.1% drop (Penalty will be Calculated & will be deducted from monthly invoice)
c.	Change Request Updation: IVRS/ Functionality	IVRS menu/ tree / Functionality/ other IT related shall be	Monthly	within the defined time frame as per the requirements	0.01% of total CCEs cost Payable per month will be deducted for each week of delay.

Sr. No.	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
		updated and modified		communicated by CMH-CU.	Post completion of assigned timeline a grace period of 2 days will be given. Then SLA will be calculated. (Penalty will be Calculated & will be deducted from monthly invoice)

4.2.2 Call Centre SLAs

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
a.	Average Call Response Time / Average Speed of Answer (ASA)	Average call Response time: Average time taken by callers waiting in a queue to be attended by a CCE.	Monthly	90% of Incoming calls within 15 Seconds	The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non-compliance to the service levels for every percentage point below the expected level of service.	Let us assume, Calls offered- 1000 Average Calls answered in 15 sec – 800 ASA = 80% (800/1000) SLA Breach (90%-80%) =10% Penalty %= (10*0.5) Penalty =5% of total CCEs cost Payable per month
b.	Average Handle Time (AHT) - Inbound	Average call handling time, (This is the average amount of time during which CCEs work with callers, including (Talk time + Hold Time + wrap up Time) with citizens)	Monthly	Not more than 200 seconds	The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non- compliance to the service levels for every percentage below the expected levels of services.	Let us assume, AHT achieved-210 Sec. Target=Less than 200 Sec. SLA Breach - 5% (10/200) Penalty % = (5*0.5) Penalty = 2.5%of total CCEs cost Payable per month

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
c.	Average Handle Time (AHT) - Outbound/ Callback and Beneficiary Calling	Average call handling time (Outgoing calls): Average amount of time where Call Centre Executives are on call (Talk time + Hold Time + wrap up Time) with citizens for follow- up and feedback / collecting information related to State Government schemes and providing specific information to citizens.	Monthly	Not more than 200 seconds	The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non- compliance to the service levels for every percentage below the expected levels of services.	Let us assume, AHT Achieved-210 sec Target=Less than 200 sec SLA Breach - 5% (10/200) Penalty % = (5*0.5) Penalty =2.5%of total CCEs cost Payable per month
d.	Abandoned Call Rate (%)— Inbound	Abandoned call rate (%) is the percentage of calls abandoned in the CCEs queue.	Monthly	Less than 3%	The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non- compliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Call offered 1000 Call Abandon - 100 SLA Achieved - 90% SLA Breach-7% (97%-90%) Penalty % = (7*0.5) Penalty = 3.5% of total CCEs cost Payable per month
e.	Adherence	Adherence is a measurement of CCE's actual time of	Monthly	Not less than 90%	The proposed rate of penalty would be 0.5% of the value of total CCE	Let us assume, Targeted Adherence- 90% CCEs Asked - 1000

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
		work against the asked CCEs Scheduled time. Adherence is measured in percentage as below: $A(\text{Adherence}) = \frac{t}{T} \times 100$ Where - t = time spent on handling the calls + time the CCE is waiting for calls or is available for calls T=shift time			cost payable per month for non- compliance to, the service levels for every percentage below the expected levels of services.	Schedule/Shift Time(T) - 8000.Hrs (1000*8) Total Available time (t)-7000Hrs SLA Achieved – 87.5% (7000)/8000) SLA breach (90%-87.5%) = 2.5% Penalty % = (2.5*0.5) Penalty = 1.25% of total CCEs cost Payable per month
f.	Call quality Score (As directed by CMH-CU)	Call Quality audit Score is a method of scoring CCE calls against predefined parameters to ensure that the CCEs are adhering to the quality standards as defined in RFP. The parameters & mechanism for calculating quality score include- greeting the	Monthly	>95% score for all calls audited	The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non- compliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Targeted Percentage - 95% SLA Achieved - 85% SLA Breach - 10 % (95%-85%) Penalty % = (10*0.5) Penalty = 5% of total CCEs cost Payable per month

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
		customer, voice quality, documentation, information capturing on Integrated Grievance & Service Management System (IGSMS), dead air, closure of call, etc.				
g.	New report generation/ change in existing report	Any changes in the reports will be made by Bidder in the timeline mutually decided by CMH-CU And Bidder.	Monthly	As per the decided timeline of requirement	The changes in software/CRM/ workflow/ dashboard need to be Implemented in the agreed timeline. INR 2500 for every additional day beyond the target, to be deducted from Monthly Payment.	Let us assume – Change request timeline is given 20th of the month, and Changes are not done in defined timeline; INR 2500 penalty will be levied for delay of each day till implemented
h.	Average Idle Time (%) – Inbound Timing: 9 AM to 9 PM (In accordance with the Outbound Prime Hours)	Average Idle Time (%) of Inbound is the percentage of Average Logins ready to take inbound calls but idle due to less calls on inbound.	Monthly	Less than 10%	The proposed rate of penalty would be 0.05% of the value of total CCE cost payable per month for noncompliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Total Ready Time = 3,00,000 sec. Call answered = 1050 AHT Inbound = 200 sec. Total time (Talk time + Hold Time + wrap up Time)

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
						utilized = 2,10,000 sec Utilization = $(2,10,000/3,00,000) = 70\%$ SLA Achieved = 70% SLA Breach = 20% (90%-70%) Penalty percentage = $(20*0.05) = 1.0\%$ of total CCEs cost Payable per month
i.	Average Idle Time (%) – Outbound Timing: 9 AM to 9 PM (In accordance with the Outbound Prime Hours)	Average Idle Time (%) of Outbound is the percentage of Average Logins ready to conduct outbound calls but idle due to less calls in outbound bucket.	Monthly	Less than 10%	The proposed rate of penalty would be 0.05% of the value of total CCE cost payable per month for noncompliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Total Ready Time – 3,00,000 sec. Call connected–1050 AHT Outbound – 200 sec. Total time (Talk time + Hold Time + Wrap Up Time) utilized – 2,10,000 sec. Utilization= $(2,10,000/3,00,000) = 70\%$ SLA Achieved – 70% SLA Breach = 20% (90%-70%) Penalty percentage = $(20*0.05) = 1.0\%$ of total CCEs cost Payable per month

4.3 Call quality parameters for Inbound & Outbound calls Audit

- The Call Centre Agency shall ensure that a minimum sample of 2% of inbound calls and outbound calls are audited on a daily basis. Calls shall be selected randomly and across different call types, and audits shall be conducted in accordance with the parameters specified herein.
- CMH-CU reserves the right to increase or decrease the call audit sample size at its discretion based on operational or quality requirements.
- The Call Centre Agency (CCA) shall maintain an adequate number of qualified Call Quality Auditors as specified in the RFP to consistently meet the audit coverage and quality assurance obligations.

4.3.1 Inbound (Indicative)

Sr. No.	CCEs Call Quality Parameters	Scoring Criteria	Maximum Marks
a.	Appropriate Introduction and Greetings	• Good: 10 Marks, • Average: 5 Mark, • Poor: 0 Mark	10
b.	Voice Quality	• Clear Voice: 10 Marks, Disturbed Voice: 5 • Mark, Poor Voice Quality: 0 Mark	10
c.	Registration Call: Correct Tagging of Citizen information as Demand /Suggestion/ Complaint Tagging to Correct Complaint attribute with proper description (Quality of Typing of complaints)	• Registration Call: Tagging • Yes: 10 Marks, • No: 0 Mark • Excellent: 10 Marks, • Average :5 Mark, • Poor: 0 Mark	20
d.	Follow-up/information Call: Correct information provided	• Follow-up Call: • Excellent: 20 Marks, • Good: 10 Marks • Average: 5 Marks, • Poor: 0 Mark	20

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Sr. No.	CCEs Call Quality Parameters	Scoring Criteria	Maximum Marks
e.	Polite on call/Unfriendly Nature	• Very Polite: 10 Marks • Average: 5 Marks • Not Polite: 0 Marks	10
f.	Unnecessary hold time/not informing the caller	• Yes: 0 Marks • No: Unnecessary hold time: 10 Mark	10
g.	Provided information about Complaint Number in case of registration OR Confirmed about complaint from the complainant in case of follow-up call	• Yes: 10 Marks • No: 0 Marks	10
h.	Call Wrap-up Properly	• Good: 10 Marks, • Average: 5 Mark, • Poor: 0 Marks	10
Total			100

4.3.2 Outbound (Indicative)

Sr. No.	CCEs Call Quality Parameters	Scoring Criteria	Maximum Marks
a.	Appropriate greetings and Introduction	• Good:10 Marks, • Average:5Marks, • Poor: 0 Mark	10
b.	Voice Quality	• Good: 10 Marks, • Average: 5 Mark, • Poor: 0 Mark	10
c.	Documentation/tagging of call outcome on IGSMS	• Yes: 10 Marks • No: 0 Mark	10
d.	Politeness	• Good: 10 Marks, • Average: 5 Mark, • Poor: 0 Mark	10

Sr. No.	CCEs Call Quality Parameters	Scoring Criteria	Maximum Marks
e.	Dead air at CCE end	- No: 5 Marks - Yes: 0 Mark	5
f.	Proper Script Followed	- Yes: 5 Marks - No: 0 Mark	5
Total			50

Note: The Call Quality Evaluation Scorecard provided in this RFP is indicative in nature. The selected Bidder (CCA) shall develop a comprehensive Call Quality Evaluation Scorecard, subject to CMH-CU approval, and shall use the approved scorecard for regular evaluation and performance assessment of all CCEs during the contract period.

5 Change Management

The Scope of Work defined shall be deemed comprehensive and inclusive of all activities, functionalities, configurations, integrations, refinements, and adjustments necessary for successful delivery of the Call Centre services.

In case of the below-mentioned situations:

- a. Any requirement that is reasonably incidental to, necessary for, or implicit in the Scope of Work shall be treated as part of the original scope.
- b. Any changes, modifications, upgrades, or impact arising from third-party systems, platforms, integrations and including those of government agencies or external service providers shall be deemed to be within the Scope of Work and the sole responsibility of the Bidder, irrespective of whether such changes were foreseeable at the time of bidding.
- c. Compliance with all existing and future laws, rules, regulations, policies, standards, and government guidelines shall be the sole responsibility of the Bidder and shall be deemed included in the Scope of Work.

Activities mentioned above shall be treated as routine O&M obligations, shall be included within the Scope of Work, and shall not be considered as Change Requests.

However, any written instruction from the CMH-CU explicitly requiring a material addition or alteration that is clearly outside the defined Scope of Work will be considered as Change Request.

All decisions relating to Change Requests that result in major cost escalations, changes in scope, or any other deviations from the terms of the Agreement shall be taken by CMH-CU, in consultation with the competent authority/committee. CMH-CU may approve or reject such Change Requests, and any approved change shall be binding on the Selected Bidder.

The following changes shall fall within the ambit of the Change Management Process, and shall be governed strictly as per the provisions laid out herein:

- a. Change pertaining to Call Centre capacity, including upsizing or downsizing of Call Centre Executives (CCEs) and SIP Channels.
- b. Change in scope of operations, including modification of Service Level Agreement (SLA) parameters.
- c. Change in any other Call Centre related aspect, as deemed necessary and initiated by CMH-CU.

All changes during the term of Agreement shall be initiated, evaluated, approved, and enforced primarily at the discretion of CMH-CU, in accordance with operational requirements, policy changes, call volume trends, and public interest considerations.

Changes, where applicable, shall be documented and executed as a formal Addendum to the Contract, duly signed by all parties. No change shall entitle the Call Centre Agency to any additional cost, fee, escalation, or commercial adjustment, except where expressly permitted under Agreement.

5.1 Change pertaining to Call Centre capacity in terms of number of CCEs (upsizing & downsizing of manpower)

CMH-CU may ask Call Centre Agency to increase/ decrease the number of the Call Centre seats as per requirement based on call volume and past trend analysis, in accordance with the “Change Management”. The decision of the CMH-CU in this regard shall be final & binding to the Call Centre Agency. The payment to the Call Centre Agency shall be done in accordance with the financial Bid. Refer Section 2.3 of Scope of Work (Deployment of Call Centre Executives)

In the event of any increase or decrease in the number of Call Centre Executives, the corresponding arrangements for hardware, licenses, and accessories shall be the responsibility of the Call Centre Agency.

5.2 Change in scope of the operations/ Change pertaining to SLA parameters

CMH-CU shall retain the right to modify the scope of operations and/or Service Level Agreement (SLA) parameters specified in the RFP and Contract, during the contract period, due to:

- a. Analysis of operational data and performance trends,
- b. Addition, modification, or discontinuation of Government schemes,
- c. Policy directives, statutory requirements, or administrative decisions,
- d. Any requirement in public interest.

Such changes shall be binding on the Call Centre Agency, and shall be implemented without any commercial implication, unless explicitly approved in writing by CMH-CU.

While CMH-CU may initiate changes at its discretion, the Call Centre Agency may submit a Change Request strictly in accordance with Agreement. The procedure shall be as follows:

- a. Identification and formal documentation of the change requirement.
- b. Independent analysis and evaluation of the Change Request by CMH-CU or any third-party agency nominated by CMH-CU.
- c. Detailed assessment of the operational, technical, time, and cost impact, as determined by CMH-CU or its nominated agency.

- d. CMH-CU or the third-party agency/ competent authority shall make a recommendation for approval or rejection.
- e. The decision of CMH-CU shall be final, conclusive, binding, and shall be communicated to the Call Centre Agency.

No change shall be deemed approved unless communicated in writing by CMH-CU.

5.3 Operational Changes such as Software features/MIS, Dashboard, and various reports, IVRS, Scripts, etc.

- a. MIS, Dashboard, Reports, IVRS changes, Script changes or any other related aspect shall be a continual process and shall be adhered to by the selected Call Centre Agency. The same shall not form part of change management. Inputs from CMH-CU and other stakeholders shall be incorporated by the Call Centre Agency with no extra charges against the aforesaid changes.
- b. Any update in dashboard & reports required by CMH-CU must be incorporated within 2 days in case of minor update and 5 days in case of major update. Introduction of new dashboard & reports will be considered as a major update while certain changes in existing dashboards will be considered as minor updates.
- c. The Call Centre Agency must have the ability to change the IVR Tree, IVR Call flow and IVR prompt recordings by the system user, as and when required by CMH-CU, it must have the ability to add multiple messages on the IVR system.
- d. Any update/change in the Script communicated by the CMH-CU must be incorporated within 24 hrs. or earlier depending upon the content and urgency.

All costs arising from the above operational, technical, or functional changes shall be deemed to be included in the quoted price of the financial bid.

No separate claim, escalation, or financial adjustment shall be entertained under any circumstances.

Note: All cost implications must be duly considered and incorporated into the quoted value.

6 Instructions to the Bidders

6.1 General

- a. While every effort has been made to provide comprehensive and accurate background Information and requirements, Bidders must form their own Conclusions about the Call Centre operation services required. Bidders and recipients of this Tender may wish to consult their own legal advisers in relation to this Tender.

- b. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the CMH-CU on the basis of this Tender.
- c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the CMH-CU. Any notification of preferred Bidder status by the CMH-CU shall not give rise to any enforceable rights to the Bidder. The CMH-CU may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the CMH-CU.
- d. This Tender supersedes and replaces any previous public documentation & Communications, and Bidders should place no reliance on such communications.

6.2 Compliant Tenders / Completeness of Response

Bidders are advised to study all instructions, forms, requirements, appendices, and other information in the Tender documents carefully. Online submission of the bid / proposal shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications.

Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- a. Comply with all requirements as set out within this Tender.
- b. Include all supporting documentations specified in this Tender.

6.3 Pre-Bid Meeting & Clarifications

Bidders Queries

- a. CMH-CU shall hold a pre-bid meeting with the prospective Bidders on Date & time and Address mentioned in Fact Sheet of this document.
- b. The two (2) authorized representatives of interested organization may attend pre-bid conference at their own cost after giving prior intimation to CMH-CU.
- c. Pre-bid queries of only those Bidders will be responded who have registered themselves on or before response of pre-bid queries is released.
- d. Bidders are requested to submit the e-mail address and mobile no. of one authorized person for all communications along with the registration.
- e. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to CMH-CU by email (Excel File only) on or before last date for sending pre-bid queries mentioned in Fact Sheet of this document through the e-mail of only the authorized representative of the Bidder.
- f. Prospective Bidders may visit the project site to familiarize themselves with the infrastructure. The date and time of such visit shall be informed to CMH-CU on the date as mentioned in the Fact Sheet (Point no 18) of this document.

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- g. The queries should necessarily be submitted in the following format:

Name of the Bidder<<.....>>

Contact Number and Address of the Bidder- <<.....>>

Sr. No.	Participant	Section No.	Page No.	Tender Clause	Query	Remarks
1						
2						
3						
.						
N						

- h. CMH-CU shall not be responsible for ensuring that the Bidder’s queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the CMH-CU.
- i. Bidders must confirm their participation in advance.

The purpose of the meeting is to provide Bidders information regarding the Tender, project requirements, and opportunity to seek clarification regarding any aspect of the Tender and the project. However, the ‘CMH-CU’ reserves the right to hold or re-schedule the Pre-Bid meeting.

6.4 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Officer notified by the CMH-CU will endeavour to provide timely response to the queries. However, CMH-CU makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does CMH-CU undertake to answer all the queries that have been posed by the Bidders.
- b. At any time prior to the last date for receipt of bids, CMH-CU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the TENDER Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the GeM portal (<https://gem.gov.in/>). Any such corrigendum shall be deemed to be incorporated into this Tender.

- d. In order to provide prospective Bidders with reasonable time for taking the corrigendum into account, CMH-CU may, at its discretion, extend the last date for the receipt of Proposals.

6.5 Key Requirements of the Bid

6.5.1 Right to Terminate the Process

- a. CMH-CU may terminate the Tender process at any time and without assigning any reason. CMH-CU makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This Tender does not constitute an offer by CMH-CU. The Bidder’s participation in this process may result CMH-CU selecting the Bidder to engage towards execution of the contract.

6.5.2 Order of Precedence

CMH-CU’s Guidelines, Rules, and Regulations outlined in this document will take precedence over the GeM Guidelines.

6.5.3 Earnest Money Deposit (EMD)

- a. The agency must submit EMD online through e-procurement portal as per details mentioned in Fact sheet.
- b. EMD of all unsuccessful Bidders will be refunded by CMH-CU within 60 days of the Bidder being notified as being unsuccessful after the contract agreement is signed with the selected Bidder.
- c. EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- d. The EMD may be forfeited:
 - If a Bidder withdraws its bid during the period of bid validity.
 - In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this Tender.
- e. The EMD of successful Bidders will be returned after submission of the security deposit in the form of a Bank Guarantee (as per Annexure-3) valid for the period of 3 years and 6 months, effective from the date of agreement. Bank Guarantee is to be re-submitted additionally if extension is given.

6.5.4 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal as per Annexure 1 mentioned in this TENDER.

7 Preparation and Submission of Proposal

7.1 Proposal Preparation Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the Tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, providing any additional information required by CMH-CU to facilitate the evaluation process, and in negotiation of a definitive contract or all such activities related to the bid process. CMH-CU will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7.2 Language

The Proposal should be filled by the Bidders in the English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

7.3 Evaluation Process & Clarification

- a. CMH-CU will constitute a Tender Evaluation Committee to evaluate the responses of the Bidders.
- b. The Tender Evaluation Committee constituted by the CMH-CU shall evaluate the responses to the Tender and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c. The decision of the Tender Evaluation Committee in the evaluation of responses to the Tender shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- d. The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations (If any clarification is needed on the documents).
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this Tender.

7.4 Tender Opening

Received bids will be opened online. Participated Bidders can be present online through portal (<https://gem.gov.in/>).

7.5 Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of opening of the Tender.

7.6 Tender Evaluation

7.6.1 Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive.

- a. If Proposals are not submitted in as specified in the Tender document.
- b. Received without the Letter of Authorization (Power of Attorney).
- c. Are found with suppression of details
- d. With incomplete information, subjective, conditional offers and partial offers submitted
- e. Submitted without the documents requested in the checklist
- f. Have non-compliance with any of the clauses stipulated in the Tender
- g. With lesser validity period.

7.6.2 All responsive Bids will be considered for further processing as below

Tender evaluation Committee will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this TENDER document. The decision of the Committee will be final in this regard.

- a. The Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
- b. CMH-CU may request additional clarification documents from Bidders based on the submissions made as part of the bid response. However, no new documents will be entertained for bid evaluation purposes after the bid submission deadline, except for those specifically submitted in response to clarification requests raised by the Tendering Authority.
- c. Further, the scope of the evaluation committee may also cover taking any decision with regard to the Tender Document, execution/ implementation of the project including the management period.
- d. The Proposal shall be opened in the presence of Bidders representatives who intend to attend at their cost. The Bidders’ representatives who are present shall sign a register giving evidence of their attendance.

7.6.3 Proposal document shall be evaluated as per the following steps

a. Preliminary Examination of Eligibility Criteria documents:

The Eligibility Criteria document will be examined to determine whether the Bidder meets the eligibility criteria, whether the proposal is complete in all respects, whether the documents have

been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this Tender Document will be rejected and will not be considered further.

b. Evaluation of document:

A detailed evaluation of the bids shall be carried out in order to determine whether the Bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the Tender Document. Bids received would be assigned scores based on the parameters defined in the PQ & TQ table.

All supporting documents submitted in support of Eligibility Evaluation matrix should comply the following:

- Soft copies of supporting documents to be submitted on the GeM portal however CMH-CU may request for clarification for incomplete details or may request for hard copies in quality print as and when required.
- Supporting document should clearly indicate value of the completed project and scope of work/ services should be clearly highlighted.
- Completion certificate should clearly indicate the value and duration of the project.
- In case of projects where order for recurring /Extension and subsequent order has been placed on the Bidder only the mentioned order value will be considered for evaluation.

Bidders failing to comply any of the above then the Bid will be summarily rejected.

7.7 Deciding Award of Contract

- a. CMH-CU reserves the right to ask for a technical elaboration/clarification from the Bidder on the already submitted Proposal at any point of time before opening the Commercial Proposal. The Bidder shall furnish the required information to CMH-CU and its appointed representative on the date asked for, at no cost to the CMH-CU. The CMH-CU may at its discretion, visit the office of the Bidder at any-time before the signing of Agreement.
- b. CMH-CU shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing them that their Commercial Proposals will be returned unopened/rejected online during selection process.
- c. The Bidder's name, the Financial Quotes, the total amount of each proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the CMH-CU at the opening of the bid.
- d. CMH-CU shall inform selected Bidders whose proposals are accepted via issuance of Letter of Intent (LoI). The Bidder shall acknowledge the LoI and return the duplicate copy duly sealed and signed, within seven days from the issue of the LoI by CMH-CU.
- e. After acceptance of LoI, Performance bank guarantee (PBG) 5 % of Total Bid Value (Total Bid value will be calculated as on basis of per man shift per month for per 240 CCE for

duration of 5 year) shall be deposited as specified in this document for signing an Agreement with CMH-CU.

- f. CMH-CU will sign the Agreement with selected Bidder for a period of 36 months.

7.8 Modification and Withdrawal of Bids

- a. The Bidder is allowed to modify or withdraw its submitted proposal online any time prior to the last date and time prescribed for receipt of bids as in accordance with GeM guidelines.
- b. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed online.

7.9 Proposal Forms

- a. Wherever a specific form is prescribed in the Proposal document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information.
- b. For all other cases, the Bidder shall design a form to hold the required information.
- c. CMH-CU shall not be bound by any printed conditions or provisions in the Bidder's Proposal.

7.10 Local Conditions

- a. Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the contract and /or the cost.
- b. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding document. The CMH-CU shall not entertain any request for clarification from the Bidder regarding such local conditions.
- c. It is the Bidder's responsibility that such factors have been properly investigated and considered before submitting the proposal. No claim, what-so-ever, including that for financial adjustment to the contract awarded under the bidding document will be entertained by the CMH-CU. Neither any change in the time schedule of the contract nor any financial adjustments arising there-of shall be permitted by the CMH-CU on account of failure of the Bidder to know the local laws / conditions.
- d. The Bidder is expected to visit and examine and study the location as specified above and its surroundings and obtain all information that may be necessary for preparing the proposal at its own interest and cost.

7.11 Contacting the CM Helpline Coordination Unit, Gandhinagar, Gujarat

- a. Any effort by a Bidder to influence the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.
- b. The Bidder shall not approach any officers related to tender process, from the time of the proposal opening till the time the Contract is awarded.

7.12 Tentative Schedule of Events

Tentative schedule of events regarding this tender shall be as per the dates and time given in the Fact Sheet.

7.13 Opening of Proposal

First, the envelope containing Earnest Money Deposit (EMD) will be opened online, and if it is found, that the Bidder has furnished all the documents in the prescribed manner, then the second envelope containing Bidder’s Proposal will be opened online.

The commercial proposal will be opened for qualified Bidders. The Evaluation Committee or its authorized representative will open the tenders.

Sequence of online Bid is as follows:

- a. EMD
- b. Eligibility Criteria
- c. Commercial

7.14 Confidentiality

- a. As used herein, the term “Confidential Information” means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any CMH-CU of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business processes and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.
- b. The Bidder shall keep confidential any information related to this tender, with the same degree of care as it would treat its own confidential information. The Bidder shall note

that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason what-so-ever.

- c. At all times during the performance of the services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines, and procedures. The Bidder should note that before any of its employees or assignees are given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms of this tender and such rules, policies, standards, guidelines, and procedures applicable to its employees or CCEs.
- d. The Bidder should not disclose to any other party and shall keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
- e. The obligations of confidentiality under this section shall survive even after completion of this contract and the parties entering in to the contract shall sign a non-disclosure agreement with CMH-CU and adhere to its provisions if any lapse is found or it is found that the parties are using confidential data for any purpose without prior sanction of CMH-CU , it will attract strict legal actions and they will have to pay the claims and damages as may be asked by CMH-CU.
- f. The successful Bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form including electronic media and any other data/information provided to them for the execution of the work.
- g. The Bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- h. If at any stage it is found that the Bidder is using the data provided by the CMH-CU any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.
- i. Disclosure of any information, including personal data and IGSMs-related data, is strictly prohibited. Any unauthorized access, sharing, or leakage of such information and/or data shall constitute a serious violation and will attract stringent legal and disciplinary action, including penalties as per applicable laws and organizational policies.
- j. Bidder shall not disclose to anyone, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

7.15 Execution of Agreement

After acknowledgement of the LoI by the selected Bidders, a performance security of 5% of the contract value must be deposited in the form of FDR/TDR/DD/BG of any nationalized /Scheduled Bank in the name of the Under Secretary, General Administration Department (GAD) till the term

of the Agreement and shall sign the Agreement within Twenty-one (21) days from the issue of Lol.

7.16 Duration of the contract:

The engagement contract for selected Bidder shall initially be valid for a period of 3 years or 36 months from the date of signing of Agreement. CMH-CU may further extend the same for 1 year and thereafter for a further period of one (1) year (i.e., 3+1+1 years) based on mutual consent.

8 Terms and Conditions: Applicable Post Award of Contract

8.1 Payment Milestones

The successful Bidder shall submit monthly invoices as per the actual resource deployment with below mentioned supporting documents and it should be verified by concerned department.

Milestone	Scope of Work	Deliverables	Timeline	Remarks
Call Centre Go-Live	System Integration & Commissioning	Site Completion Report	T _{GL} = T+ 6 weeks	NA
		Call centre Solution deployment, Integration and customization report		
		User Acceptance Testing & Go-Live Certificate		
Operations & Maintenance Phase	Execution of all the activities as listed in Section 2	SLA reports	Every month from TGL till the completion of project duration	Payment for actual seats deployed for that month after necessary deductions due to penalty (If any)

Note: The T is date of “work order” issued to the Bidder by CMH-CU and T_{GL} is the date of Go-Live. Also, for pilot phase (if any) and Training period payment will be made on pro rata basis post Go-Live as provisioned in RFP

The monthly payment will be initiated only post Go-live.

- SLA's
- Attendance Records
- Monthly progress report
- Payment verification form & penalty advice (if any)

8.2 Total Cost of Services

The total cost of the Services payable is set forth as per the successful Bidder proposal to Concerned authority and as negotiated thereafter.

Payments under this Contract shall not exceed the amount specified in the Commercial Form.

8.3 Termination Clause

8.3.1 Termination for Convenience

- a. CMH-CU may, at its sole discretion and without assigning any reason, terminate this Contract, either wholly or partially, by giving the Selected Bidder thirty (30) days' prior written notice.
- b. Upon receipt of such notice, the Selected Bidder shall: a) Immediately cease all further work, except such work as may be expressly directed by CMH-CU for the purpose of orderly closure, protection of completed deliverables, or transition of services; b) Hand over to CMH-CU all deliverables, documents, reports, data, source code (where applicable), configurations, records, and other materials developed or procured under the Contract up to the effective date of termination.
- c. During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission, impede or otherwise interfere with the party's endeavor to remedy the default which gave rise to the commencement of such notice period.
- d. CMH-CU shall pay the Selected Bidder the Contract Price properly attributable to services satisfactorily performed and formally accepted up to the termination date.
- e. In case of termination, the Bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.
- f. No compensation shall be payable for loss of profit, loss of opportunity, or any work not executed.

8.3.2 Termination for Default

- a. CMH-CU may terminate this Contract, in whole or in part, upon the occurrence of an Event of Default as defined under Clause 8.11.
- b. If SLAs are not maintained properly and not provide services as per SLAs, then CMH-CU has right to foreclose contract.
- c. If deductions on account of penalties & liquidated damages exceed more than 10% of the total contract price.
- d. In case the CMH-CU finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project.

- e. In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the CMH-CU reserves the right to procure the same or similar product from alternate sources at the risk, cost, and responsibility of the selected Bidder.
- f. Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default and give the other party an opportunity to correct the default.
- g. Upon expiry of the notice period, in the event that the Bidder fails to cure the default to the satisfaction of the CMH-CU, the CMH-CU may terminate the Agreement without any further liability.
- h. Such termination shall be without prejudice to CMH-CU’s right to:
 - Levy Liquidated Damages.
 - Invoke Performance Security.
 - Recover additional costs incurred due to risk purchase.
 - Exercise any other remedies available under this Contract.
- i. In case of termination of the Bidder, the CMH-CU shall forfeit the bank guarantee (performance security) and may blacklist the Bidder and/or the OEM.

8.3.3 Termination for Insolvency

Notwithstanding anything contained elsewhere in this Contract, CMH-CU may terminate the Contract with immediate effect, without any cure period, if the Selected Bidder:

- a. Becomes insolvent or bankrupt.
- b. Is subject to winding-up, liquidation, or dissolution proceedings; or
- c. Has a receiver, liquidator, administrator, or similar authority appointed over its business or assets.

8.3.4 Termination due to Force Majeure

- a. Where a Force Majeure Event continues for a period exceeding sixty (60) days and substantially prevents performance of the Contract, either Party may terminate the Contract by giving thirty (30) days’ written notice.
- b. Upon such termination, payments shall be restricted to services actually rendered and accepted up to the date of termination.
- c. Neither Party shall be liable for termination arising solely due to such Force Majeure Event, except for accrued obligations.

8.3.5 Consequences and Survival of Termination

- a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CMH-CU shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the

Service(s), with which the Call Centre Agency (CCA) shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor CCA to take over the obligations of the erstwhile CCA in relation to the execution/continued execution of the scope of the Contract.

- b. Nothing herein shall restrict the right of CMH-CU to invoke the Purchaser Guarantee and other guarantees and pursue such other rights and/or remedies that may be available to CMH-CU under law or otherwise.
- c. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

8.4 Dispute Resolution Mechanism

The Parties shall first endeavour to resolve all disputes amicably through mutual consultation and negotiation.

If unresolved within fifteen (15) days, the dispute shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended.

Seat and venue: Gandhinagar or Ahmedabad, Gujarat

Each Party shall bear its own costs unless otherwise awarded.

8.5 Notices

All notices under this Contract shall be in writing and delivered by hand, registered post, email, or facsimile to the designated addresses.

Notices shall be deemed effective upon delivery or tender, whichever is earlier.

8.6 Failure to agree with Terms and Conditions of the TENDER

Failure of the successful Bidder to agree with the Terms & Conditions of the TENDER shall constitute sufficient grounds for the annulment of the award, in which event CMH-CU may award the contract to the next best value Bidder or call for new proposals from the interested Bidders, or invoke the PBG of the most responsive Bidder.

8.7 Limitation of Liability

The liabilities arising from fraud, wilful misconduct, indemnity obligations, breach of confidentiality, intellectual property infringement, or violation of Applicable Laws, the aggregate liability of the Selected Bidder shall not exceed the value of the relevant Work Order issued under this Contract.

8.8 Right of Monitoring, Inspection and Periodic Audit

CMH-CU shall have the right to monitor, inspect, and assess the performance of the Selected Bidder at any time during the term of the Contract, upon providing reasonable prior notice.

CMH-CU may also conduct, either itself or through an authorized agency, periodic audits (technical, financial, or process-related)

The Selected Bidder shall provide full cooperation, access to premises, systems, records, and personnel for such audits.

Any non-compliance or deviation identified shall be rectified within the timeframe specified by CMH-CU, failing which default proceedings may be initiated.

8.9 Information Security

The Selected Bidder shall ensure that all information, data, documents, and materials belonging to CMH-CU are handled securely and shall not be removed, copied, disclosed, or transmitted without prior written approval.

Upon termination of the Contract or upon demand by CMH-CU, the Selected Bidder shall immediately return or securely destroy all such information, including copies in physical or electronic form, and certify compliance where required.

8.10 Indemnity

The Selected Bidder shall indemnify, defend, and hold harmless CMH-CU from and against all losses, damages, claims, costs, and expenses arising out of:

- a. Negligence, fraud, wilful misconduct, or omissions of the Selected Bidder or its personnel.
- b. Breach of any contractual obligation, representation, or warranty.
- c. Third-party claims, including infringement of intellectual property rights.

The indemnity obligation shall be limited to one hundred percent (100%) of the total Contract Value and shall survive termination or expiry of the Contract.

8.11 Events of Default by the Selected Bidder

An Event of Default shall occur if the Selected Bidder:

- a. Fails to perform any of its obligations or comply with lawful instructions or directions issued by CMH-CU.
- b. Fails to meet agreed service levels, KPIs, milestones, or timelines; If SLA penalties exceed **15% of the monthly invoice value for each of three consecutive months**, it shall constitute an Event of Default
- c. Fails to rectify defects, deficiencies, or deviations notified by CMH-CU within the prescribed time.
- d. Makes any representation or warranty that is found to be false or misleading.
- e. Is in breach of any Applicable Law, statutory requirement, or regulatory direction; or
- f. Becomes insolvent or subject to insolvency-related proceedings.

8.12 Liquidated Damages

- a. If the Selected Bidder fails to meet timelines, milestones, or performance requirements, CMH-CU may levy Liquidated Damages at rates specified in the Contract, subject to an overall ceiling of ten percent (10%) of the total Contract Value.
- b. Liquidated Damages may be recovered from any amounts due to the Selected Bidder or by invocation of Performance Security.
- c. The Levy of Liquidated Damages shall not relieve the Selected Bidder from its obligation to complete the Contract or from any other contractual liabilities.

8.13 Continuance of the Contract

Notwithstanding the existence of any dispute, arbitration proceedings, levy of Liquidated Damages, or issuance of a Notice of Default, the Selected Bidder shall continue to perform its obligations under the Contract so as to ensure continuity and uninterrupted delivery of services.

8.14 Conflict of interest

- a. The Selected Bidder shall promptly disclose any actual or potential conflict of interest arising during the performance of the Contract.
- b. CMH-CU may require appropriate mitigation measures or take action, including termination, if such conflict adversely affects the Contract.

8.15 Severance

If any provision of this Contract is held to be invalid or unenforceable, such provision shall be severed, and the remaining provisions shall continue in full force and effect.

8.16 Governing Language

This Contract, and all correspondence relating thereto, shall be written and interpreted in the English language.

8.17 “No Claim” Certificate

Upon final acceptance of services and submission of a “No Claim Certificate” in the prescribed form, the Selected Bidder shall have no further claims against CMH-CU arising out of this Contract.

8.18 Publicity

The Selected Bidder shall not make or permit any public announcement, press release, or media communication relating to this Contract without prior written approval of CMH-CU.

8.19 Intellectual Property Rights (IPR)

Use of documents and Information.

- a. The Bidder shall not, without prior written consent from CMH-CU, disclose/share/use

the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the CMH-CU, in connection therewith, to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

- b. The Bidder shall not, without prior written consent of CMH-CU, make use of any document or information made available for the project, except for purposes of performing the Contract.

8.20 General

a. Relationship between the Parties

- Nothing in the Contract constitutes any fiduciary relationship between the CMH-CU and Selected Bidder/ Bidder's Team or any relationship of employer employee, principal and CCE, or partnership, between the CMH-CU and Selected Bidder.
- No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the Contract.
- CMH-CU will not be under any obligation to the Implementation Agency's Team except as agreed under the terms of the Contract.

b. No Assignment

The Selected Bidder shall not transfer any interest, right, benefit or obligation under the contract without the prior written consent of CMH-CU.

c. Survival

The provisions of the clauses of the Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership shall survive the expiry or termination of this Contract, and, in relation to confidentiality, the obligations shall continue to apply unless CMH-CU notifies the Selected Bidder of its release from those obligations.

d. Entire Contract

The terms and conditions laid down in the Tender and all annexures thereto as well as the Proposal and any attachments/annexes thereto shall be read in consonance with and form an integral part of the Contract. The Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

e. Governing Law

This Contract shall be governed in accordance with the laws of India.

f. Jurisdiction of Courts

The High Court of Gujarat has exclusive jurisdiction to determine any proceeding in relation to the Contract.

g. Compliance with Laws

The Selected Bidder shall comply with the laws in force in India in the course of performing the Contract.

h. Notices

A “notice” means: a notice or a consent, approval or other communication required to be in writing under the Contract. All notices, requests or consent provided for or permitted to be given under this Contract shall be in writing and shall be deemed to have been effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery, if personally delivered:

To

The Director,

CM Helpline Coordination Unit

General Administration Department

6th Floor, Wing-A, Block-1, Sector-10A, Karmayogi Bhawan,

Gandhinagar, Gujarat - 382010

Contact No: 079-23255445 or 079-23255446

Email: cmhelpline-ccu@gujarat.gov.in

To Selected Bidder at:

Attn:

Address:

Phone:

Any Party may change the address to which notices are to be directed, by giving a notice to the other party in the manner specified above. A notice served on a Representative is taken to be notice to that Representative’s Party.

i. Waiver

- Any waiver of any provision of this Contract shall be effective only if is in writing and signed by the Party waiving its rights.
- A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

- The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

j. Modification

Any modification of the Contract shall be in writing and signed by an authorized representative of each Party.

k. Taxes

- Bidders are required to quote the charges inclusive of all taxes. The same would be shown as a separate line item in the commercial form in the e-procurement portal.
- Any upward/downward revision of taxes or applicability of a new tax shall be permissible at the time of invoicing. However, to arrive at the bid value of the respective Bidder, Bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates.

l. Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

8.21 Fraud and Corrupt Practices

- a. The Bidders and their respective officers, employees, agents, representatives, and advisers shall observe the highest standards of ethics, integrity, and probity during the Selection Process and throughout the execution of the Contract.
- b. Notwithstanding anything to the contrary contained in this Tender, CMH-CU shall be entitled to reject a Proposal, without incurring any liability whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through any agent, engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively referred to as “Prohibited Practices”) in the Selection Process.
- c. In such an event, CMH-CU shall, without prejudice to any other rights or remedies available under the Tender, the Contract or applicable law, be entitled to forfeit and appropriate the Bid Security or the Performance Security, as applicable, as mutually agreed genuine pre-estimated compensation and damages, towards the time, cost and effort incurred by CMH-CU in relation to the Tender, including the examination, evaluation and consideration of the Bidder’s Proposal.
- d. Without prejudice to the above and to any rights and remedies available to CMH-CU under the Letter of Intent or the Agreement, if a Bidder or the Selected Bidder, as the case may be, is found to have engaged in any Prohibited Practices either during the Selection Process or after issuance of the Letter of Intent or execution of the Agreement, such Bidder shall be rendered ineligible to participate in any tender or procurement

process issued by CMH-CU for a period of two (2) years from the date on which such determination is made by CMH-CU.

Definitions of Prohibited Practices

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them.

- a. **“Corrupt practice”** means:
 - The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process; or
 - Offering employment, engagement, or any benefit, directly or indirectly, to any official who is or has been associated with the Selection Process, the Letter of Intent, or the Agreement, at any time prior to the expiry of one (1) year from the date such official resigns, retires, or otherwise ceases to be in the service of CMH-CU; or
 - Engaging, whether during the Selection Process or after issuance of the Letter of Intent or execution of the Agreement, any person who has been or is a legal, financial, or technical consultant or adviser of CMH-CU in relation to the Project, without disclosure and approval.
- b. **“Fraudulent practice”** means any misrepresentation, omission of facts or disclosure of incomplete or misleading facts, made with an intent to influence the Selection Process or the execution of the Contract.
- c. **“Coercive practice”** means impairing, harming, or threatening to impair or harm, directly or indirectly, any person or property with a view to influencing participation or action in the Selection Process.
- d. **“Undesirable practice”** means:
 - Establishing contact with any person connected with or employed or engaged by CMH-CU for the purpose of canvassing.
 - Lobbying or attempting to influence, directly or indirectly, the Selection Process in any manner; or
 - Having or failing to disclose a Conflict of Interest.
- e. **“Restrictive practice”** means forming a cartel or entering into any understanding or arrangement among Bidders with the objective of restricting or manipulating free and fair competition in the Selection Process.

8.22 Terms of Payment

- a. The Selected Bidder shall bear all costs relating to site surveys, conveyance, audits, inspections, and any other incidental expenses required for performance of the Services.
- b. The prices and payments under the Contract shall be inclusive of all costs associated with the solution and Services, unless otherwise expressly provided in the Contract.

8.23 Obligations

The Selected Bidder shall be obligated to implement any changes, modifications, or enhancements to the scope of Services or Deliverables once such changes are duly approved by CMH-CU in accordance with the relevant provisions of the Contract. Such approved changes shall take effect from the date mutually agreed upon between the Parties.

8.24 Notification of Award

Prior to the expiration of the Bid validity period, CMH-CU shall notify the successful Bidder(s) in writing that their Bid has been accepted, through issuance of a Letter of Intent or Notification of Award, subject to fulfilment of contractual conditions and execution of the Agreement.

8.25 Contract Period

The Selected Bidder shall enter into a Contract with CMH-CU for a period of sixty (60) months from the Effective Date, unless terminated earlier or extended in accordance with the provisions of the Contract.

8.26 Changes to Services (Authority Driven Change Management)

CMH-CU shall have the right, at any time during the term of the Contract, to require changes to the scope of Services, Deliverables, service volumes, performance parameters, operating procedures, reporting requirements, project schedules, or any other aspect of the Services, in order to meet operational, regulatory, or business requirements.

Upon receipt of such request, the Selected Bidder shall assess the proposed change and submit its impact assessment, including changes, if any, to manpower deployment, timelines, and commercial terms, within the time period specified by CMH-CU. CMH-CU shall evaluate the assessment and, if approved, issue a written change order (“Change Order”).

Notwithstanding anything to the contrary, minor variations, fluctuations in call volumes, changes in shift patterns, reporting formats, scripts, escalation matrices, training material, operating hours or performance benchmarks, which are incidental to delivery of Call Centre services, shall be treated as part of the scope of Services and shall not require a Change Order or any additional payment, provided such changes do not materially alter the overall contract value.

Any change arising out of new or amended Applicable Laws, Government of India / Government of Gujarat directives, policies, guidelines, or regulatory requirements applicable to Call Centre operations or public service delivery shall be implemented by the Selected Bidder without any additional cost or claim, unless such change demonstrably and materially alters the nature of the Services, in which case CMH-CU may, at its sole discretion, consider an appropriate Change Order.

No additional payment or modification to commercial terms shall be applicable unless expressly approved by CMH-CU through a duly executed Change Order. In the absence of such approval, the Selected Bidder shall continue to provide the Services in accordance with the Contract without disruption.

8.27 Exit Management

a. Exit Management Period

The Exit Management Period shall commence:

- In the event of expiry of the Contract, on the date of expiry of the Contract; or
- In the event of termination of the Contract, on the date on which the notice of termination is issued to the Selected Bidder.

The Exit Management Period shall continue until the earlier of:

- The date mutually agreed in writing by CMH-CU and the Selected Bidder for completion of exit activities; or
- One (1) month from the commencement of the Exit Management Period.

During the Exit Management Period, the Selected Bidder shall continue to provide such support and assistance as may be required to ensure business continuity and smooth transition of the Services.

b. Exit Management Plan

The Selected Bidder shall prepare and submit to CMH-CU, for review and approval, a detailed Exit Management Plan as a contractual deliverable.

The Exit Management Plan shall cover the Contract as a whole, including Project implementation and Operation & Maintenance / SLA obligations, and shall include, at a minimum:

- Transition & Handover Program

A detailed transition plan to enable smooth transfer of Services to CMH-CU or a replacement Bidder, including:

- timelines, milestones, and responsibilities.
- measures to ensure uninterrupted service delivery during transition; and

- governance and management arrangements during the exit period.

- Stakeholder Communication Plan

A structured communication plan for coordination with subcontractors, personnel, suppliers and other third parties to prevent any disruption to Project operations.

- Post-Exit Support

Provision of reasonable handholding and contingent support to CMH-CU and/or the newly selected Bidder for a mutually agreed period after completion of transition. The Exit Management Plan shall be updated as required based on directions issued by CMH-CU.

c. Handover of Assets, Data and Documentation

On or before completion of the Exit Management Period, the Selected Bidder shall hand over to CMH-CU or its nominated agency, in a complete and usable form, all Project-related artefacts, including but not limited to:

- complete databases, datasets, archived data and system logs.
- source code, configurations, and build files.
- process documents, policies, SOPs, and manuals.
- reports, records, and operational documentation; and
- operation and maintenance manuals and artifacts
- Call recordings inclusive of archival record back up

Updated up to the effective date of transition or divestment.

d. Compliance with Law and Transfer of Rights

The Selected Bidder shall comply with all Applicable Laws to ensure transfer and assignment of all rights, title, and interest relating to the Project in favour of CMH-CU or its nominee, free from all encumbrances, liens, or claims.

e. Enforcement and Withholding

Failure of the Selected Bidder to comply with its obligations under this Clause shall be deemed a material breach of the Contract.

Without prejudice to any other rights available to CMH-CU, CMH-CU shall be entitled to:

- withhold any pending payments; and/or
- invoke the Performance Security; and/or
- recover costs incurred in completing exit and transition activities through alternate means.

The obligations under this Clause shall survive expiry or termination of the Contract to the extent necessary to give effect to an orderly exit and transition.

- f.** The Call Centre Agency (CCA) shall, upon expiry, or termination, or cessation of the Contract for any reason, hand over to CMH-CU all Bill of Quantity (BoQ) used in the project as a scope of work, IT and Non IT infrastructure, hardware, software, licenses, mobile applications, portals, databases, logs, reports, manuals, process documents, source code, policies, operation and maintenance records, and any other material or asset related to the Gujarat CM Helpline Project.
- g.** All infrastructure and movable equipment used for project operations shall be transferred to the ownership of CMH-CU and must be delivered in fully functional and operational condition. The CCA shall ensure that the entire system, including all IT applications, portals, and operational components, is handed over without defects, with complete access credentials, configuration details, and documentation. In the event of contract completion, termination, or force majeure, the CCA shall immediately transfer all such infrastructure and project-related materials to CMH-CU, ensuring continuity of operations and safeguarding all project assets.

9 Eligibility Criteria

The Call Centre Agency must possess the requisite experience, strength, and capability in providing the Call Centre Grievance Redressal-related services to The Government of Gujarat. The Call Centre Agency must also possess the technical know-how and the financial wherewithal that would be required for successfully providing services sought by the CMH-CU, Gandhinagar, Gujarat for the entire period of the contract. The bids must be complete in all respect and must comply with all terms and conditions stipulated in this document. The invitation to proposal is open to all Call Centre Agency who qualify the eligibility criteria as given below:

S. No.	Basic Requirement	Specific Requirements	Documents Required
A.	Company Profile	a) The Bidder should be a legal entity registered in India and be in operations for a period of at least last 5 (Five years) as on last date of submission of bid. b) The Bidder should be: A company registered under Companies Act, 1956/2013 OR A partnership firm registered under Partnership Act, 1932 OR A Limited Liability Partnership registered under Limited Liability Partnership Act, 2008.	• Certificate of Registration/ Incorporation under Companies Act 1956/2013 or Partnership Act 1932 or Limited Liability partnership Act 2008, as the case may be. • Memorandum and Articles of Association. • ITR of last 3 FYs (FY 2022-23 2023-24 and 2024-25) along with CA/Statutory Auditor's Certificate for business operations continuity for FY 2024-25
B.	Company Financials-Turnover	The Bidder should have minimum average annual turnover of 60 Crores from Call Centre business in the last three (3) Financial Years (FY 2022-23 2023-24 and 2024-25) and should have positive Net Worth in last 3 financial years (FY 2022-23 2023-24 and 2024-25) as on bid submission date.	• Audited financial statements (balance sheet, profit, and loss statement) for last three Financial Years (FY 2022-23 2023-24 and 2024-25) from Statutory auditor's / Chartered Accountant • Turnover Certificate from Statutory auditor's / Chartered Accountant • Positive Net-worth Certificate from Statutory auditor's / Chartered Accountant

S. No.	Basic Requirement	Specific Requirements	Documents Required
C.	Similar Call Centre Experience for Integrated Grievance Platform	The Bidder must have completed or be currently executing at least one Call Centre project with a capacity of 250 seats for delivering grievance-related services such as government helplines or emergency response helplines or citizen grievance redressal platforms within the past five years (FY 2021–22, FY 2022–23, FY 2023–24, FY 2024–25, and FY 2025–26). This experience must be with the Central Government or any State/UT Government in India, or their departments / agencies, or Public Sector Undertakings (PSUs), and should involve handling emergency or non-emergency grievance redressal or crisis management services. Furthermore, the project must have been operational for a minimum duration of one year during any of the financial years FY 2021–22, FY 2022–23, FY 2023–24, FY 2024–25, and FY 2025–26.	- Supporting work orders/ Letter of Intent / Contract Agreement clearly specifying the nature of services provided to be government helpline or emergency response helpline or citizen grievance redressal. - Client Certificate for successful execution/ completion of the project
D.	Call Centre Capacity - (In terms of manpower)	The Bidder must have at least 500 Call Centre Executives delivering inbound/outbound services for a minimum duration of 1 year across India in any of the last five Financial Years FY 2021–22, FY 2022–23, FY 2023–24, FY 2024–25, and FY 2025–26.	- Self-Certification signed by HR head and countersigned by Authorized Signatory. and - EPF and/or ESIC returns/challans for the relevant period, clearly indicating the number of employees.
E.	PAN, GST, EPF, ESIC Registration	Bidder should have PAN and GST registration. The Bidder should be registered with EPF Organization and ESIC Organization.	- Copy of GST registration Certificate - Copy of PAN registration Certificate - EPF & ESIC registration Certificate

S. No.	Basic Requirement	Specific Requirements	Documents Required
F.	Quality Certification	The Bidder must have valid ISO/IEC 9001:2015, and 27001:2013	Copies of the valid certificates from authorized agencies
G.	Non-blacklisting	The Bidder should not be blacklisted/barred by any Central Govt./ any State / UT Government in India or their Agencies /PSU in India as on the date of submission of bid	Affidavit of non-blacklisting/de-barred signed & Stamped by Bidder on stamp paper of value INR 300
H.	Power of Attorney	POA in the name of the Authorized Signatory to sign the bid	Board of resolution Or POA on stamp paper of value INR 300 for authorized signatory. Original copy to be submitted along with the physical proposal as per last date of submission of physical document
I.	Local Office	Office in Ahmedabad/Gandhinagar or an undertaking to open the same within 45 days.	The Bidder must provide proof of ownership or a valid rental agreement for office space at the specified location. If such an office does not currently exist, the Bidder shall submit a declaration on the company's letterhead confirming that an office will be established within 45 days from the date of issuance of the work order.

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Note: Only those Bidders who meet the Eligibility Criteria specified above will be eligible to respond to this TENDER. The Bidder's Eligibility Criteria proposal shall contain the relevant information & supporting documents to substantiate the eligibility of the Bidder vis-à-vis the Eligibility Criteria. Only those Bidders who meet all the pre-qualification criteria will be eligible to proceed to the subsequent stages of evaluation, namely the technical evaluation and financial opening.

Eligibility Criteria documents as per eligibility criteria specified above along with the following documentations:

- a. The profile of the Bidder along with required certifications starting that the period of validity of bids is 180 days from the last date of submission of proposal.
- b. Audited annual financial results (balance sheet and profit & loss statement showing business in India) of the Bidder for the last five financial years.
- c. Power-of-attorney granting the person signing the proposal the right to bind the Bidder as the 'Constituted attorney of the Directorate'.
- d. A copy of the Tender Document, all pages duly signed by the authorized signatory towards acceptance of the terms and conditions of the Tender Document.
- e. Proposal particulars
- f. Proposal letter
- g. All relevant documents for Eligibility
- h. All applicable annexures duly filled and signed.
- i. Any other document required to satisfy /comply RFP terms and conditions.

9.1 Technical Evaluation

SL. No.	Criteria	Evaluation Criteria	Documents Required	Maximum Marks
A.	The Bidder should have a minimum average annual turnover of INR 60 Crores from Call Centre business in the last three (3) Financial Years (FY 2022-23, 2023-24 and 2024-25)	• ≥ ₹60 Cr and < ₹80 Cr = 10 marks • ≥ ₹80 Cr and < ₹100 Cr = 15 marks • ≥ ₹100 Cr = 20 marks	• Certificate from the statutory auditor/CA • Audited balance sheet • Profit & Loss Statement	20 Marks
B.	The Bidder should have completed/ ongoing Call Centre projects for Handling Grievance related Services (Govt. helpline / Emergency Response helpline / Citizen grievance helpline) related project of value at least INR 10 crore in last 5 years (FY 2021–22, FY 2022–23, FY 2023–24, FY 2024–25, and FY 2025–26) with the Central Govt./ any State / UT Government in India/ Departments/ their Agencies /PSU in India for Emergency or Non-Emergency Helplines related to grievance redressal, or crisis management.	Number of government Call Centre projects handled, of value more than INR 10 crore in last 5 Financial Years FY 2021-22, FY 2022-23, FY 2023–24, FY 2024–25 and FY 2025-26. 1 project = 15 marks 2 projects = 20 marks ≥ 3 projects = 25 marks	• Work Order/Lol/Contract (Letter from Department Clearly stating scope & project details) • Go-Live / Client Completion Certificate / Acceptance Certificate- Confirming the operational status of the system.	25 Marks
C.	The Bidder must have at least 500 Call Centre Executives delivering inbound and outbound grievance redressal services for a minimum duration of 1 year across India in any of the last 5 Years. (FYs 2021–22, 2022–23, 2023–	• ≥500 – 750 CCEs – 5 marks • ≥750 – 1000 CCEs - 10 marks • ≥1000 CCEs – 15	• Work Order/Lol/Contract (Letter from Department Clearly stating scope & project details & Headcounts) • EPF and/or ESIC	15 Marks

SL. No.	Criteria	Evaluation Criteria	Documents Required	Maximum Marks
	24, 2024–25, and 2025–26)	marks	returns/challans for the relevant period, clearly indicating the number of employees. The Bidder shall submit a consolidated summary sheet (project-wise) on company letter head countersigned by the Authorized Signatory, along with stamp, clearly indicating the number of Call Centre Executives (CCEs) deployed under each cited project.	
D.	The Bidder should have experience in execution/running of Helpline Call Centre with minimum 250 Seats for minimum duration of 1 year (Govt helplines / emergency response/ citizen grievance in last 5 years FY 2021–22, FY 2022–23, FY 2023–24, FY 2024–25, and FY 2025–26 for any Central / State / UT Govt/PSU/ Departments or their agencies in India.	1–2 projects – 15 marks 3–4 projects – 20 marks ≥5 projects – 25 marks	Work Order/Lol/Contract (Letter from Department Clearly stating scope & project details & Headcounts)	25 Marks

SL. No.	Criteria	Evaluation Criteria	Documents Required	Maximum Marks
E.	The Bidder should be an established organization with demonstrated experience in Establishment, Operation and Maintenance of Call Cen in India	- No of years of Existence: ≥ 5 to < 7 Years = 5 Marks ≥ 7 to < 10 Years = 10 Marks ≥ 10 Years = 15 Marks	Documentary evidence such as Certificate of Incorporation/Registration of the company and relevant Work Orders/Contract Agreements for Call Centre implementation projects shall be submitted as proof.	15 Marks
	GRAND TOTAL			100 Marks

Minimum score of 70 marks is required in the technical evaluation process. Only those bids having minimum score in overall technical evaluation shall be eligible for opening of financial bids.

9.2 Evaluation of Financial Bids

The financial e-Bids shall be opened by Technical Evaluation Committee (TEC) of the Bidders which score a minimum of 70 marks in the Technical Evaluation criteria. The Bids shall be opened in presence of representative of the technically qualified Bidders who choose to attend. The names of the Bidders and the proposed prices shall be read and recorded when the financial proposals are opened.

- The bid price shall include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- If there are conditions attached to any financial e-Bids, which shall have bearing on the total cost, the Tender Evaluation Committee, will reject any such e-Bids as non-responsive financial proposal. However, if the TEC feel necessary to seek clarifications on any financial proposals regarding Taxes, duties or any such matter, the TEC may do so by inviting responses in writing.
- In the event of a tie between two or more Bidders quoting the same final price, the Bidder with the higher technical evaluation score shall be given priority.
- In the rare case where the technical scores are also same, the tie-breaking mechanism as prescribed by the GeM portal shall be applicable.

9.3 Award of Contract

In a particular case of selection of the Bidder, the Bidder would be technically evaluated out of 100 marks. Bids receiving 70 marks and above would qualify for Financial Evaluation, and the L1 Bidder will be selected.

In case L1 Bidder cannot execute or accept the work order then the decision to:

- i. issue the Work Order to the next eligible bidder after successful negotiation, or
- ii. cancel/scrap the current RFP process and initiate a fresh tender, shall rest solely with the Committee.

10 ANNEXURES

10.1 ANNEXURE 1: FORMAT FOR POWER OF ATTORNEY

(Scanned copy of original to be provided as part of Bidders Proposal **on stamp paper of value INR 300** required under law duly signed by Bidder for the tender)

Dated: _____

POWER OF ATTORNEY To Whomsoever It May Concern

We _____ (Name and Registered office address of the Bidder) do hereby constitute, appoint and authorize Mr. _____ (Name of the Person(s)), domiciled at _____ (Address), acting as _____ (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for **Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM Helpline Call Centre” for Gujarat State**, vide Invitation for Tender (xxxxx Tender Document) Document dated _____, issued by CMH-CU, GAD (ARTD), including signing and submission of all documents and providing information and responses to clarifications/enquiries etc. as may be required by CMH-CU, GAD (ARTD), Gandhinagar, Gujarat or any governmental authority, representing us in all matters before CMH-CU, GAD (ARTD), Gandhinagar, Gujarat, and generally dealing with CMH-CU, GAD (ARTD), in all matters in connection with our Proposal for the said RFP Tender no. _____ dated.....

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For _____

(Signature)

(Name, Title, and Address)

Accept

(Attested signature of Mr. _____)

(Name, Title, and Address of the Attorney)

Notes:

To be executed by the Bidder

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s), and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

10.2 ANNEXURE 2: DECLARATION FOR NOT BLACKLISTED

(Scanned copy of original to be provided as part of Bidders Proposal **on stamp paper of value
INR 300** required under law duly signed by Bidder for the tender)

Date:.....

To,

**The Director,
CM Helpline Coordination Unit (CMH-CU)
General Administration Department
6th Floor, Block-1, Wing – A, Karmayogi Bhawan, Sector 10 A,
Gandhinagar, Gujarat – 382010.**

Dear Sir,

Ref.: Tender No.

I/We..... hereby declare and confirm that our firm/company has not been blacklisted, debarred, suspended, or banned from participating in any tender, contract, or procurement process by any Central Government Ministry/Department, State Government, Union Territory Administration, Public Sector Undertaking (PSU), Statutory Authority, Autonomous Body, Local Authority, Government Agency, Financial Institution, Regulatory Authority, Court of Law, or any other Government-owned or Government-controlled entity in India, as on the Bid Submission Date.

Signature of Bidder.....

Place:

Name.....

Date:

Designation.....

Seal

10.3 ANNEXURE 3: DRAFT BANK GUARANTEE FOR EARNEST MONEY DEPOSIT (EMD)

To
The Under Secretary,
General Administration Department (ARTD),
Government of Gujarat,
6th Floor, Block No. 1, Wing-A,
Karmayogi Bhavan,
Gandhinagar, Gujarat – 382010

WHEREAS M/s. _____ (hereinafter called "the Bidder") has
submitted its Bid dated _____ in response to Tender No. _____ for
_____.

KNOW ALL PERSONS BY THESE PRESENTS that we, _____,
having our registered office at _____ (hereinafter called "the
Bank"), are held and firmly bound unto the Under Secretary, General Administration Department (ARTD),
Government of Gujarat (hereinafter referred to as "CMH-CU, GAD") in the sum of Rs.
_____ (Rupees _____ only), for which payment
well and truly to be made to CMH-CU, GAD, the Bank binds itself, its successors and assigns by these
presents.

Sealed with the Common Seal of the said Bank this _____ day of _____, 2026.

THE CONDITIONS OF THIS OBLIGATION ARE AS UNDER:

The Earnest Money Deposit (EMD) may be forfeited if:

1. The Bidder, during the period of Bid validity:
 - a. Withdraws its Bid; or
 - b. Does not respond to requests for clarification of its Bid; or
 - c. Fails to cooperate in the Bid evaluation process; or
 - d. Fails to furnish the Performance Bank Guarantee within the prescribed time.
2. The Bidder, having been selected, fails to sign the Contract Agreement in accordance with the provisions of the RFP.
3. The Bidder is found to have been engaged in fraudulent or corrupt practices as defined under the Tender/RFP conditions.

We undertake to pay to CMH-CU, GAD, up to the above amount upon receipt of its first written demand, without CMH-CU, GAD having to substantiate its demand, provided that in its demand CMH-CU, GAD

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specifies that the amount claimed is owing to the occurrence of any of the conditions mentioned above and specifies the relevant condition(s).

This guarantee will remain valid up to 180 Days from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the CMH-CU, GAD and further agrees that the guarantee herein contained shall continue to be enforceable till the CMH-CU, GAD discharges this guarantee. The Bank shall not be released of its obligations under these presents by any exercise by the CMH-CU, GAD of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the CMH-CU, GAD or any other indulgence shown by the CMH-CU, GAD or by any other matter or things.

The Bank also agree that the CMH-CU, GAD at its option, shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance, without proceeding against the SELLER and not withstanding any security or other guarantee that the TENDERER may have in relation to the SELLER's liabilities.

Dated at _____ this _____ day of _____, 2026.

For and on behalf of

(Name of the Bank)

Branch

Authorized Signatory

Name: _____

Designation: _____

Official Seal of the Bank

Witness:

1. _____

2. _____

Approved Bank: All Nationalized Banks, including the public sector bank or Private Sector Banks or Commercial Banks OR Co-Operative & Rural Banks (operating in India, having a branch at Ahmedabad/ Gandhinagar) as per the G.R. No. EMD/4/2022/0002/DMO dated 20.05.2022 issued by the Finance Department or further instructions issued by the Finance Department time to time.

10.4 ANNEXURE 4: PERFORMANCE BANK GUARANTEE/PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To,

Under Secretary,

General Administration Department (ARTD)

6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,

Gandhinagar, Gujarat - 382010

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of the Agreement dated, (hereinafter referred to as "the Agreement for "RFP for XXXXXXXXXXXX" (**Tender No. XXXXXX Dated: XX.XX.2026**) for the CMH-CU Department.

AND WHEREAS it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing and maintaining the PROJECT.

1. WHEREAS we _____ ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the CMH-CU, GAD the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to CMH-CU, GAD under the terms of their Agreement dated _____. Provided, however, that the maximum liability of the Bank towards CMH-CU, GAD under this Guarantee shall not, under any circumstances, exceed _____ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from CMH-CU, GAD in that behalf and without delay/demur or set off, pay to CMH-CU, GAD any and all sums demanded by CMH-CU, GAD under the said demand notice, subject to the maximum limits specified in above. A notice from CMH-CU, GAD to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

Attention Mr. _____.

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 3 years and 6 months from the date of its execution. The Bank shall extend the Guarantee for a further period, which may be mutually decided by the bidder and CMH-CU, GAD.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
- Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or Future, between Bidder and the Bank.

4. The BANK also agrees that CMH-CU, GAD at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the BIDDER and notwithstanding any security or other guarantee that CMH-CU, GAD may have in relation to the Bidder’s liabilities.

5. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of CMH-CU, GAD or any other indulgence shown by CMH-CU, GAD or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

6. This Guarantee shall be governed by the laws of India, and the courts of Gandhinagar shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this Day of,2026

Witness

(Signature)

(Name)

(Signature)

Bank Rubber Stamp

(Name)

Request for Proposal (RFP) for Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM
Helpline Call Centre” for Gujarat State

(Official Address)

Designation with Bank Stamp

Plus, the Attorney, as per the Power of
Attorney No.

Dated:

Approved Bank: All Nationalized Banks, including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India, having a branch at Ahmedabad/ Gandhinagar) as per the G.R. no. *G.R. No. EMD/4/2022/0002/DMO dated 20.05.2022* issued by the Finance Department or further instructions issued by the Finance Department from time to time.

10.5 ANNEXURE 5: PARTICULARS OF THE BIDDERS

Scanned copy of original as (duly signed by Bidder) as part of Technical Proposal to be
uploaded online

Sr. No.	Information Sought	Details to be Furnished	Document if any Page No.
1	Name and address of the bidding Company		
2	Incorporation status of the firm		
3	Year of Establishment		
4	Date of registration		
5	ROC Reference No.		
6	Details of company/ firm registration		
7	Details of registration with appropriate authorities for Tax (PAN & GST)		
8	Name, Address, email, Phone nos. And Mobile Number of Contact Person		

10.6 ANNEXURE 6: PROPOSAL COVERING LETTER

**Scanned copy of original (duly signed by Bidder) as part of Technical Proposal to be
uploaded online.**

[Date]

To,

**The Director,
CM Helpline Coordination Unit (CMH-CU)
General Administration Department
6th Floor, Block-1, Wing-A, Karmayogi Bhawan, Sector 10 A,
Gandhinagar, Gujarat – 382010.**

Contact No: 079-23255445 or 079-23255446

Email: cmhelpline-ccu@gujarat.gov.in

Dear Sir,

We (Name of the Bidder) hereby submit our proposal in response to notice
inviting tender date and tender document no. and confirm that:

1. All information provided in this proposal and in the attachments is true and correct to the best
of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the
above statement.
3. Certified that the period of validity of bid is 180 days from the last date of submission of
proposal.
4. We are quoting for all resources under all categories mentioned in the tender.
5. We, the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices
or blacklisted by any of the Government agencies as on the date of submission of Bid. CMH-
CU, GAD, Gandhinagar, Gujarat may contact the following person for further Information
regarding this tender:
 - a. Name and full address of office, Contact No., Email ID, Company Name
 - b. Name and full address of office, Contact No., Email ID, Company Name
6. We are submitting our Eligibility Criteria proposal bid documents and technical bid documents.
 - a. In soft format in GeM portal,
 - b. Dated this _____ Day of _____ 2026.

(Signature)

(In the capacity of)

Request for Proposal (RFP) for Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM
Helpline Call Centre” for Gujarat State

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of Bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that
..... who signed the above Bid is authorized to bind the
corporation by authority of its governing body.

Date.....

(Seal here)

10.7 ANNEXURE 7: FINANCIAL PROPOSAL FORMAT

(To be filled online in GeM portal only)

Tender Document No. XXXXXXXXXX

To

The Director,

CM Helpline Coordination Unit (CMH-CU)

General Administration Department

**6th Floor, Block-1, Wing-A, Karmayogi Bhawan, Sector 10 A,
Gandhinagar, Gujarat – 382010.**

Sir,

I/We hereby submit our Proposal for the **Request for proposal for Selection of Call Centre Agency for Implementation, Operation & Maintenance of CM Helpline for Gujarat State** in accordance with the special Terms and Conditions as well as Scope of work. The rates should be quoted in the prescribed format given below: -

Note: The rate quoted should be inclusive of all cost in accordance with Scope of Work, no separate quotes will be entertained by competent authority.

The Bidder shall be required to provide the financial quotes as per the below table in the Bid on the GeM website.

Financial Bid Terms & Conditions

1. **Inclusive Pricing** – The price quoted shall be inclusive of all services mentioned in the Scope of Work (SOW), including manpower, Additional IT & non- IT infrastructure (Apart from Annexure-9), Software (Call centre solution & Dashboard), Integration with IGSMs, IT systems, Telephony Infrastructure, reporting, quality monitoring, and management.
2. **Non-Variation Clause** – The price shall remain firm for the entire contract period and any of the services as specified in RFP shall not be affected by downsizing of Call Centre capacity or staffing. Any change in operational load will not alter the unit rate or contract value unless approved under a formal Change Request.

Request for Proposal (RFP) for Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM Helpline Call Centre” for Gujarat State

S. No	Particulars	Rate per seat per month (incl GST) (INR) (A)	Total amount per month (incl GST) 240 * A	Total amount for 3 years (incl GST) 36 * 240 * A
1.	Total project cost covering the entire 3-year project duration and include all SOW requirements, including manpower, Call Centre facilities, IT/non-IT infrastructure, Call Centre software and dashboards, IGSMS integration, notifications, telephony, reporting, quality monitoring, and project management.			
TOTAL COST in WORDS:				

Definition:

1 Seat = (1 Man Shift per month)

(The cost of one seat shall be calculated based on 8 hours of login per day over the actual calendar days of the respective month.)

Remuneration of Call Centre Executives

The CCA shall ensure that all Call Centre Executives deployed under this Contract receive a minimum gross monthly remuneration of **₹22,000/- (Rupees Twenty-Two Thousand Only)**. The monthly remuneration shall be payable on a calendar-month basis and shall be deemed to include all working days and weekly offs falling within that month, for example 26 working days and 4 weekly offs in a standard month, in compliance with all applicable labour laws and statutory requirements. A standard working day shall be defined as 8 login hours. The said amount (₹22,000/-) shall be inclusive of all statutory deductions applicable to the employee, including the employee’s share of EPF, ESIC and other statutory deductions, as applicable under prevailing laws.

The CCA shall be solely responsible for ensuring timely payment of the prescribed remuneration and compliance with all applicable labour and social security laws throughout the contract period. The Agency shall not make any deduction from the aforesaid gross remuneration except deductions that are mandated or expressly permitted under applicable law.

Any revision in salary compensation arising due to statutory requirements, amendments to labour laws, or government notifications shall be deemed to have been considered by the bidder while submitting the financial bid. No additional claim on this account shall be entertained during the contract period

Request for Proposal (RFP) for Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM Helpline Call Centre” for Gujarat State

Price Breakup

S. No.	Profile	No. of Resource	Per Resource Monthly Salary	Total Resource Salary	Total 3 Years Salary with GST
1.	Project Head/Call Centre Head				
2.	Subject Matter Expert				
3.	MIS Support Team				
4.	Trainer				
5.	System Engineer				
6.	Hardware & Network Engineer				
7.	Internal Call Quality Auditor				
8.	Call Centre Executive				
9.	District Level CCE				
10.	Team Leads				
11.	Support Staff				
				TOTAL (X)	

Hardware/software/license cost:

Sr. No.	Item Description	Qty.	Rate (Including GST)
1	Call Centre Solution (including Servers, Switch, Router & Firewall, DR setup with cloud and all other related items as per Scope of Work and to adhere the SLA)		
2	Desktop with all licenses and Anti-Virus		
3	ANC Headphone		
		TOTAL (Y)	

Request for Proposal (RFP) for Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM Helpline Call Centre” for Gujarat State

Summary:

Total Price (X) for 3 Years with GST	
Total Price (Y) for 3 Years with GST	
TOTAL Value (X) + (Y) = (Z) for 3 Years with GST	
Price per Seat per Month [A = Z / (240*36)]	

The Bidder shall submit man-month rates for different technical resource categories in the ‘Resource Man-Month Rate Discovery Table’ provided in this Annexure. These rates are for discovery only and will not be considered for financial bid evaluation. All quoted rates shall be inclusive of GST, taxes, salaries, overheads, statutory compliances, tools, and any other associated costs.

During the contract period, CMH-CU may require the Selected Bidder to deploy resources from the discovered categories. Any such deployment shall be paid strictly on a pro-rated man-month basis as per the rates submitted in this Annexure.

Signature of Bidder.....

Place.....

Name.....

Date.....

Designation.....

Seal:

Instructions to Bidder for Financial Bid Calculation Methodology (Important)

To ensure uniformity in financial bid submission and evaluation on the GeM portal, bidders shall calculate and quote their prices in accordance with the methodology described below.

1. GeM Financial Bid Formula

The final financial bid value on the GeM portal shall be calculated using the following formula:

(Number of shift per day) * (Number of working days in month) * (Price per seat per shift) * (Number of months)
* (Number of seats required per shift)

2. Price Discovery Methodology

- Bidders shall first determine the **Price per Seat per Month** using the price discovery format provided in **Annexure-7** of this RFP.
- After arriving at the **Price per Seat per Month**, the bidder shall calculate the **Price per Seat per Shift** as follows:

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$$\begin{aligned} \text{Price per Seat per Shift} &= \\ \text{Price per Seat per Month} \div 30 \end{aligned}$$

Note: The resulting **Price per Seat per Shift** shall be quoted in the GeM financial bid format.

3. Parameters for Financial Bid Evaluation

The following parameters shall be considered fixed for bid evaluation purposes:

Parameter	Value
Number of Shifts per Day	1
Number of Working Days per Month	30
Contract Duration (Months)	36
Number of Seats Required per Shift	240

4. Illustrative Calculation

If the Price per Seat per Month determined through Annexure-7 is ₹40000 (inclusive of GST), then: *Price per Seat per Shift* = ₹40000 ÷ 30 = ₹1333.33 (This price shall be quoted in the GeM financial bid format)

The final financial bid value evaluated on GeM will be:

$$\begin{aligned} \text{Final Financial Bid Value} &= (\text{Number of shift per day}) * (\text{Number of working days in month}) * (\text{Price per seat per shift}) * (\text{Number of months}) * (\text{Number of seats required per shift}) \\ &= (1) \times (30) \times (\text{₹}40000 \div 30) \times (36) \times (240) \end{aligned}$$

$$= \text{₹}34,56,00,000/-$$

5. Instructions to Bidders

- Bidders shall submit their prices strictly in accordance with the format specified in **Annexure-7**.
- The **Price per Seat per Shift** derived as per the above methodology shall be entered in the GeM financial bid field.
- Any deviation from the prescribed calculation methodology may lead to discrepancies during bid evaluation, for which the Purchaser shall not be responsible.
- Bidders are advised to verify their calculations carefully before submission of the financial bid.

10.8 ANNEXURE 8: FORMAT FOR CERTIFYING THAT ONLINE & OFFLINE DOCUMENTS ARE IDENTICAL

Date.....

To,

The Director,

CM Helpline Coordination Unit (CMH-CU)

General Administration Department

6th Floor, Block-1, Wing-A, Karmayogi Bhawan, Sector 10A,

Gandhinagar, Gujarat – 382010.

Dear Sir,

Ref.: Tender No. XXXXXXXXX

We (Name of the Bidder) hereby submit one set of original documents of our proposal (except the financial proposal) in response to notice inviting tender date and tender document no. and confirm that:

1. Online and Offline documents are identical.
2. In case of discrepancies in online & offline documents, the online documents shall be considered valid.
3. The offline Documents do not include Financial Proposal. In case, it contains the Financial Proposal, our bid will be summarily rejected.

Signature of Bidder.....

Place.....

Name.....

Date.....

Designation.....

Seal

10.9 ANNEXURE 9: IT & NON-IT INFRASTRUCTURE

This document outlines the infrastructure responsibilities between the CMH-CU and the Call Centre Agency (CCA) for setting up and operating a 200-seat, 24×7 Call Centre.

The objective is to provide clear accountability, avoid overlaps, and ensure a smooth and time-bound setup.

1. Infrastructure Responsibility Summary

The CMH-CU shall provide:

- Office & Call Centre Space
- Ready premises with adequate carpet area for the personnel deployed, training room, server room, meeting rooms and support areas.
- Power Infrastructure (inclusive of electricity)
- Central Generator (DG set) for backup power.
- Central UPS with distribution to all workstation zones.
- Electrical points, lighting.
- Air Conditioning
- Workstations, chairs, cabins, and other Non-IT Fitouts.
- Network conduits and cable trays (if part of civil fitout).
- Structured LAN cabling till workstation desk
- Basic amenities such as washrooms, common areas, and a pantry.
- CCTV Surveillance System
- Telecom Service Provider with Toll-free number

Note: Over and above, Bidder should make all necessary provisions as per scope of work and service level agreement.

2. Bidder Must Provide (Complete Call Centre Technology Stack)

The CCA Bidder shall set up, integrate, operate, and maintain the entire IT ecosystem required to run a 200-seat Call Centre.

Below is the exhaustive list of items the Bidder must provision.

3. Bidder Responsibilities – Detailed IT Infrastructure List

Physical Setup & Support

- Server room equipment (racks, cooling coordination, lockable access).
- Additional in-rack UPS if required for critical systems.

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- Maintenance spares: all-in-one desktops, switches, ANC headphones, PSU, LAN modules, etc.
- On-site 24×7 technical support/NOC.
- Preventive maintenance schedule for all devices.
- Network Devices like Router, Switches and Firewall etc.
- Internet Service 100 Mbps or more and leased line
- Heavy duty printer cum copier (Coloured)
- LAN patch cords across the entire premises
- Biometric attendance system
- PBX system for premises
- Any Other Component required (including but not limited to above points)

10.10 ANNEXURE 10: TECHNICAL SPECIFICATION (TENTATIVE)

SPECIFICATIONS FOR CALL CENTRE AGENCY (HARDWARE & SOFTWARE)

NOTE: The below minimum specifications are only for the reference purpose and the Bidder have to upgrade existing infrastructure (IT / Non-IT) as per latest technology /best in the industry.

1. All-in-one Desktop Specification

Parameter	Specification
Device Type	All-in-One Desktop PC
Processor	14 th Generation Intel Core i5-14400 series or higher / AMD Ryzen 5 8500G series or higher
Manufacturing Year	Desktop shall be manufactured in the year 2025 or later
OEM Compliance	Technical Specification Compliance Certificate on OEM letterhead, duly signed and stamped
OEM Undertaking	OEM and Processor Manufacturer undertaking confirming manufacture in 2025 or later
Security	Trusted Platform Module (TPM) 2.0 or higher
Graphics	Integrated Graphics
Memory (RAM)	Minimum 16 GB DDR5 or higher (single module), with at least 1 free DIMM slot; expandable up to 32 GB
Storage	Minimum 512 GB NVMe SSD
Operating System	Factory Pre-loaded Windows 11 Professional or higher
Display Size	Minimum 23.8 inches
Display Type	Non-Touch Display
Integrated Webcam	Yes
Wireless Connectivity	Yes
Bluetooth Connectivity	Yes
Keyboard	Wired Keyboard
Mouse	Wired Mouse
Ports & Interfaces	Minimum 6 USB ports, VGA/HDMI/Display Port (DP), and LAN Port
Audio	Integrated Audible Speakers
Regulatory Certifications	BEE/Energy Star 7.0 or higher, EPR, RoHS, and other applicable Indian certifications
OEM Warranty	5 Years Comprehensive Onsite OEM Warranty

2. Laptop Specification:

Parameter	Specification
Processor	13 th Generation Intel Core i5-1334U or higher / AMD Ryzen 5 7535U or higher
Manufacturing Year	Laptop shall be manufactured in the year 2025 or later
OEM Compliance	Technical Specification Compliance Certificate on OEM letterhead, duly signed and stamped
OEM Undertaking	OEM and Processor Manufacturer undertaking confirming manufacture in 2025 or later
Security	Trusted Platform Module (TPM) 2.0 or higher
Graphics	Integrated Graphics
Memory (RAM)	Minimum 16 GB DDR5 (single module), with at least 1 free DIMM slot; expandable up to 32 GB
Storage	Minimum 512 GB NVMe SSD
Operating System	Factory Pre-loaded Windows 11 Professional or higher
Display Size	14-inch display
Display Resolution	Minimum 1920 × 1080 (Full HD)
Display Type	Non-Touch
Wireless Connectivity	Integrated Wi-Fi and Bluetooth
Network Port	RJ-45 Ethernet Port (built-in or via OEM-supplied external Ethernet adapter)
USB Ports	Minimum 2 × USB 3.0 Type-A and 1 × USB 3.0 Type-C
Other Ports	HDMI Port, Audio Combo Port, DC Adapter Jack
Audio	Integrated Speaker and Microphone
Webcam	Integrated Webcam
Carry Case	To be provided
Battery & Adapter	Standard OEM battery and adapter
Battery Backup	Minimum 8 hours
Regulatory Certifications	BEE/Energy Star 7.0 or higher, EPR, RoHS, and other applicable Indian certifications
OEM Warranty	5 Years Comprehensive Onsite OEM Warranty
Warranty Verification	OEM undertaking confirming that warranty details are verifiable on the OEM’s official website
Bidder Compliance	Bidder shall submit compliance against all specifications on OEM letterhead, duly signed and stamped

3. ANC Headphone Specification:

The Bidder should provide wired professional Call Centre headphone compatible with all-in-one desktop computers and softphone applications.

Parameter	Minimum Specification
Type	Binaural, over-the-head, lightweight (≤ 200 g)
Audio	Wideband/HD Voice, Acoustic Shock Protection
Microphone	Noise-cancelling, unidirectional, adjustable boom
Connectivity	USB Plug-and-Play, compatible with desktop PCs, softphones, and IP telephony platforms
Comfort	Soft ear cushions and ergonomic design suitable for continuous 8–10-hour usage
Controls	Inline volume, mute, and call control
Durability	Industrial-grade construction with reinforced cable and replaceable cushions/headband components
Noise Isolation	Effective suppression of ambient workplace noise
Dual Listening Support	Compatible with Y-connector/splitter or equivalent solution for supervisor/trainer monitoring
Hearing Protection	Acoustic shock protection compliant with applicable hearing safety standards
Microphone Positioning	Adjustable boom arm with 270° rotation or equivalent
Cable Length	Minimum 1.8 meters
Compatibility	Windows-compatible and interoperable with contact centre software/softphone platforms proposed under this RFP
Certifications	BIS/CE/FCC/RoHS or equivalent certifications
Operational Suitability	Suitable for continuous 24x7 Call Centre operations

Note: The Bidder shall provide enterprise-grade professional call centre headphones from reputed OEMs. Consumer-grade multimedia or home-office headsets shall not be accepted. The headphones supplied should be compatible with the call centre solution, desktop systems, and all software applications deployed under this project.

4. Server

All servers and related hardware, software, OS, licenses, and applications to be provided by Bidder as part of the call centre solution must be sourced from a reputed and authorized OEM. The equipment should be new, genuine, and supported by OEM-backed warranty and technical support. The Bidder shall provide documentary proof of OEM authorization, warranty coverage, and support commitment. No End-of-Life (EOL) or End-of-Support (EOS) products shall be

proposed. OEM support and spare parts availability shall be ensured throughout the contract period.

5. Network Management System / Administration

- The call centre platform/system shall support centralized monitoring and management through industry-standard protocols (including SNMP or equivalent) and provide a secure web-based administration interface.
- The solution should support centralized asset and configuration management, real-time alarm and event monitoring, and role-based administrative access.
- The solution should provide centralized administration and monitoring of all locations, systems, and infrastructure components through a single management console.
- The NMS shall generate real-time alerts and notifications through configurable channels such as email, SMS, mobile applications, and dashboards.
- The NMS shall provide real-time health monitoring, performance management, fault management, audit trails, and SLA reporting for all components of the solution.

10.11 ANNEXURE 11: FORMAT FOR FINANCIAL SUMMARY OF THE BIDDER

(Same should be furnished by the Chartered Accountant / Statutory Auditor on their letterhead)

Average Annual Turnover of the Bidder (from works related to Call Centre Establishment and its Operation and Maintenance)

Sr. No.	Financial Year	Annual Turnover (INR)
1.	FY 2022 – 2023	
2.	FY 2023 - 2024	
3.	FY 2024 - 2025	
	[Average Annual Turnover]	[indicate sum of above divided by 3]

Note: Bidders are required to provide data for the last three years ending 31st March 2025. Audited Balance Sheets are also required to be submitted for the same.

UDIN No: _____

Certificate from the Statutory Auditor

Note:

1. The Bidder shall submit audited annual reports (financial statements: balance sheets, profit and loss account, notes to accounts etc.) in support of the financial data, duly certified by statutory auditor/s. In case the company does not have a statutory auditor/s, it shall be certified by the chartered accountant who ordinarily audits the annual financials of the company.
2. Certificate(s) from the statutory auditors specifying the Turnover of the Bidder for FY 2022-23, FY 2023-24, and FY 2024-25. For the purpose of this RFP, net worth shall mean the sum of subscribed and paid-up equity share capital and reserves from which shall be deducted the sum of revaluation reserve, miscellaneous expenditure not written off and reserves not available for distribution to equity shareholders.

10.12 ANNEXURE 12: FORMAT FOR SHOWCASING EXPERIENCE FOR PQ & TQ

Date: _____

To,

The Director,

CM Helpline Coordination Unit

General Administration Department

6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan, Sector 10A,

Gandhinagar, Gujarat – 382010.

A. Project Summary Sheet:

Sr. no.	Name of the Project	Completion Date	Project Duration	PQ/TQ and Criteria no.	Project Cost	Client Name & Contact number or Email Address

Note: Add rows as required

B. Project Citation

(To be submitted for each project as per the table above, also sequence of above table must be maintained while detailing below table.

Sr. No	Aspect	Details
1	Name of the Project	
2	Name of Client	
3	Start Date and End Date	DD/MM/YYYY to DD/MM/YYYY
4	Project Duration	
5	Project Cost	
6	Current Stage	
7	Client Contact Number & Email Address	Yes/No
8	Documentary Evidence being submitted	Choose from ▪ Work order ▪ Letter of Intent / Award ▪ Agreement ▪ Completion Certificate
9	Project Scope (In Brief)	<Project Scope highlighting all components as asked in this bid>
10	PQ/TQ and Criteria row no.	Sample PQ/ Criteria Row no. XX

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Note: Each project profile must be duly supported by documentary evidence from the client side like Work Order, Agreement, and Completion Certificate for being considered for marking. Projects without evidence may be rejected. Bidders are advised to highlight relevant sections of the documentary evidence for quick reference of the Authority. Only eligible projects (as per terms & conditions provided in RFP) shall be considered for marking.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Contact number:

10.13 ANNEXURE 13: FORMAT FOR BIDDERS CHECKLIST FOR PRE-QUALIFICATION AND TECHNICAL QUALIFICATION CRITERIA

Bidder(s) to provide a compliance checklist along with page-wise indexing of supporting documents for Pre-Qualification and Technical Evaluation Criteria. Sequence of all criteria should be maintained while preparing and compiling supporting Documents.

Checklist for Pre-Qualification Criteria (To be filled by the Bidder)

Sr. No.	Basic Requirement	Document Submitted (Document Name)	Page no. in bid	Submitted (Yes / No)	Compliance (Yes / No)	Bidder Remarks
1	Company Profile (Legal Entity & Registration status)					
2	Company Financials-Turnover					
3	Similar Call Centre Experience for Integrated Grievance Platform					
4	Call Centre Capacity – (In terms of manpower)					
5	PAN, GST, EPF, ESIC Registration					
6	Quality Certification					
7	Non-Blacklisting					
8	Power of Attorney					
9	Local Office					

Checklist for Technical Evaluation Criteria (To be filled by the Bidder)

Sr. No.	Basic Requirement	Document Submitted (Document Name)	Page no. in bid	Submitted (Yes / No)	Compliance (Yes / No)	Bidder Remarks
1	Annual Turnover					
2	Government Sector Call Centre Experience					
3	Call Centre Executive Capacity -Experience					

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Sr. No.	Basic Requirement	Document Submitted (Document Name)	Page no. in bid	Submitted (Yes / No)	Compliance (Yes / No)	Bidder Remarks
4	Experience in the Implementation of Helpline Call Centre (min. 250 Seats)					
5	Existence of the Bidder (in no. of years)					

**10.14 ANNEXURE 14: NOT TERMINATED, NOT BEING INSOLVENT OR IN
RECEIVERSHIP OR BANKRUPT**

(To be printed on INR 300/- Stamp Paper)

Date.....

To,
The Director,
CM Helpline Coordination Unit
General Administration Department
6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan, Sector-10A,
Gandhinagar, Gujarat – 382010

Sir,

In response to the Tender Ref. No. _____ dated _____ for
“Selection of “Call Centre Agency for Establishment, Operation and Maintenance of CM Helpline
Call Centre for Gujarat State”, as an Owner/Partner/Director of _____,
I/We hereby declare that presently our Company/Firm _____:

- a. Has not been terminated by any Government/Semi-Government or Public Authority or Public Institution in India or abroad, before the completion of respective Contract period for which it has executed the project or in process of execution of such project, on account of its poor performance, delay, or abandonment of work by it.
- b. Is not insolvent, in receivership, bankrupt or being wound up, does not have its affairs administered by a court or a judicial officer, not be declared defaulter by any financial institution, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
- c. Neither the Company/Firm nor its directors and officers have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process or has not been otherwise disqualified pursuant to debarment proceedings.

If this declaration is found to be incorrect, then without prejudice to any other action that may be taken, my/our security may be forfeited in full, and the tender, if any, to the extent accepted may be cancelled.

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of CM Helpline Call Centre” for Gujarat State

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Contact Number:

10.15 ANNEXURE 15: NON-DISCLOSURE AGREEMENT (NDA)

NON-DISCLOSURE AGREEMENT

THIS NON - DISCLOSURE AGREEMENT (this ‘Agreement’) is executed at Gandhinagar, Gujarat on
(Date) by and between

(Department) having its registered office at (hereinafter referred to as the “**Disclosing Party**”, which expression shall unless repugnant to the context shall mean and include its authorized personnel, agents, successors, and assigns).

AND

(Agency) having its registered office at **(Address)** (hereinafter referred to as the “**Receiving Party**” (which expression, unless repugnant to the context, shall mean and include its authorized personnel, agents, successors, and assigns)

In this Agreement, “**(Department)**” (the Disclosing Party) and **(Agency)** (the Receiving Party) are referred to collectively herein as “Parties” and individually as a “Party”. This agreement is made effective on the (date). This Agreement is effective up to contract duration.

WHEREAS:

This agreement is being enacted in conjunction with the engagement of **(Agency)**, which has been appointed as the designated agency responsible for delivering its services in accordance with the **(Work Order No... date....)** ”.

NOW, THEREFORE, in consideration of the facts recited above, and in consideration of the mutual promises and covenants contained herein, and pursuant to the laws of the State, the parties hereby agree as follows:

1. Confidential Information:

- 1.1. **Definition:** "Confidential Information" shall mean and include any proprietary information provided, disclosed, or submitted by the Disclosing Party to the Receiving Party, under or related to this Agreement either directly or indirectly, in writing or orally, or in physical/sample form, by inspection of tangible objects (including, without limitation, documents, prototypes, samples, media, documentation, discs, and code).
- 1.2. This definition includes information of third parties considered confidential by the Disclosing Party. Confidential Information encompasses, without limitation, security features, materials, trade secrets, intellectual property rights, know-how, formulae, processes, algorithms, ideas, strategies, inventions, data, network configurations, system

architecture, designs, flowcharts, drawings, hardware, software, media, and their contents, proprietary information, business and marketing plans, financial and operational information, and any other information considered confidential by the Disclosing Party.

- 1.3. It also includes information disclosed to the Receiving Party by third parties on behalf of the Disclosing Party or that may otherwise come into the possession or control of the Receiving Party. The term "Confidential Information" also includes any derivatives created from the Confidential Information of the Disclosing Party and any information obtained through the use or inspection of the Confidential Information of the Disclosing Party. Confidential Information also includes the Data Structure and Data Dictionary of proprietary software jointly owned by the Disclosing Party and Receiving Party.
- 1.4. The Receiving Party will only use confidential information for fulfilling their contractual obligations with the Disclosing Party and will not copy or share the information for any other purposes.
- 1.5. The Receiving Party shall not use the Confidential Information in any unlawful manner.
- 1.6. The Receiving Party shall be responsible for any costs, expenses or damages incurred by the Disclosing Party as a result of any violation of this agreement. This obligation includes court and litigation expenses.
- 1.7. The Receiving Party agrees to support standards and procedures that ensure the confidentiality, integrity, and availability of information and services, and to proactively address any information security threats and vulnerabilities in connection with the project.
- 1.8. The receiving party shall keep safe all and any materials provided by the disclosing party, and shall not reproduce, part with possession of, modify or otherwise interfere or deal with otherwise with such items, and shall return them immediately upon disclosing party's written request (as per clause 7 of this annexure) and in any event spontaneously when no longer required for the purposes of the work order/project.
- 1.9. The receiving party shall notify the disclosing party immediately (within 2 days) upon becoming aware of any breach of confidence by anybody to whom the Recipient has disclosed the Confidential Information and give all necessary assistance in connection with any steps, which the Disclosing party may wish to take to prevent, stop or obtain compensation for such breach, or threatened breach.

2. **Discretionary Disclosure:** Nothing herein obligates the Disclosing Party to disclose any information except what is necessary for the Purpose of this Agreement or to proceed with any transaction with the Receiving Party or enter into any other contract with the Receiving Party.
3. **Scope: Work Oder No..... date....**
4. **Ownership:**
 - 4.1. The Receiving Party acknowledges that the Disclosing Party is the sole and exclusive owner of the Disclosing Party’s Intellectual Property. The Receiving agrees that save as expressly permitted under this Agreement, it shall not at any time make use of Disclosing Party’s Intellectual Property without the specific written consent of the Disclosing Party.
 - 4.2. This Agreement does not grant the Receiving Party any license or other interest in the Confidential Information, whether under this Agreement or any other agreement between the Parties. Any breach of this provision shall be treated as a material breach of the Agreement.
 - 4.3. For the purposes of this Agreement, “Disclosing Party’s Intellectual Property” means any and all know-how and processes, trade secrets, technical drawings, market intelligence, designs, trademarks, service marks, product names, processes, designs, logos, trade names, domain names, rights in goodwill, rights in, and other similar or equivalent rights or forms of protection (whether registered or unregistered) owned and registered by the Disclosing Party and all applications made by the Disclosing Party (or rights to apply) for, and for renewals and extensions of, such rights as may now or in the future exist anywhere in the world under the Disclosing Party’s registration or ownership.
5. **Term (Commencement and expiry):** The term of this Agreement shall commence on _____, 20____ and shall be effective till completion of the contract or Acceptance of the Completion of contract by Disclosing Party or as per the work order.
6. Notwithstanding any contrary provision in this Agreement, the confidentiality obligations undertaken by the Receiving Party herein shall survive the expiry of this Agreement.
7. **Return of Confidential Information:** Within 10 days of a written request by the Disclosing party, or upon expiration of the agreement, the Receiving Party shall return, destroyed, or purged all the information promptly without retaining any copies thereof. Any copies that cannot be returned shall be immediately destroyed in a manner ensuring they can never be retrieved by any means or in any form.
8. **Restrictions:**
 - 8.1. **Protection and Non-Disclosure:** The Receiving Party agrees to protect the Confidential Information with the same degree of care as it uses to protect its own Confidential Information, which shall be at least a reasonable degree of care. The Receiving Party shall

not disclose, copy, reproduce, modify, use, or otherwise transfer the Confidential Information or any media containing it to any other person or entity without obtaining prior express written consent from the Disclosing Party. Reverse engineering, disassembling, or reverse compiling of prototypes, software, or tangible objects embodying the Confidential Information provided to the Receiving Party is prohibited. The Receiving Party shall not create any charge, lien, or encumbrance on the Confidential Information. These restrictions also apply to any media containing the Confidential Information.

8.2. Receiving Party Personnel: Receiving Party acknowledges that the Authorized Personnel and its authorized employees/agents and shall not engage in any activities prejudicial to the interest of the Disclosing Party. They are bound by the obligations of this Agreement. The Receiving Party shall take all reasonable measures to ensure that its Personnel comply with the terms of this Agreement and shall be responsible for any unauthorized disclosure of Confidential Information by its Personnel. The Receiving Party shall ensure that its Personnel are aware of the confidential nature of the Confidential Information and shall instruct its Personnel to use the same degree of care in protecting such information as the Receiving Party is obligated to use under this Agreement. The Receiving Party shall immediately notify (within 2 days) the disclosing party in writing of any unauthorized use or disclosure of Confidential Information by any of its Personnel of which it becomes aware. The Receiving Party shall obtain individual confidentiality/non-disclosure undertakings from all Personnel having access to Confidential Information, maintain records thereof, and furnish copies of such undertakings to the Disclosing Party upon request.

8.3. Confidential Communication: Receiving Party shall ensure that communications regarding the documentation or Confidential Information of the Disclosing Party are not conducted in public places or under circumstances where discussions may be overheard or documents may be observed by others, particularly during travel on public transportation.

9. Specific Enforcement: The Receiving Party agrees that all provisions of this Agreement shall be specifically enforceable by the Disclosing Party against the Receiving Party and its agents, employees, and assigns, including by injunctive and other equitable relief. All provisions hereof shall survive the termination of this Agreement.

10. Public Announcements:

The Receiving Party and its officers and employees shall not, without prior written consent of the Disclosing Party, release any report, make any public statement, public announcement, or release to the press or social media or other third parties with respect any Information as may be received under this Agreement.

- 11. No other Relationship:** This Agreement for non-disclosure does not represent or imply any agreement or commitment to enter into any further relationship. This Agreement does not create any agency or partnership relationship between the Parties or authorize any Party to use a Party's name in any manner whatsoever.
- 12. Indemnity:** The Receiving Party shall be liable for and shall indemnify (and keep indemnified) the Disclosing Party against each and every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees) and demands incurred or which arise directly or in connection with the Receiving Party's obligation and/or breach under this Agreement, non-compliance with any part of the applicable data protection obligation of the Receiving Party or its employees, agents, representatives
- 13. Modifications and Amendments:** All modifications and amendments to this Agreement must be made in writing. Additional oral agreements do not exist.
- 14. No Assignment:** The Receiving Party shall not have the right to assign or otherwise transfer, in whole or in part, any of its rights or obligations under this Agreement without obtaining prior written consent from the Disclosing Party.
- 15. Termination:** Either party may terminate this Agreement at any time by giving [30] days' written notice to the other party as per work order.
- 16. Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of India and that of the State of Gujarat.
- 17. Jurisdiction and Venue:** The Courts of Gujarat shall have exclusive jurisdiction and venue over any dispute arising out of or relating to this Agreement shall be of Ahmedabad / Gandhinagar, both the party to this agreement hereby agrees and give consents to the jurisdiction and venue of such courts.
- 18. Arbitration:** Any dispute or claim arising out of or in connection herewith, or the breach, termination, or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996, including any amendments thereof. The language of the arbitration shall be English. The arbitration tribunal shall be composed of a sole arbitrator, and such arbitrator shall be appointed mutually by both Parties to this agreement or as per the order of court. The arbitral award shall be final and binding upon the Parties.
- 19. Severability:** If any provision hereof is found by a court to be invalid, void, or unenforceable, the remaining provisions shall remain in full force and effect.

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20. Execution: This Agreement may be executed in two counterparts, each of which shall constitute one and the same instrument.

Both the parties to this agreement have caused their respective duly authorized representatives to execute and deliver this Agreement. (Here, “Representative” of a Party means any employee, agent, director, advisor, affiliate, investor, consultant, partner, or any other person concerned or acting on their behalf.)

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first above written.

Date: _____

For, CMH-CU, GAD(ARTD), Government of Gujarat	For, Agency
Name:	Name:
Title:	Title:
Sign & Stamp:	Sign & Stamp:
Contact Number:	Contact Number:

10.16 ANNEXURE 16: CV FORMAT FOR KEY RESOURCES

Photo	Name	{Full Official Name}		
	Proposed	{The proposed designation}		
	Position			
	Date of Birth	{Please use the following format only: 28th August 1978}		
Education	Degree(s)/ Diploma(s)	Institution	Year	
			From	To
	{Degree name with specialization (if any)}	{Name of institution, Name of city where institution is situated}	{YYYY}	{YYYY}
	{Add/ Delete rows if needed}			
{Add Photo – Delete this text}	Certifications/ Membership (If any)	{List down name of certifications or membership if any}		
	Total Experience: {Total Work Experience in Years and Months, e.g. 10 years and 6 months}			
Employment Record	From	To	Company	Position Held
	{MM, YYYY}	{MM, YYYY}	{Company Name, Name of city where you were posted}	{Designation in the company}
Brief Profile	{Enter data here}			
Countries of Work Experience	{Name of the country}			
Language	Language	Speaking	Reading	Writing
		{Yes/ No}	{Yes/ No}	{Yes/ No}
	{Name of Language, e.g., English, Hindi etc.}			
	{Add/ Delete rows if needed}			
Work Undertaken that Best Illustrates Capability to Handle the Task Assigned {Add assignments and rows as per the text}				

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of CM Helpline Call Centre” for Gujarat State

Project/ Assignment: {Name of the project/ Assignment}

Month and Year (Start and end): {E.g., September 2019 – August 2020}

Location: {Name of the city, Name of the state}

Client: {Name of the Client}

Position held: {Position/ Designation as per the assignment}

Activities performed:

{Mentions activities for which you were responsible in the project and “highlight” the key words that relates to

the job description for your proposed position}

{Add more sections if needed}

Project/ Assignment: {Name of the project/ Assignment}

Month and Year (Start and end): {E.g. September 2019 – August 2020}

Location: {Name of the city, Name of the state}

Client: {Name of the Client}

Position held: {Position/ Designation as per the assignment}

Activities performed:

{Mentions activities for which you were responsible in the project and “highlight” the key words that relates to

the job description for your proposed position}

{Add more sections if needed}

Project/ Assignment: {Name of the project/ Assignment}

Month and Year (Start and end): {E.g. September 2019 – August 2020}

Location: {Name of the city, Name of the state}

Client: {Name of the Client}

Position held: {Position/ Designation as per the assignment}

Activities performed:

{Mentions activities for which you were responsible in the project and “highlight” the key words that relates to

the job description for your proposed position}

{Add more sections if needed}

Certification,

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful described herein may lead to my disqualification or dismissal, if engaged

Name: {Name of Candidate}

Date: DD-MM-YYYY

Signature and name of key professional

10.17 ANNEXURE 17: UNDERTAKING FOR DEPLOYMENT OF ADDITIONAL CUSTOMER CARE EXECUTIVES (CCES) AND APPLICATION OF DISCOUNTED RATES

To,

The Director,
CM Helpline Coordination Unit (CMH-CU)
General Administration Department
6th Floor, Block-1, Wing – A, Karmayogi Bhawan, Sector 10 A,
Gandhinagar, Gujarat – 382010.

Subject: Undertaking for deployment of additional CCEs and application of discounted rates for additional manpower requirements.

We, _____ (Name of Bidder), having our registered office at _____, hereby submit this undertaking as part of our bid proposal and confirm the following:

1. Acceptance of Discount Structure

We acknowledge and unconditionally accept that any requirement for deployment of Customer Care Executives (CCEs) beyond the baseline strength of **240 CCEs** shall be governed by the discount structure prescribed in the RFP.

The applicable reduction in the identified rate for additional CCEs shall be as follows:

No. of Additional CCE Deployment Slab*	Reduction in Identified Rate
241 to 280 CCEs	2%
281 to 340 CCEs	5%
341 to 400 CCEs	10%
More than 400 CCEs	15%

*The reduction in identified rate shall apply only to the additional CCEs deployed beyond the baseline approved strength of 240 CCEs. The identified rate applicable to the baseline deployment shall remain unchanged throughout the Contract Period.

2. Undertaking for Additional Deployment

We undertake that, upon receipt of a written request / work order / email communication, or any other authorized instruction from CMH-CU for deployment of additional CCEs beyond the baseline strength, we shall deploy the required number of CCEs within the timelines prescribed under the Contract and Service Level Requirements.

We further confirm that non-availability of manpower, recruitment constraints, operational challenges, or any internal limitations shall not constitute grounds for refusal or delay in deployment.

3. Billing and Invoicing

We undertake that all invoices submitted to CMH-CU for additional CCE deployment shall be prepared strictly in accordance with:

1. The actual number of CCEs deployed and accepted by CMH-CU;
2. The applicable discount slab specified in the RFP;
3. The deployment period for which such additional CCEs were engaged; and
4. Any other contractual provisions governing payment and billing.

We further agree that invoices shall clearly indicate:

- Baseline CCE strength and applicable rate;
- Number of additional CCEs deployed;
- Applicable discount slab;
- Revised rate applicable to such additional CCEs;
- Duration of deployment; and
- Total amount claimed.

4. No Claim for Higher Rates

We expressly agree that no claim, demand, escalation, adjustment, or compensation shall be raised by us for additional CCE deployment beyond the rates derived after applying the applicable discount slab as stipulated in the Contract.

5. Binding Commitment

This undertaking shall form an integral part of our bid and, upon award of contract, shall remain valid and binding throughout the Contract Period and any approved extensions thereof.

We understand and agree that failure to comply with the above commitments shall constitute a breach of contractual obligations and may attract actions as provided under the Contract.

For and on behalf of the Bidder

Authorized Signatory: _____

Name: _____

Designation: _____

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of CM Helpline Call Centre” for Gujarat State

Company Name: _____

Date: _____

Place: _____

Company Seal: _____