

प्रेषक,

राजेश भारती, भा०प्र०से०
कार्यकारी निदेशक।

सेवा में,

निदेशक,
सूचना एवं जनसम्पर्क विभाग,
बिहार, पटना।

पटना, दिनांक:-

विषय:-

बिहार राज्य श्रम कल्याण समिति अन्तर्गत श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग हेतु श्रमिक हेल्पलाइन (कॉल सेंटर) संचालित करने के लिए e-Procurement 2.0 प्रणाली के तहत निविदा आमंत्रण सूचना सं०- LWS/13/2026-02/2025-2026 के प्रकाशन के संबंध में।

महाशय,

निदेशानुसार उपर्युक्त विषय के संबंध में निविदा आमंत्रण सूचना सं०- LWS/13/2026-02/2025-2026 की पाँच प्रतियाँ (सी०डी० सहित) संलग्न करते हुए अनुरोध है कि इसे राज्य के प्रमुख समाचार पत्रों में (अंग्रेजी एवं हिन्दी) के अगले दो संस्करणों में शीघ्र प्रकाशित कराने की कृपा की जाय।

अनु०:-यथोक्त।

विश्वासभाजन,

ह०/-

(राजेश भारती)

कार्यकारी निदेशक।

ज्ञापांक- श्रम क० सं०-13/2026-357

पटना, दिनांक-20-03-2026

प्रतिलिपि:-

1. श्री घनश्याम रविदास, श्रम अधीक्षक (निर्माण श्रमिक)-सह-नोडल पदाधिकारी/श्रीमती स्वाति, सहायक निदेशक-सह-जिला सूचना एवं जनसम्पर्क पदाधिकारी, श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग, बिहार, पटना को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।

2. आई.टी.मैनेजर, श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग, बिहार, पटना को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित। आपको निदेश दिया जाता है कि पत्र के साथ संलग्न RFP को श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग के वेबसाइट पर अपलोड किया जाए।

3. डॉ० गणेश कुमार झा, उप निबंधक, श्रमिक संघ, श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग, पटना से अनुरोध है कि e-Procurement Portal <https://eproc2.bihar.gov.in> पर RFP अपलोड करने की कार्रवाई की जाए।

4
19/3/26

(राजेश भारती)

कार्यकारी निदेशक।

Govt of Bihar
LABOUR RESOURCES AND MIGRANT WORKERS WELFARE DEPARTMENT
Bihar State Labour Welfare Society

Tender Invitation

**RFP for establishment of departmental call centre
for
Labour Resources and Migrant Workers Welfare Department**



Issued by: -
Executive Director,
Bihar State Labour Welfare Society,
Labour Resources and Migrant Workers Welfare Department
Address - 4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru
Marg
Patna, Bihar - 800001
Tel - 0612-2520053, Email - edbslws2017@gmail.com

THIS PAGE IS KEPT BLANK INTENSIONALLY. BIDDERS ARE
REQUESTED NOT TO QUOTE ANYTHING ON THIS PAGE

Disclaimer:

1. This Request for Proposal ("RFP") is issued by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Government of Bihar ("Govt. of Bihar")
2. Only this RFP and subsequent amendments/corrigendum shall be filled in and submitted by the bidder.
3. The information contained in this RFP or any information subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Secretary, Labour Resources and Migrant Workers Welfare Department -cum- Chairman, Bihar State Labour Welfare Society, Govt. of Bihar or any of its employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and any other terms and conditions subject to which such information may be provided.
4. This RFP is not a contract and is neither an offer nor invitation by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar to the prospective bidders or any other person. The information contained in this RFP has been provided to the best knowledge of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive.
5. While reasonable care has been taken in providing information in this RFP, bidders are advised to not rely only on this information but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the project, the regulatory regime which applies thereto, and all other matters pertaining to the project and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to the project.
6. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of bids at the sole discretion of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.

E-PROCUREMENT NOTICE FOR IPRD

**Bihar State Labour Welfare Society
Labour Resources and Migrant Workers Welfare Department**

4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru
Marg, Patna, Bihar - 800001

Tel: 0612-2520035, Email: edbslws2017@gmail.com

NIT Ref: LWS/13/2026-02/2025-26; dt - 23.03.2026

E-TENDER NOTICE

Bihar State Labour Welfare Society, Labour Resource & Migrant Workers Welfare Department invites e-tender from reputed bidders across PAN India for the work of "Establishment of Call Centre for labour helpline for Department of Labour Resource & Migrant Workers Welfare Development, Patna, Bihar" for an initial period of 2 (Two) years. Online RFP shall be available on Bihar Government's E-procurement portal <https://www.eproc2.bihar.gov.in> from 25.03.2026, 11:00 hrs. The last day for online submission of bid is 21.04.2026 by 15.00 hrs on the aforesaid website. The eligibility criteria and detailed terms & conditions are available on websites :<https://www.eproc2.bihar.gov.in> or <https://state.bihar.gov.in/labour>.

Bidders shall refer to the RFP for further details and fact sheet.

4/13/26
Executive Director,

Bihar State Labour Welfare Society, Patna

Bihar State Labour Welfare Society
Labour Resources and Migrant Workers Welfare Department

4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru Marg, Patna, Bihar – 800001

INVITATION FOR BIDS (IFB)
E-Procurement Notice

The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Patna Bihar invites e-tender under Two Bid System on Government of Bihar e-procurement platform from eligible bidders.

The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar is committed to the empowerment of unorganized labour. The main responsibility of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department is to protect the economic, social, and physical interest of all workers through various acts, regulations and labour centric welfare schemes. As part of its continued commitment to uplifting the socio-economic status of the workers, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar plans to set up a labour helpline for data updation, grievance redressal, information provision, feedback collection and other services for the workers and the beneficiaries of its various schemes. This helpline will assist in ensuring more consistent and transparent communication between the Govt. of Bihar and the workers, which is critical in increasing inclusivity.

Bidding process will be conducted as per terms & conditions laid down in this Bid Document. Provisions of the Bihar Financial (Amendment) Rules, 2005 & Amendment-2024, Government of Bihar shall apply.

Bidding Date Sheet and other details are given below:

1	Name of the work	RFP for establishment of departmental call centre for Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
2	Tender Notice No	LWS/13/2026-02/2025-26 dt. 23.03.2026
3	Tender Fee/EMD	1) Tender Document Fee (Non-Refundable): Rs 11,800 to be paid online 2) Tender Processing Fee (Non-Refundable) Rs 1,180/- to be paid online. 3) EMD (Refundable): Rs. 5,00,000/- (Rupees Five Lacs only) in digital form through available link of eproc2 through NEFT/RTGS/Online Banking/Debit Card/Credit Card or in the form of BG issued by a Scheduled/ Nationalised Bank/Insurance Security Bond (ISB) issued by any IRDAI approved Insurer.
4	Online publication of bid document	25.03.2026, 11:00 Hrs
5	Date of Pre-Bid Meeting	02.04.2026, 12:00 Hrs in the 'Manthan' hall of Labour Resources and Migrant Workers Welfare Department
6	Last date for receiving Prebid queries over email	01.04.2026, 18:00 Hrs
6	Tentative date of uploading/publishing of pre bid clarification by Deptt.	08.04.2026 by 18:00 Hrs
6	Last Date and time for Submission of bid.	21.04.2026, 15:00 Hrs in online mode.
7	Opening of Technical Bids	22.04.2026, 15.00 Hrs (If the due date happens to be a holiday, the bids will be opened on the next working day)
8	Opening of Financial Bids	To be notified later.
9	Address for Communication	Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department 4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru Marg Patna, Bihar - 800001 Tel - 0612-2520053 Email - edbslws2017@gmail.com

Bid document may be downloaded from the Websites <https://state.bihar.gov.in/labour> OR <https://www.eproc2.bihar.gov.in>
Clarification on the bid document may be sought during pre-bid meeting in writing or may be e-mailed on address edbslws2017@gmail.com latest within 18:00 Hrs of 01.04.2026. The Chairman, Bihar State Labour Welfare Society of the department reserves the right to amend or withdraw any of the Terms and Conditions in the bid document or to cancel / reject all the tenders received without giving any notice or assigning any reason thereafter.


Executive Director,

Bihar State Labour Welfare Society, Patna

E-Tendering Process Related General Instructions

Submission of proposals through electronic mode only

1. The bidder should prepare and submit its offer as per instructions given in this section.
2. The Bidder shall submit his bid/tender through e-Procurement platform at www.eproc.bihar.gov.in.
3. The Bidder must have the Class II/III Digital Signature Certificate (DSC) with signing + Encryption, and User-ID of the e-Procurement website before participating in the e-Tendering process. The Bidder may use their DSC if they already have. They can also take DSC from any of the authorized agencies. For user-ID they have to get registered themselves on e-procurement website www.eproc2.bihar.gov.in and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published on an e-procurement platform.
4. The Bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement website at the respective stage only. The Bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other related certificate /documents in the e-Procurement web site. The Bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity. The Bidder shall attach all the required documents for this specific tender after uploading the same during the bid submission as per the tender notice and bid document. **This will be the bidder's sole responsibility to ensure that all required documents have been uploaded. All uploaded documents, when downloaded must be legible/readable failing which their bid may be rejected. Hence it is advised that all the documents should be properly scanned and uploaded.**
5. All the required documents should be attached at the proper place as mentioned in the e-forms. Tender Processing Fee (TPF) and Tender Document fee to be paid through link on eproc2 by e-Payment mode (i.e. NEFT / RTGS, Credit / Debit Card & Net Banking) only.
6. i) "Earnest Money Deposit (EMD) shall have to be paid in the digital form through the available link on eproc2 portal vide any e-payment mode (NEFT/RTGS/Net banking/Credit Card/Debit Card etc.) It may also be submitted in the form of Bank Guarantee issued by scheduled commercial bank of India/ISB issued by an IRDAI approved insurer. The scanned copy of the BG to be uploaded on the eproc2 portal and the original hardcopy of the BG must be submitted with dept. on or before scheduled bid submission date and time.

ii) In case of micro / small scale units seeking exemption from payment of EMD, the bidder has to submit "Udyam Registration Certificate" or other valid documents as per the Bihar Purchase preference policy (amendment 2024).
7. All relevant documents as mentioned above in para-6(i) and (ii), have also to be mandatorily uploaded in online mode, failing which the bid shall be liable for rejection. Bids along with necessary online payments must be submitted through e-Procurement portal www.eproc2.bihar.gov.in before the date and time specified in the NIT/RFP. The department / Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason.
8. The tender will be opened online through the e-procurement portal at the venue as mentioned in bid data sheet. Bidders or their authorized representatives, who are willing to witness the bid opening, may remain present during opening of the bid(s).
9. Any corrigendum or date extension/ changes/amendment notice will be given on the e-Procurement website and BSLWS website. For support related to e-tendering process, Bidders may contact at following address " Toll Free Number: 1800 572 6571, Email Id: eproc2support@bihar.gov.in, Working Hours: 8AM to 7PM (All days in week except Sunday and few selected state holidays) eProc 2.0 Help Desk Address: RJ Complex, 2nd Floor, Opposite Vidyapeeth Institute, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar. (supported by mjunction).

INSTRUCTION TO BIDDERS

1. Instructions to the Bidders

Submission will be online through www.eproc2.bihar.gov.in only and should be carried after careful study & examination of the RFP documents, with full understanding of its implications. Bidders are expected to understand the requirements to allow them to propose the best fit solution. Proposals are to be submitted as per the enclosed format only along with certificates, brochures & other documents asked for in the RFP document.

1.1. Issuer & Address for Bid Collection

The soft copy of the RFP can be downloaded from www.eproc2.bihar.gov.in or the departmental web portal (<https://state.bihar.gov.in/labour.>)

1.2. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid and the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department shall in no event be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

1.3. Earnest Money Deposit (EMD) / Bid Security

1. EMD may be submitted in the digital form through the link available on e-procurement website v i d e NEFT/RTGS/Online Banking/Credit Card/Debit Card amounting to **Rs. 5,00,000/- (Five lakhs only)** and can also be paid/submitted in the form of a unequivocal and unconditional bank guarantee (BG) as per the format mentioned in the RFP on stamp paper of value required under law, duly signed by an authorized representative of the relevant bank)/Insurance Surety Bond (ISB) issued by IRDAI approved insurer. The format of the BG is given in Section-V (Form 3) of this RFP. The BG in any other form will not be accepted. A colored scanned copy of the BG should be uploaded to the e-Procurement portal along with the actual online bid submission. The EMD must be valid for a period of 45 days beyond the bid validity period.
2. Original copy of the EMD/BG should be submitted to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar office by 05:00 PM by the last date of bid submission.
3. **The Bank Guarantee(BG) should be issued by any Nationalized Bank/Scheduled Commercial Bank, in favor of the Executive Director, Bihar State Labour Welfare Society Bihar payable at State Bank of India, Niyojan Bhawan, Patna, SB A/C No 37062727316, IFSC Code SBIN0018815.**
4. The EMD of all unsuccessful bidders would be refunded by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department within 30 days of the bidder being notified as being unsuccessful. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it. EMD shall be returned to the successful bidder upon signing the contract and submission of a Performance Bank Guarantee.
5. Any bid submitted without an EMD will be summarily rejected provided that any start-up

company or micro or small enterprise (MSME) that has its headquarters in Bihar, will be exempted from providing the full EMD amount under Rules 13.1 of the notification no-8550 dated 07.08.2024 of the Bihar Purchase Preference policy 2024.

6. The EMD may be forfeited if the successful bidder fails to sign the contract and submit a Performance Bank Guarantee within the stipulated period.

1.4. Submission of Bids

1. A two bid system will be followed for this RFP with Least Cost Selection Criteria (LCS). However, the bidder shall undergo Technical Evaluation through a pre-qualification eligibility-cum-evaluation criterion and marking based technical evaluation.
2. The bidder should take into account any Corrigendum to this RFP document that may have been published, before submitting their bids. The bid is to be submitted in two parts i.e. Technical bid and Financial bid as reflected on the eproc2 portal. Evaluation of the bid shall be done in following three stages.

1. Pre-Qualification Bid Criteria	a. Letter of Authorization, Colored Scanned Copy of EMD b. Pre-Qualification bid as per Section-III, Clause-1.2 c. All documents as per Section-V, Form-5
2. Technical Bid	Technical Bid as mentioned in Section-III, Clause-1.3
3. Financial Bid	Financial Bid

3. The bidders are requested to go through the NleT (Notice Inviting e-Tender) advertisement and the RFP carefully to understand the documents required to be submitted and the process to be followed as a part of the bid. Any deviations may lead to a rejection of the bid.
4. The bidder should try to submit the bid well before the last date to avoid any inconvenience at the last moment. The bid submission date and time is mentioned in the "Bidding Data Sheet" of this RFP. Bidders will not be allowed to submit the bid after the bid submission time.

1.5. Bid Formats

Proposals must be direct, concise, and complete. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department will evaluate the bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

Bidders shall submit their bids in the format mentioned in the following sub-sections. Bids not in the prescribed formats will be liable for rejection. If a format for a specific document is not provided in this RFP, the document shall be submitted in a format that makes it legally valid / binding on the bidder and that is acceptable to the Purchaser. In any event, the Purchaser shall have the right to seek clarifications, modifications, etc. on the document submitted by the bidder and the bidder shall be obliged to provide

such clarifications and modifications within the timelines specified by the Purchaser.

i. Pre-Qualification Bid Format

Section No.	Section Heading	Details
Section V	Bid Covering Letter	As per format provided in Form 1
Section V	Bidders Particulars	As per format provided in Form 2
Section V	All enclosures and forms	As per Form-5, Section-V
Section-III	Compliance with Pre-Qualification Criteria	Pre-Qualification criteria table as mentioned in Section-III, Clause1.2 with response and reference against each criterion.
	Signed copy of RFP	Signed copy of RFP

ii. Technical Bid Format

Section No.	Section Heading	Details
Section -III	Compliance with Technical Evaluation criteria	Technical Evaluation criteria table as mentioned in Clause-1.3 with response and reference against each criteria in the formats specified, if any, against specific criterion

iii. Financial Bid

The bidder must submit the Financial Bid online. The format is specified in Section-V, Form-12. The bidders shall quote for the entire scope of contract on an "overall responsibility" basis such that the total contract value covers all obligations of the bidder mentioned in or to be reasonably inferred from the bid documents in respect of providing the services. Prices quoted by the bidder shall remain firm during the entire contract period and shall not be subject to variation on any account except changes in tax rates and tax laws. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected. Bidders shall quote in the excel sheet only which is available on the eproc2 portal.



1.6. Pre-bid Meeting and Queries

The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department will host a pre-bid meeting as per the date mentioned in the Bidding Data Sheet. The representatives of the interested organizations may attend the pre-bid meeting at their own cost. The purpose of the meeting is to provide bidders with information regarding the RFP and the solution requirements in reference to the RFP. Pre-bid meeting will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person. Contact details for the RFP are as follows: -

Chief Finance Officer,
Bihar State Labour Welfare Society,
Labour Resources and Migrant Workers Welfare Department
Address - 4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru Marg
Patna, Bihar - 800001.
Tel - 0612-2520053
Email - edbslws2017@gmail.com

The queries should be submitted in the following format on his/their letter head:

Bidders Request for Clarification		
Name of Organization submitting request	Name and position of person submitting request	Details of person and organization
		Address: Tel: E-mail: Mobile:

Queries to be given in this format ↓

Sl. No.	Bidding Document Reference (Number/Page)	Content of RFP requiring Clarification	Points of Clarification Required	Suggestions (If Any)
1				

All queries should be sent through email in both excel and .pdf formats to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department. The Bihar State Labour Welfare Society shall not be responsible for ensuring that the bidder's enquiries have been received by them. However, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar neither makes any representation or warranty as to the completeness or accuracy of the responses, nor does it undertake to answer all the queries that have been asked by the bidders. All responses given by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will be addressed, and suitable clarification shall be uploaded on the eproc2 portal which may be visible to all the bidders.

1.7. Language of the Bid

The bids prepared by the bidder and all subsequent correspondence and documents relating to the bids exchanged by the bidder and Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, shall be written in English language. Any printed literature furnished by the bidder, written in another language, shall be accompanied by an accurate English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.

1.8. Handwritten documents, Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections, or alterations in the offer. Filling up the information using terms such as "OK", "noted", "as given in brochure/manual" is not acceptable and may lead to the disqualification of the bid.

1.9. Bid Prices

The bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed. The bidder shall carry out all the tasks in accordance with the requirement of the tender documents and with due diligence. It is the responsibility of the bidder to fully meet all the requirements of the RFP documents and to meet objectives of the project.

If during the course of execution of the project any minor revisions to the work requirements like technical specifications, equipment sizing, etc. are to be made to meet the goals of the project; such changes shall be carried out within the proposed price. If any deviation has a major impact on the commercials, the Committee shall take appropriate decisions, and such decisions would be binding on the bidder.

1.10. Firm Prices

Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar reserves the right to negotiate the prices quoted in the bid to effect downward modification. The bid prices shall be indicated in Indian Rupees (INR) only.

The Financial Bid should clearly indicate the price quoted without any ambiguity whatsoever and should include all applicable taxes, duties, fees, levies, and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable / payable should be indicated separately. Should there be a change in applicable taxes, the actual taxes on the date of billing would prevail.

Prices in any form or for any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable for rejection. If price change is inevitable due to any factor external to the bidder, bidders may be given a chance to submit revised bids in a separate sealed cover. Decisions of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall be final in this regard.



1.11. Amendment of RFP Document

At any time prior to the submission of bids, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar for any reason whatsoever, may modify any element of the RFP Document by issuing a corrigendum which shall be shared on the eproc2 portal. For the sake of interpretation, the content of any corrigendum issued by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall be read as a part of the original bid. In each instance in which provisions of the corrigendum contradict or are inconsistent/ inapplicable with the provisions of the RFP, the provisions of the corrigendum shall prevail and govern, and the contradicted or inconsistent/inapplicable provisions of the RFP shall be deemed amended accordingly. Hence bidders are requested to visit the eproc2 website and department website regularly before last date of bid submission.

The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may at its sole discretion consider extending the deadlines for submission of the bids, in order to allow prospective bidders reasonable time so as to take the amendment into account while preparing their bids.

1.12. Inspection of Site and Sufficiency of Tender

Bidders are expected to work out their own rates based on the detailed description of scope of work items, the specifications, Service Level Agreement (SLA) conditions, etc. and should judiciously arrive at the financials. The bidders shall be deemed to have satisfied themselves before bid submission as to correctness and sufficiency of their respective tenders. The rates and prices quoted shall cover all their obligations under the contract necessary for proper completion and maintenance of the services.

1.13. Compliant Proposals / Completeness of Response

1. The bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid should be done after careful study and examination of this RFP document with full understanding of its implications.
2. Failure to comply with the requirements of this paragraph may render a proposal non-compliant and the proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format (wherever provided) of this RFP and respond to each element in the order as set out in this RFP;
 - iii. Comply with all other requirements set out in this RFP.
3. The Bids shall be submitted strictly in accordance with the requirements and terms & conditions of this RFP. The bidder shall submit a No Deviation Certificate as per the Form-7 in Section-V
4. The Bids with deviation(s) are liable for rejection.

1.14. Total Responsibility

Bidders should issue a statement undertaking total responsibility for the defect free operation of the proposed solution as per Section-V, Form-8.

1.15. Conditional offers by the CCSPs

The CCSP should abide by all terms and conditions specified in the RFP Document. Conditional offers shall be liable for dis-qualification.

1.16. Late Tender offers

Normally Eproc2 website will not allow any bidders to submit its bid beyond deadline of bid submission time and date. However, any tender offer or its component (which are required to be submitted offline on or before bid submission date & time as per RFP) received by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar after the deadline for submission will be summarily rejected.

1.17. Offer validity Period.

Proposals shall be valid for a period of 180 days (one hundred and eighty days) from the date of submission of the proposals. A proposal valid for a shorter period or conditional period may be considered non-responsive. In exceptional circumstances, at its discretion, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by fax or email.

1.18. Address of Communication

Any communication related to this RFP should be addressed and submitted at given below address:

**Executive Director,
Bihar State Labour Welfare Society,
Labour Resources and Migrant Workers Welfare Department
Address - 4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru Marg
Patna, Bihar - 800001
Tel - 0612-2520053
Email - edbslws2017@gmail.com**

1.19. Opening of Offers

Offers received within the prescribed closing date and time will be opened in presence of bidder representatives (who choose to attend the opening of tender), on the date, time & at the address as per the Bidding Data Sheet. The CCSP's representatives present shall sign a register of attendance.

The date for opening of Technical bid is mentioned in this RFP. CCSPs would be given sufficient notice to make the technical presentation with respect to the Evaluation Framework and their proposed solution.

1.20. Clarification of Offers

To assist in the scrutiny, evaluation, and comparison of offers, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may, at its discretion, ask some or all bidders for clarifications with regards to their offer. The request for such clarifications and the response will necessarily be in writing (by letter / fax / email). Failure of a bidder to submit additional information or clarification as sought by the Bihar State Labour Welfare Society, Govt. of Bihar within

the prescribed period will be considered as non-compliance and the proposal may get evaluated based on the limited information furnished along with the bid proposal.

1.21. Right to Accept Any Offer and to Reject Any or All Offers

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of control, without thereby incurring any liability to the affected CCSP(s) or any obligation to inform the affected CCSP(s) of the grounds for such action.

1.22. Notification of Award

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will notify the successful bidder the LOI via letter / fax /email of its intent of accepting the bid. The successful bidder shall be required to sign the Lol and return the same to the address specified above as a token of acceptance of the Lol within 7 days of receipt of this 'Letter of Intent (Lol)' issued by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. Further the successful bidder shall submit the Performance Bank Guarantee (PBG) in accordance with the terms of the RFP within 15 days of receipt of the Lol.

1.23. Performance Bank Guarantee

The successful bidder shall at his own expense submit to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar an unconditional, irrevocable and continuing Performance Bank Guarantee (PBG) from a nationalized bank, in the format prescribed in Annexure-V, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This Performance Bank Guarantee will be for an amount of INR _____ (equivalent to 5% of total contract value). No interest shall be payable on the PBG. In case the project is delayed beyond the project schedule as mentioned in RFP the performance bank guarantee shall be accordingly extended by the bidder till completion of scope of work as mentioned in RFP.

1.24. Signing of Contract

Subsequent to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar notification to the successful bidder by way of a Lol, acceptance of the Lol and submission of the Performance Bank Guarantee, the successful bidder shall execute the Master Services Agreement with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. Failure of the successful bidder to furnish the Performance Bank Guarantee or execute the Agreement within the prescribed time shall cause the EMD of the successful bidder to be liquidated. In such an event, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall negotiate with the next eligible bidder. The successful bidder will be liable to indemnify Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar for any additional cost or expense, incurred on account of failure of the successful bidder to execute the agreement. Notwithstanding anything to the contrary mentioned above, the Bihar State Labour Welfare Society, Bihar at its sole discretion shall have the right to extend the timelines for execution of agreement on the request of the successful bidder, provided the same is bonafide.

1.25. Rejection Criteria

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

1. General Rejection Criteria

- i. Conditional bids.
- ii. If the information provided by the bidder is found to be incorrect/misleading/fraudulent at any stage / time during the bidding process.
- iii. Any effort on the part of a bidder to influence the bid evaluation, bid comparison or contract award decisions.
- iv. Bids received after the prescribed time & date for receipt of bids.
- v. Bids received without the prescribed Tender fee/ Earnest Money Deposit / Bid Security.
- vi. Bids without signature of person (s) duly authorized on the required pages of the bid.
- vii. Bids without power of attorney / board resolution.

2. Technical Rejection Criteria

- i. Bidders not complying with the Eligibility Criteria given in this RFP.
- ii. Revelation of prices in any form or for any reason before opening the financial bid.
- iii. Failure to furnish all information required by this RFP or submission of a bid not substantially responsive to this RFP in every respect.
- iv. Bidders not quoting for the complete scope of work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the bidder.
- v. Bidders not complying with the technical and general terms and conditions as stated in this RFP and related documents.
- vi. The bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

1.26. Concessions permissible under statutes

Bidder(s), while quoting against this tender, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to the Purchaser, failing which it will have to bear extra cost. In case the bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will not take responsibility towards this. However, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may provide necessary assistance, wherever possible, in this regard.

1.27. Taxes

The bidders shall fully familiarize themselves about the applicable domestic taxes (such as value added or sales tax, service tax, income taxes, duties, fees, levies, etc.) on amounts payable by the Purchaser under the resultant Agreement. All such taxes must be included by bidders in the final cost offered to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. However, the bid amount will be calculated excluding all taxes, and all taxes will be borne by the winning bidder as per applicable law.

1.28. Right to vary the scope of the work at the time of Award

The Purchaser reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the Call Centre Service Provider's (CCSP) performance of any part of the work under the resultant Agreement, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the contract value or time schedule, or both, and the agreement shall accordingly be amended. Any claims by the CCSP for adjustment under this clause must be asserted within thirty (30) days of the date of the CCSP's receipt of the changed order.

1.29. Fraud and Corruption

The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar requires the CCSP to observe the highest standards of ethics during the entire process of tendering and during execution of the contract. In pursuance of this policy, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar defines, for the purpose of this provision, the terms set forth as follows:

1. "**Corrupt practice**" means the offering, giving, receiving, or soliciting of anything of value to influence the action of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in contract executions.
2. "**Fraudulent practice**" means a mis-representation of facts in order to influence a procurement process or the execution of a contract to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and includes **collusive practice** among bidders (prior to or after proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar of the benefits of free and open competition.
3. "**Unfair trade practices**" means supply of services different from what is ordered on or change in the Scope of Work which is given by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
4. "**Coercive Practices**" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

Bihar State Labour Welfare Society, Labour Resources & Migrant Workers Welfare Department, Govt. of Bihar shall reject the bid proposal for award of contract, if it determines that the bidder recommended for award, has been found to have been engaged in corrupt, fraudulent or unfair trade practices. Once the contract is signed and if it is noticed that the CCSP has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be sufficient ground for the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department for termination of the contract and to initiate black-listing of the CCSP.

1.30. Confidentiality

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may allow the CCSP to utilize highly confidential information including confidential public records and the CCSP shall maintain the highest level of secrecy, confidentiality, integrity and privacy with regard to such confidential information. The CCSP shall use reasonable care, but no less care than it uses to protect its own confidential information of similar nature. To protect confidentiality, integrity, secrecy and proprietary of confidential information. Additionally, the CCSP shall keep confidential all the

details and information with regard to the Project, including systems, facilities, operations, management, and maintenance of the systems/facilities. The CCSP shall use the information only to execute the Project.

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agencies shall retain all rights to prevent, stop and if required take the necessary punitive action against the CCSP regarding any forbidden disclosure. The CCSP may share confidential information with its employees, agents but only on a strict need to know basis. The CCSP shall execute a corporate non-disclosure agreement with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in the format provided by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and shall ensure that all their employees and agents execute individual non-disclosure agreements, which have been duly approved by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar with respect to this Project.

1.31. Resolution of disputes

It is mutually agreed between the parties that all differences or disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations. If such differences cannot be resolved by discussions and negotiations then the same shall be referred to the arbitration of sole Arbitrator, who shall be appointed as under the provisions of the Arbitration and Conciliation Act, 1996. The decision and award of the arbitrator so appointed shall be final and binding on both the parties. The provisions of Arbitration and Conciliation Act, 1996 and any statutory modification and reenactment thereof, shall apply to such arbitration. The arbitration proceedings shall be held in Bihar.

1.32. Termination/Withdrawal

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar reserves the right to withdraw / terminate the contract without any to it and forfeit the performance guarantee amount in any of following circumstances:

1. Bidder becomes insolvent, bankrupt, or a resolution is passed for the winding up of the bidder's organization.
2. Information provided to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar is found to be incorrect.
3. Misleading claims are made.
4. Any unlawful act by the CCSP

1.33. Single Application

A bidder may submit only one proposal on his own. If a bidder submits more than one proposal on its own, both proposals shall be rejected, and both bids will be disqualified.

1.34. Binding Clause

All decisions taken by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar regarding this contract shall be final and binding on all parties concerned.

1.35. Bidders Integrity

The bidder is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the contract.

Bidder's Obligations

1. The bidder is obliged to work closely with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, act within its own authority and abide by directives issued by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar/Department of IT & e-Governance.
2. The bidder will abide by the job safety measures prevalent in India and will free Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar from all demands or responsibilities arising from accidents or loss of life the cause of which is the bidder's negligence. The bidder will pay all indemnities arising from such incidents and will not hold Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar responsible or obligated.
3. The bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanor.
4. It is clarified that the bidder shall not sub-contract core activities and responsibilities, but may sub-contract allied activities and responsibilities (such as housekeeping, maintenance, kitchen staff etc.). Further, the bidder must adhere to all statutory compliances and must not indulge in evasive practices (such as having two agents hired for half-shifts to give lower salaries/have them as part-time employees and hence avoid statutory requirements).

1.36. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemic.
2. Acts of any government, including but not limited to war, declared or undeclared priorities quarantines and embargos.
3. Terrorist attack, public unrest in work area.

Provided that either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The bidder or Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity and confidentiality survive the termination of the contract.

1.37. Limitation of Liability

In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected Applicant shall not be liable to the other hereunder or in relation hereto (whether in Agreement, tort, strict liability or otherwise) for more than the annual value of the training cost and any incentive paid (including any amounts invoiced but not yet paid) under this Agreement.

1.38. Indemnity

The Selected bidder shall execute and furnish to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, a Deed of Indemnity in favour of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, in a form and manner acceptable to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, indemnifying Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar from and against any costs, losses, damages, expenses, claims including those from third parties owing infringement or misappropriation of a patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period arising out of:

1. Negligence or wrongful act or omission in connection with or incidental to this Contract; or
2. Any breach of any of the terms the Selected bidder's Proposal as agreed, the Tender and this Contract by the Selected bidder or its team.

The indemnity shall be to the extent of 100% of project cost in favour of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.

1.39. Tax

1. The Agency shall pay for all taxes in connection with this Agreement, scope of work and any other engagement required to be undertaken as a part of this Agreement.
2. All payments to the agency shall be subject to the deductions of tax at source under Income Tax Act, and other applicable taxes, and deductions as provided for under any law, rule or regulation.
3. In case of change in indirect taxes due to change in indirect tax laws, appropriate parties shall pass on the benefit of the same over and above the Total Contract Value to the other party. In case of such change, the Agency shall submit a formal request with necessary supporting documents to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall verify these documents and if applicable and approved in writing by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, the Agency shall incorporate such changes into subsequent regular invoice for payment.

1. Bid Evaluation

1.1. Evaluation Process

The bids received will be opened online. Participated bidders can be present online through the portal www.eproc2bihar.gov.in.

Physical presence is required: all participating bidders authorized representatives can mark attendance online during bid opening.

The Purchaser shall evaluate the responses to this RFP and scrutinize the supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence, may lead to rejection. The decision of the Purchaser in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with the Purchaser. The Purchaser may ask for meetings with the bidders to seek clarifications or confirmations on their proposals. During the Proposal Evaluation, Purchaser reserves the right to reject any or all Proposals. Each of the responses/ Proposals shall be evaluated as per the criteria and requirements specified in this RFP.

However, it is clarified that, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may, at any time at its sole discretion:

1. Amend, modify or change any part or the whole of this RFP, until the final submission of tenders from applying agencies; and
2. Cancel this RFP after publishing it.

The steps for evaluation are as follows:

1.1.1. Stage 1: Pre-Qualification

1. The purchaser shall open the technical bid and move forward to evaluate the bid as per Pre-Qualification criteria and will verify Authorization Letter and Earnest Money Deposit (EMD) and Pre-Qualification documents.
2. Each of the Pre-Qualification conditions mentioned in Section-III, clause 1.2, is MANDATORY. In case the bidder does not meet any one of the conditions, the bidder will be disqualified.
3. The Pre-Qualification proposal MUST contain all the documents in compliance with instructions given under Section-III, Clause 1.2
4. Response to the Pre-Qualification Requirements shall be evaluated in accordance with the requirements specified in this RFP and in the manner prescribed in Section -III, Clause-1.2 of this RFP.
5. Results of the Pre-Qualification shall be communicated to bidders.

1.1.2. Stage 2: Technical Evaluation

1. The "Technical bid" will be opened only for bidders who succeed in Stage 1.
2. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.
3. The bidders' technical solutions proposed in the bid document will be evaluated as per the

requirements specified in the RFP and technical evaluation framework as mentioned in Section-III, Clause 1.3.

4. Bidders shall make the presentation of the proposal to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar as per the agenda mentioned in Section -III, Clause 1.3.3 of the RFP.
5. Each Technical Bid will be assigned a Technical Score out of a maximum of 100 marks. Only the bidders who get an aggregate Technical score of 80 or more will qualify for the financial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the bid and bidder.

1.1.3. Stage 3: Financial Evaluation based on LCS (Least Cost selection) basis.

1. All the technically qualified bidders will be notified to participate in the Financial Bid opening process.
2. The financial bids for the technically qualified bidders will then be opened on the notified date and time and reviewed to determine whether the financial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.
3. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
4. Any conditional bid would be rejected.
5. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - ii. If there is a discrepancy between words and figures, the amount in words will prevail.
 - iii. If the bidder does not accept the error correction, its bid will be rejected and its EMD may be forfeited.

1.2. Pre-Qualification Criteria

The bidder's pre-qualification bid will be evaluated as per the following criteria:

#	Parameter	Pre-qualification criteria description	Document required
1.	Legal Entity	<p>Bidder should be:</p> <ul style="list-style-type: none"> • Bidder must be incorporated or registered in India under the Indian Companies Act, 1956/ 2013 or Limited Liability Partnerships (registered under LLP Act, 2008) or Partnership Company/ Society/Firm registered in India and, • It should be a minimum 5 year old company and Operating for the last 3 years in IT/ITeS Services as on date of bid submission 	<ul style="list-style-type: none"> • Certificate of Incorporation • Copy of GST Registration Certificate • Copy of PAN • Udyam Aadhar Registration • Proof in support of 3 years' experience in IT/ITes Services.

2.	Turnover	The bidder must have an Average Annual Turnover of minimum INR 2(Two) Crore during the last three financial years from IT/ ITeS / Telecom Solutions/ BPO during the last three financial years i.e. 2022-23, 2023-24 and 2024-25.	<ul style="list-style-type: none"> • Audited Balance Sheet / Annual Reports and Profit & Loss account statements for last three financial years 2022-23, 2023-24 and 2024-25 • Annual Turnover mentioning details of IT/ ITeS / Telecom Solutions/ BPO services of the responding firm to be certified by statutory auditor of the firm with valid UDIN.
3.	Net Worth	Bidder should have a positive net worth in each of the last three financial years i.e. 2022-23, 2023-24 and 2024-25.	To be certified by the statutory auditor of the firm.
4.	Servicing large clients	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	Copy of Work Order/ Contract and Work Completion Certificate (Client Completion Certificate issued by Class I or Class II Officer or Certificate by a practicing Chartered Accountant with UDIN specifying nature and value of work)
5.	Blacklisting	Bidder should not have been terminated/ blacklisted /debarred by any Central/State Government and their undertaking/enterprises agencies in India.	Notarized certificate by authorized signatory that bidder is not blacklisted by any government or government organization.

6	Earnest Money Deposit (EMD)	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lakh Only)	EMD may be submitted in the form of Bank Guarantee/Online NEFT/RTGS payment proof as per eproc2 portal/Insurance Surety Bond (ISB) issued by an IRDAI-approved insurers.
7	Head Office/Branch Office	The bidder must have a head office/Branch office in Patna.	Bidders shall be required to produce GST number of Bihar in this regard.

Note:

1. For assignments project if the original client **certificate** and other documents are in language other than English than a translated copy duly verified by Notary shall be submitted with the bid document.
2. Projects executed for bidder's own shall not be considered.
3. **Bidders to note that above pints 1-6 are the minimum pre-qualification criteria. However, bidder may refer to Section-II, Clause 1.5(i) of this RFP for other Form/enclosures/certifications mandatorily required in Pre-Qualification proposal.**

1.3. Technical Qualification Criteria

The bid complying with the criteria mentioned above will be evaluated as per the framework detailed below:

Sl No	Evaluation Criteria	Total Marks
1	Bidder's Organizational Strength and Experience	70
2	Key Resources	5
3	Technical Presentation	25
Grand Total		100

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar (or a nominated party) reserve the right to check/ validate the authenticity of the information provided in the Pre-qualification and Technical Evaluation criteria and the requisite support must be provided by the bidder. The following sections explain how the bidders will be evaluated on each of the Technical evaluation criteria.

1.3.1. Bidder's Organizational Strength and Experience (Total Marks – 70)

#	Criteria	Criteria Details	Documentary Evidence	Maximum Marks
1.	Existence	<p>No of years of Existence of Bidder as on 31.12.2025</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> ● ≤ 05 Years = 0 Marks ● >5 and <7 Years = 5 Marks ● ≥ 7 and < 10 Years = 7 Marks ● ≥ 10 Years = 10 Marks. 	Incorporation Certificate	10
2.	Turnover	<p>Bidder should have an Average Annual Turnover from IT/ITeS/ Telecom Solutions/ BPO</p> <ul style="list-style-type: none"> ● ≤ 02 Cr = 0 Marks ● > 02 and < 05 Crore = 5 Marks ● ≥ 05 and < 07 Crore = 10 Marks ● ≥ 07 and < 10 Crores= 15 Marks ● ≥ 10 Crores= 20 Marks 	<p>Audited Balance Sheet / Annual Reports and Profit & Loss account statements for last three financial years i.e. 2022-23, 2023-24 and 2024-25.</p> <p>Annual Turnover details of the responding firm certified by statutory auditor of the firm with valid UDIN</p>	20
3.	Work Experience in terms of Value.	<p>Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/ BPO</p> <ul style="list-style-type: none"> ● ≤ 05 Years = 0 Marks ● > 05 and < 07 years = 5 Marks ● ≥ 07 and < 10 Years = 7.5 Marks ● ≥ 10 and < 12 Years= 10 Marks ● ≥ 12 years = 15 Marks 	Copy of Work Order/ Contract and Work Completion Certificate (Client Completion Certificate issued by Class I or Class II Officer or Certificate by a practicing Chartered Accountant with UDIN specifying nature and value of work)	15
4	Work Experience in terms of BPO Capacity	<p>Bidder should have experience in the service/Products in IT/ITeS/Telecom Solutions/ BPO. Following Criteria/figure in respect of single Work Order.</p> <ul style="list-style-type: none"> ● ≥ 20 and 30 Manpower = 05 Marks ● ≥ 30 Manpower= 10 Marks. 	Copy of Work Order/ Contract and Work Completion Certificate (Client Completion Certificate issued by Class I or Class II Officer or Certificate by a practicing Chartered Accountant with UDIN	10

			specifying nature and value of work)	
5.	Certifications	Certifications <ul style="list-style-type: none"> • Valid ISO 20001 - 05 marks • Valid ISO 27001:2013 -05 marks • Valid CMMI L-3 or above- 05 marks 	Valid certificate	15
Total				70

1.3.2. On roll employees in the form of Key Resources (Total Marks – 5)

#	Criteria	Criteria Details	Maximum marks
1.	Project Manager	Any graduation with M. Tech or MBA – 1 mark More than 10 years of experience of handing IT / ITES/ Call Centre projects- 1 marks	2
2.	Training Manager	Graduation with MBA – 0.5 marks More than 10 years of experience in call centre training – 0.5 marks	1
3.	Quality Assurance Manager	Any graduation – 0.5 marks More than 5 years of experience in call centre quality control – 0.5 marks	1
4.	Technical Manager/Expert	B.E/ B.Tech / MCA – 0.5 marks More than 10 years of experience in call Centre technology – 0.5 marks	1
Total			5

Note: Minimum serving period of 2 years on roll of the company against each employee is mandatory. Hence documentary evidence like PF slip/Annual PF returns in support of regular employment shall mandatorily be supported.

1.3.3. Presentation (Total Marks – 25)

The presentation from the bidders qualified in pre-qualification round shall be carried out based on following subjects/criteria: -

1. Project Plan.
2. Training Plan.
3. Resource Management plan (Staffing and Attrition handling).
4. Feedback Mechanism & Risk Mitigation plans.
5. Technical Architecture.
6. Incident Management.
7. SLA Monitoring.
8. Ability to clearly explain the technical proposal.
9. Quality of response given to queries of presentation panel.

NOTE:

From the above, a bidder may see that each Technical Bid has been assigned a Technical Score out of a maximum of 100 marks. Only the bidders who get an aggregate technical score of 80 or more will qualify for the financial evaluation stage. Failing to secure minimum 80 marks shall lead to technical disqualification of the bidder for the route to financial bid.

1. REQUIREMENTS AND INFORMATION ABOUT THE WORK**1.1. Information About Labour Helpline**

The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar is committed to the empowerment of every labourer. The main responsibility of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department is to protect the economic, social, and physical interest of all workers through various acts, regulations and labour centric welfare schemes that have been launched. Medical benefits and social security are made available to workers through the Directorate of Employees' State Insurance Services. There are also various other measures in place for the welfare of the unorganized sector workers and the building and construction workers in the state.

As part of its continued commitment to uplifting the socio-economic status of the workers, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar plans to set up a labour helpline for data updation, grievance redressal, information provision, feedback collection and other services for the workers and the beneficiaries of its various schemes. The purpose of this initiative is to proactively collect information regarding the status of the labourer, his/her migration status, employment availability, compliance with requirements under various labour laws (such as workplace facilities, provident fund contributions, health insurance, health and safety of workers etc.), and feedback related to different government schemes. As part of the operational process, the call centre front-end employees shall place outbound calls to labourers in Bihar to provide the above-mentioned services. This helpline will assist in ensuring more consistent and transparent communication between the Govt. of Bihar and the workers, which is critical in increasing inclusivity.

1.2. Overview of Labour Helpline

The data of various types of laborers are available with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department. This information will be accessible to the call centre front-end employees through a Citizen Relationship Management (CRM) system, and these front-end employees will place outbound calls to labourers of the state and update the data and also discuss the efficiency and the quality of benefits programs in the state.

1.3. Project Objectives and Stakeholders

The main objectives of the labour helpline program are to:

1. Periodically update the labour database.
2. Seek feedback from the labourers on the Government schemes.
3. Identify gaps / lapses in the schemes/program joining processes or lapses in delivery.
4. Grievance redressal system for labour related issues.
5. Emergency response system for labourers.

1.4. Scope of the CCSP

1.4.1. Overview of Scope

Call Centre Service Provider (CCSP) will be responsible for establishing a functioning Labour Helpline. The scope of work for the CCSP will comprise the following:

1. The CCSP will provide all infrastructure and manpower requirements to set up the outbound and inbound call centre.
2. The Labour Helpline is expected to connect with appx. 35 lakh labourers yearly i.e. approximately 35 Lakh outbound calls to be made each year. The calls to be made are estimated to be up to 10-minute duration each.
3. At any point of time the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will ensure that the CCSP will have enough data for calling for next three months, which is approximately 10 lakh active phone numbers.
4. The Labour Helpline is also expected to receive 3.5 lakh inbound calls (for registration of labourers, grievance redressal and scheme information) per year, at an average of 5 minutes each. For this, the CCSP will have to design, set up, manage and maintain a grievance redressal portal that will operate based on pre-determined SOPs. This portal will allow the call centre operators to categorize the grievances received by their subject matter/topic, and to assign the grievances to the respective Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department officers based on their type and severity. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department officers will also have a back-end mobile app that will allow them to view, manage and resolve all grievances that have been assigned to them, including the timeline within which each grievance must be resolved. In case of non-resolution of a grievance, a detailed escalation matrix is to be created that determines the next officer that a grievance will be assigned to. Additionally, the CCSPs grievance redressal portal should be able to automatically update (in real-time) the categorization of grievances on the basis of any new kinds / types of grievances received. Finally, the CCSP should be able to leverage technology to identify, assign, take cognizance of, and resolve any grievances that are mentioned on "X", Twitter, Facebook or any other social media platform, in Hindi and English.
5. The CCSP shall, along with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, also set up and provide the facility of an automated IVRS, SMS for labourers, where they can receive detailed information on matters such as worker registration with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, updation of previously provided data, scheme eligibility and the benefits available etc.
6. The CCSP has to develop and maintain the Citizen Relationship Management (CRM) and Citizen Feedback System (CFS) required for outbound calls and feedback collection. The CCSP should integrate the existing database of a minimum of 39 lakh labourers into the CRM. The labour data will be provided to the CCSP by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
7. CCSP is required to contact the labourer and capture database & feedback. The list of schemes (which may be revised subject to Government discretion) and details of each scheme (which may also be subject to changes as deemed appropriate by the departments concerned) are mentioned in the subsequent section.

8. CCSP must work closely with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar to share all information, get accurate facts, and required training, develop required questionnaires.
10. CRM and CFS should have the facility to capture data received during interaction with labour.
11. CCSP has to develop the Dashboard which will provide access to Stakeholders to view reports and other information.
12. SMS gateway will be required to share information/collect feedback about calls with the labour on calls.
13. The CCSP shall also develop a dashboard for the call centre. The scope of information to be shown on the dashboard shall be discussed and finalized between the CCSP and Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department.
14. The CRM and CFS application will be hosted by MeitY empanelled cloud service provider.
15. CCSP has to provide all required manpower, hardware, software, desktop, security, internet connection etc. at the call centre end.
16. Ensure integration of the call centre/helpline with the proposed One Call Centre for the entire State, as and when implemented by the Government of Bihar. The CCSP shall facilitate seamless technical and operational integration, including data exchange, call routing, response handling, and coordination mechanisms, in accordance with guidelines issued by the concerned State authorities.

The scope of work for the CCSP is to establish a functioning Call Centre. The scope includes provisioning of all software/solution development and implementation, Information Technology (IT) and required non-IT infrastructure procurement, deployment, implementation, and maintenance for the required Call Centre system. **The duration of contract will be for a period of 2 years, which may be extended further for another 1 year with mutual consent and as per the approval of competent authority.** At the end of this period, all hardware, software and other items bought as a part of the capital expenses shall be transferred to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, and thus Bihar State Labour Welfare Society shall thereafter exclusively hold all rights and entitlements in such hardware, software and items.

Post completion of this period, the contract can be extended, at discretion of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and CCSP, for additional two years or part thereof.

CCSP needs to do the appropriate solution design and sizing for the project as per the scope of work and other terms and conditions of the RFP. In case CCSP has not considered any component/service which is necessary for the project requirement, the same needs to be brought by the CCSP at no additional cost to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.

1.4.2. Functioning of Call Centre

The CCSP shall be responsible for operation and maintenance of the call centre with required up-gradation, customization, integration and testing etc. For the call centre operation CCSP is required to provide following:

1. The CCSP shall be obligated to meet the following ramp-up capacity requirements based on

inputs from the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.

2. The call centre should be operable as below:
 - All inbound and outbound calls 24X7.
 - Call Centre/Helpline shall be made operational in two shifts i.e.; 1st shift between 6:00 AM to 2:00 PM and 2nd shift from 2:00 PM to 10:00 PM.
 - 3rd shift from 10:00 PM to 6:00 AM will be handled by only 01 agent/executive and it may be carried out over phone remotely work from home (WFH). This mode of operation shall be integrated with main server. However, majority of inbound and outbound calls will be in two shifts.
 - CCSP should be in operation for 365 days in a year.
 - CCSP shall engage 06 call center agents/executives per shift in two shifts excluding night shift. In night shift only one executive shall work.
 - Every 06-call centre agent will be supervised by 1 supervisor. Hence the CCSP shall have to plan accordingly and make roster tentatively.
3. The call centre agent should also be able to interact in any local dialect (Bhojpuri, Maithili, etc.) apart from Hindi and English.
4. The call center will support the outbound and inbound channel of communication. The center will have capability to reach out to beneficiaries or other stakeholders through Voice and SMS.
5. The call center should be located in Bihar. CCSP should set up a new or use existing Call Centre.
6. The Call Centre set up should have seating space, security and power backup.
7. All safety and health standards should be in place as per state regulations.
8. The CCSP shall set up, operate & maintain the Call Centre, including agents, at place provided by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. However, CCSP will operate the call center with well trained & empowered staff to handle calls based on data available and inputs given by the Purchaser and the departments concerned/functionaries.
9. CCSP will also be responsible for hiring, training and management of call centre staff.
10. The equipment & infrastructure required for managing the traffic at the call centre will be determined by the CCSP based on historical trends.
11. The CCSP shall procure new infrastructure i.e. assets, hardware, software etc. and shall upgrade/update them as per the agreement.

1.4.3. CCSP Agent Qualities

All the agents should have the following qualities:

- The agent must have experience in handling and managing outbound calls.
- Ability to handle and track calls in a timely manner.
- Excellent communication skills (verbal - Languages: Hindi).
- Agents should be a mix of graduates and undergraduates.
- 15% of the agents should be able to speak local dialects such as Maithili, Bhojpuri, Magahi etc.

1.4.4. Call Centre Supervisor and Quality Analyst

Supervisors should have at least 3 years of call centre experience, in leading teams of agents under them. The span of control should be limited to 1 Supervisor and Quality Analyst per 6 call center agents.

1.4.5. Call Centre conversation flow.

The call centre agent will place an outbound call to labourers for the purpose of labour data updation and creating awareness about the various Government schemes which they are availing as well as for which they are eligible. The outbound call will also seek feedback from the labour on the scheme performance and other parameters.

1.4.6. Software and Infrastructure for Call Centre

- i. The department of Labour Resources and Migrant Workers welfare shall give closed premises as per the requirement to CCSP as free of cost. The CCSP shall further develop the interior and necessary IT and other infrastructure at its own cost.
- ii. The complete Call Centre solution (CRM and CFS) needs to be developed/customized and implemented by CCSP.
- iii. The CRM and CFS shall be accessible to the CCSP users through a secure MPLS Access gateway.
- iv. The CRM, CFS and SSL VPN Access gateway will be the property of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
- v. Best specifications shall be adopted by the CCSP for commissioning, operating and maintaining the call centre.
- vi. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar expects the CCSP to submit a complete, detailed proposal covering all items of the implementation, covering all the hardware and related infrastructure and any required software licenses in an itemized format with all relevant details.
- vii. CCSP needs to do the sizing of server for the entire duration of the contract with adequate space for future expansion.
- viii. CCSP also need to provide fireproof media storage capability at their facility for voice recording.
- ix. All the requisite consumables like tapes, hard disks, etc. for backup shall be provided by the CCSP as per the project requirements.
- x. The CCSP is responsible for providing all infrastructure elements for providing call centre services at their premises including but not limited to Agent Software Licenses, Supervisor Licenses, PRI lines, internet connection, switches, Media Gateway, server and software at the call centre location for storing information, Desktop, LAN, head set, PCs, PBX, Network Security sub-system, ACD, Call Logger, Reporting System etc. of sufficient capacity.
- xi. Every agent shall be provided with a Computer system and calling facility. The CCSP should also have a sufficient number of Computer systems for supervisors and Quality Analysts.
- xii. The agents should be provided with a system which is easy to operate, and agents should

- have full knowledge about the functioning of the CRM.
- xiii. The feedback captured should be saved on a MeitY empaneled cloud.
 - xiv. The copy of voice interaction shall be saved safely by CCSP and a replica of the same shall be stored in the Meity empaneled cloud.
 - xv. CCSP should provide preventive supports such as:
 - Schedule preventive maintenance of equipment
 - Virus scans and Anti-virus updates (virus prevention, anti-virus updating and distribution).
 - Regular Backups (Onsite and Offsite backup planning)
 - Security policy creation and Monitoring (Local Network Security, Application-level security, OS Level security, Physical Security)
 - xvi. CCSP should upgrade the software to the latest version whenever the changes in the IT systems require the upgradation of the software for the call centre systems at no additional cost to the client.
 - xvii. CCSP should do augmentations if required, based on resource utilization.
 - xviii. CCSP should install safety mechanisms to prevent unauthorized access and manipulation of technical systems and data. CCSP should also take technical and organizational measures to ensure that these fulfill the currently valid standards for the size of the call centre.
 - xix. CCSP should change the hardware if the same are declared end of life during the duration of the agreement.

1.4.7. Customer Relationship Management and Citizen Feedback System

- i. The CCSP has to develop and maintain the Citizen Relationship Management (CRM) for operations of the call centre. The CCSP should integrate the existing database of 40 lakh labourers into the CRM. The Call centre-related database should be created & maintained by the CCSP including all dockets & all interactions with the caller.
- ii. The CCSP will also develop the Citizen Feedback System (CFS) for collection of feedback for the labour helpline.
- iii. The input for the Questionnaire will be provided by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency and must be included by the CCSP.
- iv. The CRM should have been accessible to call agent at time of outbound call.
- v. CRM and CFS should work seamlessly in order to provide the Call Agent holistic 360 degree information of labourers and also act as a tool to collect accurate feedback.
- vi. The CRM should have a consistent user interface. The CRM and CFS should have data consistency.
- vii. The Call Agent should be able to locate the desired information quickly by asking a certain set of questions from the caller on services and associated problems.
- viii. The CRM should be designed in a way that while talking to the caller, the agent keeps on clicking on related buttons to go to the appropriate page and then provide the information to the caller.
- ix. When the agent answers the call, the subscriber's relevant information shall be presented on the agent's computer screen, eliminating the need for the agent to repeat the questions.
- x. Voice Logging: Every call shall be logged to monitor the quality of customer interaction

- and identify training needs.
- xi. The CCSP will provide to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar daily the complete CRM software data back-up along with new data updates collected based on questionnaire asked.
 - xii. The calling data should be provided to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in various desired formats (to be decided during the implementation phase) for analysis purposes.

1.4.8. Management Information System (MIS)

- i. Summary Reports from the Call Centre on the customer calls and related status should be available. Standard reports like analysis report, summaries shall be available. The reports shall be customized/created as per requirements of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. These reports should be besides the reports of call center functioning, which will include Service Provider's performance, server up-time etc.
- ii. CCSP will have to submit a weekly MIS report as specified in the Function requirement Section, to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
- iii. The system should have a flexible & comprehensive reporting mechanism.
- iv. Searching & extraction of information based on any criteria should be available. Information can be located and extracted using pre-defined or fresh queries.
- v. Customizable reporting. Exporting reports in various standard formats such as Excel, Text should be possible.

1.4.9. Dashboard

- i. CCSP is required to provide a dashboard for accessing the MIS and other status related information. There will be State and District dashboards for live monitoring, voice/SMS broadcasts, and complaint tracking along with integration and real-time analytics for all service touchpoints.
- ii. The dashboard shall be accessible to the stakeholders through Web, Mobile, and Tablet.
- iii. The dashboard shall present the various analyses. The analyzed information to be presented on Dashboard will be provided by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. The analyzed information will at least cover:
 - Evaluation on effectiveness of the scheme implementation and penetration of schemes.
 - Identifying the factors hindering the effective policy implementation.
 - Analyzing data to gauge the citizen sentiments towards schemes and administration.
 - Count of unique incoming and outgoing calls at the helpline center on monthly basis
 - Categorize the nature of the calls
 - Categorize the complaints received and their resolution status
- iv. Other than this, dashboard display parameters shall be provided by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and will be subject to change / modification solely at the discretion of the

Department, Govt. of Bihar.

1.4.10. Knowledge Management

- i. The CCSP should have defined knowledge management processes so that agents have access to updated information on changes in schemes or new schemes being introduced to the beneficiaries.
- ii. The CCSP shall build an FAQ database / knowledge bank, and step by step workflow for day-to-day operations and for any special cases. CCSP is required to provide & update knowledge base.

1.4.11. System Administration

- i. The system should be designed to enable detailed and flexible handling of the system administration, maintenance supervision and performance measurements.
- ii. A user-friendly GUI (Graphical User Interface) based utility should be provided for easy administration of the system.
- iii. The system must support online updating changes/modifications in application. It should be dynamically loaded/ assigned without switching off or disturbing the service.

1.4.12. Security

- i. 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 agents/users. The security codes should grant or deny access according to assigned security levels.
- ii. The system should be able to provide the password management system clearly defining the users/agents and their function & access rights such as super user, supervisor, service provider and technical staff etc.
- iii. The system should keep all the audit logs of user/agent actions and should present reports of the changes made by individual users.
- iv. Login schemes of agents and users (type of user and privileges) will be finalized with the approval of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. All logins & logouts should be monitored & reported. Agents should be able to log on from any desk within the call centre.

1.4.13. Integration & Testing

The CCSP shall provide the testing strategy including traceability matrix, test cases and shall conduct the testing of various components of the software developed/customized and the solution as a whole. The testing should be comprehensive and should be done at each stage of development and implementation. The detailed testing requirements are mentioned in Clause 6.2, Section-IV.

1.4.14. Technical Infrastructure

The complete call centre solution needs to be implemented on an outsourced model at the premises given by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. The entire required infrastructure for Operationalization of call centers

as per Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar requirements is to be arranged & managed by the CCSP.

1.4.15. Hardware & Platforms

CCSP is required to do a complete setup of the call centre and design, size, procure, deploy and manage the complete call centre solution in a web enabled environment. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will only provide space for establishing the call centre.

1.4.16. Database

Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar have currently Open Standard databases for the application. The CCSP would be required to interface the application with this database and other third-party applications/delivery channels based on the functional and technical requirements specified in this tender.

1.4.17. Disaster Recovery

1. The CCSP should have an active DR Site with minimum 50% agents' capacity of the prime location as part of the Business continuity and Disaster Recovery Plan and process in place in an active-active model. The CCSP shall provide a high-level disaster recovery plan to address resumption of services in event of natural and environmental disasters with immediate time objective.
2. Primary and standby backup centers (within India), cloud backup for critical data.
3. Quarterly disaster drills.
4. Communication protocol: Outage notice within 30 min, hourly updates, full restoration in 24 hours to the department.
5. This DR site should be within 50 Km of the prime location within Bihar. Both Prime location and DR site should be connected with a secured MPLS network.

1.4.18. Scalability

The initial requirement from the CCSP is 6(SIX) call center agents per shift. However, the CCSP must provide infrastructure that is vertically and horizontally scalable as per the requirements of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, up to a total of 15 call center agents. Work from home – If required, CCSP should be able to use necessary tools to enable the agents to work from home.

1.4.19. Manpower development and Training

1. The CCSP lead / management team will work closely with the project manager of the labour helpline from the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department.
2. Following are the minimum resources required to be deployed in the Project, however CCSP shall deploy additional resources based on the need of the Project, to meet the defined SLAs in this RFP, and/or as per the requirements of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department:

- i. **One Program Manager for overall management.**
 - ii. **One Quality –Cum-Training Leader-Cum-Supervisor per shift for controlling call agents.**
 - iii. **One Technology/IT specialist for overall IT solutions.**
 - iv. **Sufficient Call Agents - at least 6 per shift at beginning of Project, expandable up to a total of 15 call center agents as per the requirements of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department during the project.**
 - v. **Sufficient call agents in backup to ensure smooth operations.**
3. The CCSP shall ensure that resources with adequate qualification and experience are deployed on the project and shall submit details of proposed staffing as part of the bid.
 4. The CCSP shall employ methods to control attrition of manpower deployed on this project.
 5. The CCSP shall also be responsible to ensure that attrition (if any) does not impact operations of the call centre.
 6. The CCSP will be responsible for complying with all central and state government regulations relevant to human resources (such as minimum wage requirements, EPF, ESI etc.).
 7. CCSP will also be responsible for periodically checking for changes to such regulations (if any) and ensure continuous compliance with the same.
 8. The CCSP shall be responsible to recruit the manpower required in the project.
 9. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall have the right to ask for the replacement of any Named resource and Agent deployed by CCSP under this project, who is not found to be competent and orderly in the discharge of his duties.
 10. The CCSP should also provide training to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and department users on usage of Dashboard and MIS of the labour helpline.
 11. All agents and their supervisors, Quality Assurance(QA) must be regularly trained and updated about the processes and services systems so that they are able to provide satisfactory service to its stakeholders.
 12. Training areas should include training on specific schemes, CRM platform and other agent software, soft skills and dialect training.
 13. The training process should include training for new hires and refresher training for all agents. In addition, additional training will be conducted for all agents on changes in schemes suggested by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department.
 14. Clients will have the right to check the quality of agents as and when required. In case any agent is found lacking in processes / services or beneficiary interaction skills etc., CCSP will be required to take necessary remedial action.
 15. CCSP should conduct classroom based quarterly security awareness training (for at least 2 hours) for its employees deployed on this project. Every employee must attend the awareness training at least once every 6 months.
 16. For new employees, security awareness training should be provided during the induction program or 2 weeks from joining (whichever is earlier). The mode of this training could be classroom based or computer based training (CBT).

1.4.20. Go-Live Preparedness and Go-Live

1. CCSP shall prepare and agree with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, the detailed plan for Go-Live (in-line with Bihar State Labour Welfare Society implementation plan as mentioned in RFP).
2. The CCSP shall define and agree with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, the criteria for Go-Live.
3. The CCSP shall ensure that all the data migration is done from existing systems.
4. CCSP shall submit a Signed-off UAT report (issue closure report) ensuring all issues raised during UAT are being resolved prior to Go-Live.
5. CCSP shall ensure that go-live criteria as mentioned in User acceptance testing of Call Centre System is met and CCSP needs to take approval from the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar team on the same.
6. Go-live of the program shall be done as per the finalized and agreed upon Go-Live plan.

1.4.21. Hosting Requirement

The CRM, CFS, MIS, and grievance redressal portal (with a back-end mobile interface), IVRS, Dashboard and any other related software for the labour helpline shall be hosted in a public cloud service provider empaneled by MeitY, Govt.

1.4.22. Operation and Maintenance (O&M)

CCSP will operate and maintain all the components of the Call Centre for a period of 02 (Two) years after Go-Live date. During the O & M phase, CCSP shall ensure that service levels are monitored on a continuous basis; service levels are met and are reported to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. After Go-Live, if any system/sub-system/appliance that is deployed during the O&M phase must be added in the System only after proper induction procedures are followed including hardening and security testing. CCSP needs to implement a suitable Performance Improvement Process (PIP) in the project. The PIP program applies to all the processes of the project. CCSP needs to submit its detailed approach for PIP in its technical proposal. Every process and procedure implemented in the project must be reviewed and updated by CCSP at least on an annual basis from the Go-Live Date. All the manpower engaged for O&M support of the project should be citizens of India.

CCSP will ensure that at no time shall any data of Call Centre System be ported outside the geographical limits of India.

1.4.23. Compliance to SLA

1. CCSP shall ensure compliance to uptime and performance requirements of project solution as indicated in the SLA table of RFP and any upgrades/major changes to the Call Centre System shall be accordingly planned by CCSP for ensuring the SLA requirements.
2. CCSP shall be responsible for measurement of the SLAs at the System level as well as at the user level with the help of the enterprise monitoring tool on a periodic basis.
3. Reports for SLA measurement must be produced by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar officials as per the project requirements.

1.4.24. Key Activities, Deliverables

The CCSP will be responsible for following major activities and deliverables mentioned below. The payment of the CCSP will be done on following basis:

Call Centre Operation and Maintenance and enhancement of call centre CRM and CFS	Monthly Progress and SLA compliance report	Monthly charges for maintenance and updation of CRM and CFS and Monthly per connected call charges.
--	--	---

1. The monthly payment shall be made as per the financial sheet as mentioned in this RFP. The payment will be made on submission of monthly invoice along with system generated complete call data records (CDR) for each month. The monthly invoice/connected call costs shall also include a part of the capital expenses borne by the CCSP, such that the CCSP recovers all capital expenses in 24 equal installments over the period of the 2-year contract.
2. Any clarification required by the Labour Resources and Migrant Workers Welfare Department on submitted invoices will be conveyed to the CCSP within 21 days of receipt of invoices. In case no clarification is sought, then said invoice will be deemed accepted by the Labour Resources and Migrant Workers Welfare Department.
3. The Labour Resources and Migrant Workers Welfare Department will release the payment within 30 days of receipt of invoice along with CDR data.



1.4.25. Timelines/Milestone

CCSP should complete all the activities within the defined timelines as indicated below:

Task	Tasks Description↓	MONTHS ↔										
		M0	M1	M2	M3	M4	M5	M6	M7	M8	M9-M28	
T1	Contract Signing with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar											
T2	All Infrastructure work along with Call Centre staff recruitment and training											
T3	Preparation of data updation + feedback questionnaires											
T4	UAT											
T5	Creation of grievance redressal portal (including back-end mobile app for Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department officers)											
T6	Go Live											
T7	Outbound call, feedback collection, inbound calls											
T8	Maintenance of the call centre operation software etc.											

The timeline will be reviewed regularly during the implementation phase and may be extended in case Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar feels that extension in a particular case is imperative, for reasons beyond the control of the bidder. In all such cases, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar's decision shall be final and binding. The CCSP will be eligible for the payment based on the completion of activities and approval of the relevant deliverables.

2. PAYMENT MILESTONE

- i. The payment will be made on submission of monthly invoice along with system generated complete call data records (CDR) for each month. The monthly invoice/connected call costs shall also include a part of the capital expenses borne by the CCSP, such that the CCSP recovers all capital expenses in 24 equal installments over the period of the 2-year contract.
- ii. Any clarification required by the Bihar State Labour Welfare Society, Labour Resources and

Migrant Workers Welfare Department on submitted invoices will be conveyed to the CCSP within 21 days of receipt of invoices. In case no clarification is sought, then said invoice will be deemed as accepted by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department.

- iii. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department will release the payment within 30 days of receipt of invoice along with CDR data.

A. PAYMENT FLOW

T: Total Contract Value for 2 years (Extendable for another 01 year maximum period)

A: Total CAPEX VALUE

B: Total OPEX VALUE

Cost T= Cost A+ Cost B

- i. 10% of T as Mobilization advance within 15 days of signing agreement with the Labour Resources and Migrant Workers Welfare Department against Advance Bank Guarantee of equivalent amount issued by National Scheduled Bank. This 100% mobilization advance will be adjusted from 1st three RA bills in the ratio of 50% +25%+25%.
- ii. 1st Bill: 50 % of A after achieving the Task of T2+T3.(Please refer Milestone chart). In this bill 50% amount of Mobilization advance shall be recovered.
- iii. 2nd Bill: 25 % of A after achieving the Task T4+T5 (Please refer Milestone chart). In this bill balance 25% amount of Mobilization advance shall be recovered
- iv. 3rd Bill: 25% of A after achieving the Task T6(Please refer Milestone chart). In this bill rest 25 % amount of Mobilization advance shall be recovered
- v. Monthly bill of B(OPEX) for 24 months shall be released upon submission of Monthly MIS, Quarterly MIS (Applicable from 4th operational month only) and attendance of the call centre staff.

In case the contract is extended beyond 24 months, the invoicing cost @ (T/24) will continue.
Note: Please co-relate table 1.4.25 and financial bid form for clarity on payment related clauses.

B. PENALTY

The Department may impose a suitable penalty of the vendor of the failure of MILESTONE/such activities as mentioned above. Such penalties shall be deducted from the pending bills/bank guarantee of the vendor. However, the Department shall issue a notice given 15 days of time to the vendor before imposing such penalty. However the penalty shall not exceed 10% of total contract value.

2.1. Advance payment

CCSP will get a resource mobilization advance of 10% of the value of the project. This advance will be released against the submitted Bank Guarantee of the same amount by CCSP. The advance amount will be adjusted in First three RA bills as mentioned in clause 2(iii) A above. After adjusting the amount submitted, Advance Bank Guarantee will be returned to the bidder.

3. Exit Management

1. This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA.
2. In the case of termination of the Project Implementation and/or Operation and Management, the parties shall agree at that time whether, and if so during what period, the provisions of this schedule shall apply.
3. The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

3.1. Cooperation and Provision of Information

During the exit management period:

1. The CCSP will allow the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar to assess the existing services being delivered.
2. Promptly on reasonable request by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, the CCSP shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the CCSP). The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall be entitled to have a copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The CCSP shall permit the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agencies to have reasonable access to its employees and facilities, to understand the methods of delivery of the services employed by the CCSP and to assist appropriate knowledge transfer.

3.2. Confidential Information, Security and Data

1. The CCSP will promptly on the commencement of the exit management period supply to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency the following:
 - Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services.
 - Documentation relating to Intellectual Property Rights.
 - All current and updated data as is reasonably required for purposes of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agencies transitioning the services to its Replacement CCSP in a readily available format.

- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agencies, or its Replacement CCSP to carry out due diligence in order to transition the provision of the Services to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agencies, or its Replacement System integrator (as the case may be).
2. Before the expiry of the exit management period, the CCSP shall deliver to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency all new or updated materials from the categories set out in Schedule/Milestone (Section-IV, Clause 1.4.25) and shall not retain any copies thereof, except that the CCSP shall be permitted to retain one copy of such materials for archival purposes only.

3.3. Employees

1. Promptly on reasonable request at any time during the exit management period, the CCSP shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency a list of all employees (with job titles) of the CCSP dedicated to providing the services at the commencement of the exit management period.
2. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or Replacement CCSP may make an offer of employment or contract for services to such employee of the CCSP and the CCSP shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or any Replacement CCSP.

3.4. Transfer of Certain Agreements

On request by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar or its nominated agency, the CCSP shall effect such assignments, transfers, licenses and sub-licenses to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, or its Replacement CCSP in relation to any equipment lease, maintenance or service provision agreement between CCSP and third party lessors, CCSPs, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency or its Replacement CCSP.

3.5. General Obligations of the CCSP

1. The CCSP shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency or its Replacement CCSP and which the CCSP has in its possession or control at any time during the

exit management period.

2. For the purposes of this Schedule, anything in the possession or control of any CCSP, associated entity is deemed to be in the possession or control of the CCSP.
3. The CCSP shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

3.6. Exit Management Plan

1. The CCSP shall provide the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agency with a recommended exit management plan ("**Exit Management Plan**") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
 - a. A detailed program of the transfer process that could be used in conjunction with a Replacement CCSP including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - b. Plans for the communication with such of the CCSP's staff and any related third party as are necessary to avoid any material detrimental impact on the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar operations as a result of undertaking the transfer; (if applicable) proposed arrangements for the segregation of the CCSP's networks from the networks employed by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar and identification of specific security tasks necessary at termination;
 - c. Plans for provision of contingent support to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, and Replacement CCSP for a reasonable period after transfer.
2. The CCSP shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
3. Each Exit Management Plan shall be presented by the CCSP to and approved by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or its nominated agencies.
4. The terms of payment as stated in the Terms of Payment Schedule include the costs of the CCSP complying with its obligations under this Schedule.
5. In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
6. During the exit management period, the CCSP shall use its best efforts to deliver the services.
7. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
8. This Exit Management plan shall be furnished in writing to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar or its nominated agencies within 90 days from the Effective Date of this Agreement.

3.7. Compliance to Standards & Certifications

- i. It is imperative that the highest standards applicable are adhered to. In this context, the CCSP will ensure that the entire Call Centre is developed and operated in compliance with the applicable standards.

- ii. During project duration, the CCSP will ensure adherence to prescribed standards as provided below:
- ISO 27001
 - Information Security IT Infrastructure Management
- iii. Apart from the above the CCSP need to ensure compliance of the project with Government of India IT security guidelines including provisions of
- The Information Technology Act, 2000 and amendments thereof and amendments thereof and
 - Guidelines and advisories for information security published by Cert-In/DeitY (Government of India) issued till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- iv. Apart from the above CCSP needs to follow appropriate coding standards and guidelines inclusive of but not limited to the following while writing the source code:
- Proper and consistent indentation
 - Inline comments
 - Structured programming
 - Meaningful variable names
 - Appropriate spacing
 - Declaration of variable names
 - Meaningful error messages
- v. Quality Audits
- Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, at its discretion, may also engage independent auditors to audit any /some /all standards/processes. The CCSP shall support all such audits as per calendar agreed in advance. The result of the audit shall be shared with the CCSP who has to provide an effective action plan for mitigations of observations/non compliances if any.
 - Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar or its Nominated Agency will conduct a half yearly security and infrastructure audit of the application and Hardware being used under this Project by CCSP.

4. Project Management and Governance

4.1. Project Management Office (PMO)

A Project Management office will be set up during the start of the project. The PMO will, at the minimum, include a designated full time Program Manager from CCSP. It will also include key persons from other relevant stakeholders including members of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar and other officials/representatives by invitation. The operational aspects of the PMO need to be handled by the CCSP including maintaining weekly statuses, minutes of the meetings, weekly /monthly/project plans, etc.

1. PMO will meet formally on a Fortnightly basis covering, at a minimum, the following agenda items:
 - Project Progress
 - Delays, if any – Reasons thereof and ways to make-up lost time
 - Issues and concerns
 - Performance and SLA compliance reports
 - Unresolved and escalated issues
 - Project risks and their proposed mitigation plan
 - Discussion on submitted deliverable
 - Timelines and anticipated delay in deliverable, if any
 - Any other issues that either party wishes to add to the agenda.
2. During the development and implementation phase, there may be a need for more frequent meetings and the agenda would also include:
 - Module development status
 - Testing results
 - IT infrastructure procurement and deployment status
 - Status of setting up/procuring of the Helpdesk, DC hosting
 - Any other issues that either party wishes to add to the agenda.
3. Bidders shall recommend PMO structure for the project implementation phase and operations and maintenance phase.

4.2. Steering Committee(As per need of BSLWS, Bihar)

1. If required, a project steering committee will be formed. The Steering Committee will consist of senior stakeholders from Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, its nominated agencies and CCSP. CCSP will nominate its General Manager level Officer to be a part of the Project Steering Committee. The Steering committee will be formed by Bihar State Labour Welfare Society.
2. The CCSP shall participate in Quarterly Steering Committee meetings and update Steering Committee on Project progress, Risk parameters (if any), Resource deployment and plan.
3. Immediate tasks and any obstacles in the project. The Steering committee meeting will be a forum for seeking and getting approval for project decisions on major changes etc.
4. All relevant records of proceedings of the Steering Committee should be maintained. updated, tracked and shared with the Steering Committee and Project Management Office by CCSP.
5. During the development and implementation phase of the project, it may be possible that there will be at least Monthly Steering Committee meetings. During the O&M phase, the meetings will

be held at least once a quarter.

6. Other than the planned meetings, in exceptional cases, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may call for a Steering Committee meeting with prior notice to the CCSP.

4.3. Project Monitoring and Reporting

1. The CCSP shall circulate written progress reports at agreed intervals to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and other stakeholders. Project status report shall include Progress against the Project Management Plan, status of all risks and issues, exceptions, and issues along with recommended resolution etc.
2. Other than the planned meetings, in exceptional cases, project status meetings may be called with prior notice to the bidder. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar reserves the right to ask the bidder for the project review reports other than the standard weekly review reports. (Form-14)

4.4. Risk and Issue management

1. The CCSP shall develop a Risk Management Plan and shall identify, analyze and evaluate the project risks, and shall develop cost effective strategies and action plans to mitigate those risks.
2. The CCSP shall carry out Risk Assessment and document the Risk profile of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar based on the risk appetite and shall prepare and share the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar Enterprise Risk Register. The CCSP shall develop an issues management procedure to identify, track, and resolve all issues confronting the project. The risk management plan and issue management procedure shall be done in consultation with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
3. The CCSP shall monitor, report, and update the project risk profile. The risks should be discussed with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and a mitigation plan be identified during the project review/status meetings. The Risk and Issue management should form an agenda for the Project Steering Committee meetings as and when required.

4.5. Staffing requirements

1. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar has identified certain key positions that should be part of CCSP's team during execution. CCSP shall provide a resource deployment schedule including these key positions and other team members as mentioned in RFP.
2. CVs of the key resources need to be submitted along with the proposal.
3. The Program Manager and at least one Technical Resource (Backup/storage) of CCSP shall be available to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar throughout the Project Tenure for coordination and other purposes.

4.6. Planning and Scheduling

1. The CCSP will prepare a detailed schedule and plan for the entire project covering all tasks and sub tasks required for successful execution of the project. The CCSP has to get the plan approved from the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar at the start of the project and it should be updated every week to ensure tracking of the progress of the project.
2. The project plan should include the following:
 - The project was broken up into logical phases and sub-phases.
 - Activities making up the sub-phases and phases.
 - Components in each phase with milestones.
 - The milestone dates are decided by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in this RFP. CCSP cannot change any of the milestone completion dates. CCSP can only propose the internal task deadlines while keeping the overall end dates the same. CCSP may suggest improvement in project dates without changing the end dates of each activity.
 - Key milestones and deliverables along with their dates including those related to delivery and installation of hardware and software.
 - Start date and end date for each activity.
 - The dependencies among activities. Resources to be assigned to each activity.
 - Dependency on Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.

5. Change Management & Control

5.1. Change Orders / Alterations / Variations

1. The CCSP agrees that the requirements given in the Bidding Documents are minimum requirements and are only indicative. The CCSP would need to etch out the details at the time of preparing the design document prior to actual implementation. It shall be the responsibility of the CCSP to meet all the requirements of Functional specifications contained in the RFP and any upward revisions and/or additions of quantities, specifications Sizes given in the Bidding Documents required to be made during execution of the works, shall not constitute a change order and shall be carried out without a change order and shall be carried out without any time and cost effect to Purchaser.
2. Further, only upward, or downward revisions in the Call Centre Agent will only constitute the Change Order.
3. **Change Order**
 - a) The Change Order will be initiated only in case (i) the Purchaser directs in writing the CCSP to include any addition to the scope of work covered under this Contract or delete any part of the scope of the work under the Contract, (ii) CCSP requests to delete any part of the work which will not adversely affect the operational capabilities of the facilities and if the deletions proposed are agreed by the Purchaser and for which cost and time benefits shall be passed on to the Purchaser, (iii) the Purchaser directs in writing the CCSP to incorporate changes or additions to the technical specifications already covered in the Contract.
 - b) Any change order as stated in Clause 3 a. comprising an alteration which involves a change

in the cost of the works (which sort of alteration is hereinafter called a "Variation") shall be the Subject of an amendment to the Contract by way of an increase or decrease in the schedule of Contract Prices and adjustment of the implementation schedule if any.

- c) If parties agree that the Contract does not contain applicable rates or that the said rates are inappropriate or the said rates are not precisely applicable to the variation in question, then the parties shall negotiate a revision of the Contract Price which shall represent the change in cost of the works caused by the Variations. Any change order shall be duly approved by the Purchaser in writing.
- d) Within ten (10) working days of receiving the comments from the Purchaser about specification, purchase requisitions and other documents submitted by the CCSP in line with clause (a), (b) and (c) above, for approval, the recommendation of change order shall be put up the PMO to Project steering committee for approval. However the change order shall be issued in case the price variation is within (+/-) 20% of the original cost.

6. Testing and Acceptance Criteria

6.1. Acceptance Criteria

CCSP shall demonstrate the following acceptance criteria prior to acceptance of the solution as well as during project operations phase, in respect of scalability and performance etc. The CCSP may propose further detailed acceptance criteria which the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will review. Once the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar provides its approval, the Acceptance criteria can be freezed. In case required, parameters might be revised by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in mutual agreement with the bidder and the revised parameters shall be considered for acceptance criteria. A comprehensive system should be set up that would have the capability to log & track the testing results, upload & maintain the test cases and log & track issues/bugs identified.

6.2. Testing

The following table depicts the details for the various kinds of testing envisaged for the project

Type of Testing	Responsibility	Scope of Work
1. Performance and load testing	CCSP and Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar/Third party auditor to monitor the performance testing.	<ol style="list-style-type: none">1. CCSP to do performance and load testing.2. Various performance parameters such as transaction response time, throughout, and page loading time should be taken into account.3. Load and stress testing of the CRM etc., to be performed on business transaction volume.4. Test cases and test results to be shared with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar.5. Performance testing to be carried out in the exact same architecture that would be set up for production.6. CCSP needs to use performance and load testing tools for testing.7. Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar (if required) can involve third party auditors to monitor/validate the performance testing. Cost for such audits to be paid by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar.

<p>2.Security Testing (Including penetration and vulnerability testing)</p>	<p>CCSP, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar/(third party auditor to monitor the security testing)</p>	<ol style="list-style-type: none"> 1. The solution should demonstrate the compliance with security requirements as mentioned in the RFP including but not limited to security controls in the application, at the network layer, network, data centre(s), security monitoring system deployed by the CCSP. 2. The solution shall pass vulnerability and penetration testing for rollout of each phase. The solution should pass web application security testing for the portal, and other systems and security configuration review of the infrastructure. 3. CCSP should carry out security and vulnerability testing on the developed solution. 4. Security testing to be carried out in the exact same environment/architecture that would be set up for production. 5. Security test report and test cases should be shared with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar 6. Testing tools if required, to be provided by CCSP. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar doesn't intend to own these tools During O&M phase, penetration testing to be conducted on yearly basis and vulnerability assessment to be conducted on half-yearly basis. <p>Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar may also involve third party auditors to perform the audit/review/monitor the security testing carried out by CCSP. Cost for such auditors to be paid by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar.</p>
---	---	--

<p>3. User Acceptance Testing of Call Centre System</p>	<p>Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or appointed third party auditor.</p>	<ol style="list-style-type: none"> 1. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar /Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar appointed third party auditor to perform User Acceptance Testing 2. CCSP to prepare User Acceptance Testing test cases 3. UAT to be carried out in the exact same environment/architecture that would be used for production 4. CCSP should fix bugs and issues raised during UAT and get approval on the fixes from Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar / third party auditor before production deployment 5. Changes in the application as an outcome of UAT shall not be considered as Change Request. CCSP has to rectify the observations.
---	--	---

1

7. : Performance Standards & Scalability

- 99.5% overall service uptime (including backup).
- Restoration: Full service in 2 hours (RTO)/1 hours data recovery after disaster.
- Service expansion and capacity increases triggered by volume/demand as per agreed benchmarks.

Note:

1. Bidder needs to provide details of the testing strategy and approach including details of intended tools/environment to be used by CCSP for testing in its technical proposal. CHiPS does not intend to own the tools.
2. The CCSP shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The CCSP must ensure deployment of necessary resources and tools during the testing phases. The CCSP shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing. It is the responsibility of CCSP to ensure that the end product delivered by the CCSP meets all the requirements specified in the RFP. The CCSP shall take remedial action based on the outcome of the tests.
3. The CCSP shall arrange for environments and tools for testing and for training as envisaged. Post Go-Live; the production environment should not be used for testing and training purposes. If any production data is used for testing, it should be masked and it should be protected. Detailed process in this regard including security requirements should be provided by the CCSP in its technical proposal. The process will be finalized with the selected bidder.
4. All the Third-Party Auditors (TPA) as mentioned above will be appointed and paid by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar directly. All environments required for testing shall be provided by CCSP.
5. STQC/Other agencies appointed by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar shall perform the role of TPA. CCSP needs to engage with the TPA at the requirement formulation stage itself. This is important so that unnecessary re-work is avoided and the audit is completed in time. The audit needs to be completed before Go-Live of different phases. CCSP needs to prepare and provide all requisite information/documents to the third-party auditor and ensure that there is no delay in the overall schedule.
6. The cost of rectification of non-compliances shall be borne by the CCSP.

8. Service Level Agreement.

8.1. Definitions

Non-Working Days: All Holidays up to 5/6 (for leap years) in a year (to be decided by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar for each calendar year).

1. Shift hours are defined from 6 am to 2 pm and 2 pm to 10 pm on all days except non-working days. However, the engagement of manpower shall have to be done on the basis of two shifts as mentioned in the Scope of Work.
2. Days: All Working and Non-working days in a calendar year.
3. Shift means 8 working hours
4. 24*7 means two shifts of 8 working hours every day. Third shift may be operational from WFH (Work from home) with access to ant one call agent. This is applicable for all seven days of the week without any non-working days
5. "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during the 16X7 (8:00 am to 10:00 pm) timeframe. Further, scheduled maintenance time is planned downtime taken after permission of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
6. "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications will be 24X7X365 (per year).
7. "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 CCSP of the failure or the failure is known to the CCSP from the availability measurement tools to the time when the System is returned to proper operation.
8. "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: $\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} * 100\%$
9. "Helpdesk Support" shall mean the support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract. Helpdesk support is to be provided as per service window defined in this RFP.
10. "Incident" refers to any event/abnormalities in the functioning of any of the IT Equipment/Services that may lead to disruption in normal operations of the Data Centre, System or Application services.
11. Penalty amount should not exceed 10% of the project cost at any point of time and any changes in the penalty section will be done at the sole discretion of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar

8.2. Interpretation & General Instructions

1. During the initiation phase, the SLA parameters and metrics thereof would be established by

- Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in consultation with CCSP and PMU (appointed by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar), if any, which would be reviewed on an annual basis along with the Corrective And Preventive Action (CAPA) plan.
2. During the O & M phase, the SLA parameters shall be monitored monthly basis as per the individual SLA parameter requirements. In case the service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and shall invoke liquidated damages.
 3. Root cause analysis (RCA) should be prepared for breach in SLAs and shared with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar every month. For any exceptions or SLA breach beyond the control of the CCSP, the CCSP may submit the RCA along with a justification, which may be considered by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. In case the RCA establishes that the breach on SLA was on account of services provided by the CCSP under this Agreement, the CCSP would be liable for the applicable penalty.
 4. For certain incidents, RCA may be carried out by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar (or Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar appointed agency).
 5. Liquidated damages shall be capped at **ten percent (10%) of the Total Cost of Bid**, as defined in the Financial Bid Format of the RFP.
 6. Penalties shall be applied on **monthly basis** and shall remain **reasonable and proportionate**. Deductions may be imposed for delays, data inaccuracies, non-compliance with prescribed service levels, or system downtime, as determined based on the reports submitted by the Service Provider and reviewed by the **Nodal Officer appointed by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department**.
 7. However, the **total penalty applicable in any given month shall not exceed ten percent (10%) of the monthly invoice amount payable**.
 8. The selected Service Provider shall furnish a **Performance Bank Guarantee equivalent to five percent (5%) of the annual contract value**. The Bank Guarantee shall be **liable to forfeiture**, either wholly or partially, in the event of failure of the backup centre, security breaches, or any other material breach of contractual obligations, as determined by the Labour Department.
 9. If SLA penalty calculations exceed 10% of the quarterly payment for two consecutive quarters or 15% in any quarter, then Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar may take appropriate action including termination of the contract and invoking the Performance Bank Guarantee.
 10. The CCSP shall bring the necessary tools required to measure the SLA parameters mentioned in this Agreement. The CCSP shall be generating monthly SLA reports to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may appoint a Third-Party Agency to audit the performance, accuracy and integrity of the tools generating SLA data and review the monthly SLA reports for SLA penalty computation.
 11. In the event that a **single incident results in penalties under two or more SLA parameters**, the CCSP may seek an exemption from penalties on the parameter(s) resulting in the **least amount**

of penalty. Grant of such exemption shall be solely at the discretion of the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. The Service Level agreements have been logically segregated in the following categories:

1. Implementation Phase SLAs
2. Operations & Maintenance Phase SLAs
3. Agent availability and performance
4. Applications
5. Data Centre
6. Security

8.3. Implementation Phase SLAs

The SLAs applicable during Implementation Stage are as given below:

The penalty to be deducted for Sr no 2 (on Project Milestone) will be waived off/refunded in case Project Go live is within the defined timeline as per the final agreement.

S. No.	SLA Parameter	Definition and Target	Service	Penalty
1.	Team mobilization and commencement of work	The CCSP is expected to mobilise at least 06 call Agents per shift with required Supervisor and Quality Analyst for the commencement of work for this project within 90 days of issuance of Letter of Intent. Target: Team Mobilization within 90 days	<=90 Days	INR 1000 per Call Agent not deployed for each month's delay or part thereof.
2.	Delay in any of the project milestones	Measured as the difference between the planned date for the milestone and the actual date of its completion.		1% of the monthly payment for each week's delay (beyond 7 days) or part thereof.

3.	Delay in overall project Go-Live days	Measured as the difference between the planned date for the milestone and the actual date of its completion		1% of the total contract value for each week delay (beyond 15 days) or part thereof.
----	---------------------------------------	---	--	--

Note:

In the event of circumstances beyond the control of the CCSP, the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar (at its sole discretion) may revise the target dates.

8.4. Operations and Maintenance Phase SLAs

Following SLAs are applicable at each quarter of Operation and Maintenance Phase of the Project tenure.

S.No.	SLA Parameter	Definition and Target	Service level	Penalty
1	<p>Agent Availability and performance</p> <p>The minimum number of call agents to be deployed will be mutually agreed by Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and CCSP at the beginning of each quarter.</p>	<p>All Call Agents should be available throughout the shift on every working day including Sunday.</p> <p>Target: Availability 95%</p>	95% to be measured on a monthly basis	10 points for every 1 % drop in resource availability or part thereof

<p>2.</p>	<p>Average call handling time</p> <p>(* The Average call handling time will be mutually agreed by Labour Resources and Migrant Workers Welfare Department Govt. of Bihar and CCSP at the beginning of each quarter)</p>	<p>This shall be calculated as;</p> <p>Sum of all talk time, hold time and wrap time (also known as after work time)/ (Total number of calls).</p> <p>Target: 10 minutes</p>	<p>Maximum 10 Minutes/Minimum call duration equal to or more than 30 secs will be chargeable.</p> <p>To be measured on monthly basis</p>	<p>No charges will be paid for calls more than 10 min duration.</p> <p>No charges will be paid for calls less than 30 secs.</p>
<p>3.</p>	<p>Compliance to schedule -Feedback form completion rate</p>	<p>This is a measure that assesses the %age of calls on which a feedback form is completed.</p> <p>A feedback will be treated as completed in case answers for all parameters of feedback form, is captured by agent.</p> <p>Completion Rate</p> <p>=Number of calls with completed form/ Total number of calls successfully made.</p> <p>Target: 85% feedback collection</p>	<p>Minimum 85 %.</p> <p>To be measured monthly</p>	<p>5 points for every 1% drop</p>

4.	Call Quality Score	<p>Call quality audit score is a score given by Labour (call receiver) to each call on scale of 4 (where 1 Dis-satisfied, 2 Somewhat satisfied, 3 satisfied 4 Highly satisfied) through SMS/ IVR feedback.</p>	<p>Minimum 80 %.</p> <p>To be measured on monthly basis</p>	<p>5 points for every 1% drop</p>
5.	Feedback form Quality score	<p>Feedback form quality audit score will be calculated based on mapping the feedback captured with respect to the actual answer/feedback provided by the labour.</p> <p>Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar will match at least 350 complete feedback calls every month.</p> <p>Target: At least 80%, parameters of the database captured by the agent should match the actual answer/feedback provided by the labour.</p>	<p>Minimum 80 %</p> <p>To be measured on a monthly basis</p>	<p>5 points for every 1% drop</p>



High Critical Applications Availability

6	Availability CRM and CFS	<p>Availability is defined as:</p> $\frac{\text{(Scheduled operation time - system downtime)}}{\text{(scheduled operation Time)}} * 100\%$ <p>Target $\geq 98.5\%$ measured 16*7 on monthly basis</p>	<p>Minimum 98.5% measured on a monthly basis</p>	<p>1 point for 1 % drop in monthly Availability (beyond 100%) or part thereof</p>
7	Availability of Dashboard and MIS	<p>Availability is defined as:</p> $\frac{\text{((Scheduled operation time -system Downtime))}}{\text{(scheduled operation Time)}} * 100\%$ <p>Target $\geq 98.5\%$ measured 24*7 on monthly basis</p>	<p>Minimum 98.5% measured on a monthly basis</p>	<p>1 point for 1 % drop in monthly Availability (beyond 100%) or part there of</p>

8.5. Functional, Non-Functional and Technical Requirements

8.5.1. Citizen Relationship Management Software

1. CCSP should be able to implement, configure or customize any CRM application in order to meet the requirements for labour Helpline as below.
2. Features of CRM
 - a. Labour Information display
 - b. Contact Management
 - c. Customization and integration
 - d. Graphical User Presentation
 - e. Inbound/Outbound
 - f. CTI features
 - g. Web enabled
 - h. Help Desk Applications

- i. Follow-up data callbacks
 - j. Call history
 - k. Literature fulfillment
 - l. System and agent monitoring
 - m. Data import/export
 - n. SMS Gateway integration
3. The CRM of the call centre shall be the front-end application, which shall be tightly integrated with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department database.
 4. The CRM should be designed in a way that while talking to the caller, the agent keeps on clicking on related buttons or entering text to record the caller's response easily with a user-friendly interface.
 5. The application should be able to pick relevant data and/or screens without delay, from these systems.
 6. The CRM should have consistent user interface and data consistency.
 7. The CCSP would have to estimate the connectivity required to each of these servers for uninterrupted & fast servicing of all requests. Also, estimation regarding throughput required based on the rate of data flow within the network shall be done & appropriate equipment provided for.
 8. The system should be able to maintain a log of all outgoing and incoming calls, along with the results generated by the call. It should also provide statistics on all agents that can be used for productivity & performance rating.
 9. The system should record the id of the person who made the call.
 10. Agent Conversation Management System should provide scripting tools so that users are able to create screens that will prompt agents to follow a script and to react to callers. CRM should be able to automatically pop up the next screen with a new script and prompts. Users should be able to build scripts merely by filling in the blanks and entering text on the screen. Scripts can be created and "locked-in" for a specific campaign. There should be no limit to the number of scripts.
 11. CRM should provide useful information about a caller's previous contacts. Call History can be recorded for virtually any activity performed by the agent.
 12. The system should be capable of generating dockets.
 13. There should be an internal running serial number for every interaction, and this should be maintained without resetting the counter.
 14. The agent should be able to initiate outbound dialing by pressing a function key. The agent should be able to preview the contact information prior to dialing. The call should be launched automatically as per the predetermined time.
 15. Agents should be presented with outgoing & incoming calls, scheduled according to the system.
 16. Calls should be filtered to eliminate no answer, line busy, answering machine and other non-productive calls.
 17. Callers should be assigned follow-up dates and times, and the agent should be able to create a queue of callers to be serviced or contacted during the day. Any number of follow-up dates should be managed. This feature should automatically compensate for holidays and weekends based upon custom parameters.
 18. CRM should have development & modification options, which are easy-to-use & allow on-

the-fly definition of call flow logic.

19. The indicative business flow of various services is in Clause 8. CRM shall be designed to be flexible enough to cater to frequent changes in the business flow without interrupting the services.
20. Certain fields shall be compulsory to be filled up by the agent before the end of transaction. These shall be definable & modifiable by the administrator. Each screen must allow only valid data to be entered. The system must prompt the agent if invalid data is being entered. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar must be able to define the validation rule for each field on each of the screens, and the treatment for each field in case of an erroneous entry.
21. The System should maintain the history of changes done either through batch or through GUI along with the date/time stamp and the user id.
22. CRM should have the functionality to capture call feedback from the caller at the end of call via IVRS / SMS.
23. Voice Logging System
 - a. The voice logger is proposed for all interactions. The recording shall be initiated by
 - i. Trigger by agent or supervisor or administrator.
 - ii. As defined by business rules.
 - iii. Telephony Event driven
 - b. There shall be an intrinsic prioritization among these triggers to avoid clashes. Also, a complete audio trail shall be maintained including those logs which could not be initiated due to shortage of resources.
 - c. The recorded voice shall be indexed. The recording shall go on till the call is disconnected. In the event of call transfer the voice logger shall follow the call and intrude again on the next station and append into the same file.
 - d. The voice files shall be stored in either MP3 /4 or WAV format
 - e. The Architecture should be Client/Server, LAN/WAN based
 - f. A login access of CRM for the department for monitoring with relevant permissions and information, that would keep the CRM secure and no change into settings with the permission could be done to impact any performance or work.
24. Playback:
 - a. The system should support Browser-based application, which provides caller interaction data access i.e., playback to users via role-based & password defined access for agents, supervisors, quality managers, operations managers, sales/marketing personnel, and other relevant users within the organization. No client application shall be required for playback. The playback application must be able provide playback from any LAN/WAN attached workstation with audio delivery via LAN/WAN or telephone. Compound (multiple keys) queries should be supported for retrieval & playback on the basis of the following:
 - i. Date and Time
 - ii. Extension
 - iii. Agent ID
 - b. The option must be available to add data fields to the call record. These fields shall then be available as search criteria for call retrieval.
 - c. The user shall be able to playback recorded messages on all Windows platforms outside

- of the Recording environment, as well.
- d. The system should support and provide the following playback features:
 - i. Volume control
 - ii. Jump forward and backward
 - iii. Direct access to sections of the recording
 - e. Call segment tagging and annotation
 - f. Segment looping
 - g. The system should support agent side recording.
 - h. The application should provide an easy-to-use, graphical user interface for all activities including recording, retrieval, quality monitoring, archiving etc.

25. Storage

- a. The system should be able to utilize any open standard storage system and media type.
- b. The system should store recordings in a wide range of compressions, all in standard file formats that can be played back from any Windows/Linux workstation or streamed over the Internet/Intranet. The system should include an automatic archive/backup function that supports archiving to any device without requiring manual intervention.

26. Quality Monitoring/Agent Performance Evaluation:

- a. The performance evaluation application shall support the following:
 - i. ODBC compliant database
 - ii. The ability to 'tag' recordings into user defined categories.

8.5.2. Caller Feedback System

- 1. CCSP should be able to implement, configure or customize any CFS application in order to meet the requirements for labour Helpline as below.
- 2. The CFS of the call centre shall be the front-end application, which shall be able to display and capture questionnaire's responses as per the feedback by the caller.
- 3. The CFS should support standard response objects like Radio buttons, Multiple choice lists, Text, etc. for accurate capture of caller's verbal response.
- 4. CFS should have the functionality to calculate and show the percentage of feedback collected for each call based on the number of responses received and recorded in the system.
- 5. CFS should have the functionality to evaluate response of feedback by authorized users after the call closure. The evaluation can be done by marking each parameter of response as correct/incorrect etc.
- 6. CFS should have an easy to use interface for efficient and accurate capture of caller's feedback during call.
- 7. It should be integrated with a CRM application for tagging of responses to labourers.
- 8. CFS shall have the functionality to maintain the history of feedback captured from multiple calls per labourer.
- 9. CFS should have development & modification options, which are easy-to-use & allow on-the-fly definition of call flow logic.

10. The System should maintain the history of changes done either through batch or through GUI along with the date/time stamp and the user id.

8.5.3. Dashboard & MIS Reporting

1. The Call Centre solution shall provide for extensive reporting capabilities. The user interface for reporting tools shall be online and GUI based.
2. The application should have ad-hoc reporting functionality which can be accessed by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar users to generate dynamic ad-hoc reports and slice-dice capability based on call data and citizen feedback data.
3. Application should be capable of efficiently showing the reports in graphical views such as graphs, charts, cumulative figures, etc.
4. The reporting tool shall be capable of exporting report details into various formats such as MS Excel, MS Word etc.
5. The report shall provide output in the form of charts with detailed drill down data underlying the output. Application should have proper drill down and navigation functionality across dimensions in hierarchical reports.
6. Application should support delivery and scheduling of reports and dashboards to mailbox with attachments in pdf/excel file formats.
7. Application should dynamically change the parameter for scheduled fixed reports and dashboards as per specified logic e.g. time based or sequence based.
8. Application should provide functionality for measuring KPIs and flag off any breaches thereof.
9. Reports and dashboards should be easily customizable and modifiable as per changes required in reporting formats.
10. It should handle aggregation rules and measures like sum, average, rolling period sum, cumulative figures etc.
11. Reporting applications should be able to handle the call and feedback data with ease.
12. Reporting applications should have performance optimization capabilities like caching, seeding of expected data for better runtime user experience.
13. The system shall generate various statistical reports (daily, monthly, yearly), based on operations of agent position/groups accessible online by relevant stakeholders as defined by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
14. The CCSP shall provide advanced analytics and dashboards in electronic format which is end-user specific, periodic (daily, weekly, monthly, quarterly) and multi-level which shall be used by different Government stakeholders including highest level officials.
15. The system shall generate two kinds of reports - Operational reports and reports on feedback generated – on a daily, weekly, monthly and yearly basis.
16. An indicative list of operational reports to be supported
 - a. Call volume per scheme type
 - b. Average time taken to service calls per scheme type
 - c. Agent activity reports e.g., call time, training time, shrinkage
 - d. Average and total call duration for different agent groups

- e. Accuracy of numbers provided
- f. Analysis of calls not completed (e.g. # incorrect, beneficiary not willing to talk, calls disconnected midway etc.)

17. An indicative list of feedback reports to be supported

- a. Feedback per scheme and region
- b. Feedback per new and existing schemes
- c. Feedback categorized into types of schemes e.g., welfare, children etc.
- d. Analysis of regional trends in scheme reachability and use
- e. Analysis of demographic trends (age, location, gender) in scheme specific reception and use

Sample Report Formats: The reports below are only indicative of the type of reporting requirements. The exact reports will be finalized after discussion between Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and CCSP.

Call Statistics Format

Date	No. of Agents	Total log in Hours	Down-times	Effective login hours	Actual Calls Made	Call/Agent	Talk time
A	B	C	D	E	F	G	H
1 st December							
2 nd December							
3 rd December							
4 th December							
5 th December							
6 th December							
Total							

8.5.4. Technical requirement

Interactive Voice Response (IVR) Menu System

1. Prompts the callers to make their selection(s) for satisfaction level etc.
2. Identify customers through CLI.
3. Text – to – speech capability must be supported for multiple languages including Hindi
4. Provide an easy to configure system that enables the users to change the IVR tree with no hard coding
5. Support messages scheduling
6. The IVR must integrate with the rest of the proposed solution to provide seamless call centre performance.

Automatic Call Distribution (ACD)

1. Handle high call volumes efficiently
2. Support multiple groups for all call types
3. Provide the capability of combining data with the Interactive Voice Response
4. (IVR) menu system that can intelligently rout calls requesting further assistance to a smart Automatic Call Distributor (ACD)
5. Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets
6. Support skill-based routing
7. Allow calls to be transferred within the call center Automated dialer

There should be a provision of automatic dialer which allows calling without any manual intervention by the caller. This dialer should have capability to not place duplicate calls to beneficiaries with whom successful calls have been completed, within a span as defined by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar. This dialer should also de-prioritize calls placed to beneficiaries which were dropped/lasted less than 20 seconds as against beneficiaries who have not been contacted yet.

Computer Telephone Integration (CTI)

1. The CTI functionality shall support relevant screen pop-ups on the agents screen on the basis of called number.
2. The CTI shall be suitably integrated with the CRM and other applications used by the CCSP to send/receive data which needs to be populated on agent screen (information expected but not limited to - beneficiary name, gender, location within state, scheme administered, prior call history if any).
3. The CTI link shall pass events & information of agent states & changes in agent states. Should be able to integrate with hybrid setup of a call centre solution
4. On transferring the call to another agent the screen too should be transferred to that agent's screen
5. The CTI must be capable of activating the fast dialing feature of the ACD

6. Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.
7. CTI should be integrated with core call centre system and update the IVR recording
8. The voice logger system shall provide 100% recording of calls.
9. The recordings shall contain detailed call information such as date, time, call duration, agent ID, caller number, customer ID, identifier and the solution shall provide advanced searching capabilities.
10. The calls shall be stored for 2 years and will be available for the Purchaser or any nominated party of the Purchaser.
11. The recordings should also be made available online securely for review by department official/Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. |
12. A sample of these calls may be graded by the call quality audit team from the client against pre-decided parameters.

Physical Infrastructure -

Power Backup

The proposed Call Centre shall have a minimum of two hours battery back-up for computer systems followed with Generator back up to operate complete infrastructure. There shall be adequate redundancy in power backup systems to support operations in case down time of power back-up systems.

Environmental Protection

The data center and call handling facility of the Call Centre shall have adequate systems for fire detection and control as per the applicable laws.

Physical Security systems

The data center and call handling facility of the call centre shall have adequate physical security systems to restrict access of unauthorized personnel in the premises. It shall be possible to isolate the agents managing call volumes for clients from other agents of the company for confidentiality purposes.

Telecommunication Connectivity

The Call Centre shall have access to voice and data termination points from at least 2 service providers to allow redundancy options for the call centre to support in case of telecommunication network congestion or down-time.

8.5.5. Security and Privacy

1. Data stored only in India as per Digital Personal Data Protection Act, 2023.
2. Strict NDA (Non-disclosure Agreement): All CCSP employees with access to government data

must sign individual NDAs; background and verification mandatory.

3. No data use for commercial/third-party purposes; no sharing for AI training without department's approval.
4. Zero data leakage policy: breach/cyberattack liability as per DPDP Act, 2023
5. The proposed Call centre solution should be designed in a way that guarantees that information is collected directly from the caller and should only be used for the specific purpose for which it was collected. Privacy of customer information guidelines must be pushed to Call centre agents to ensure that customers are told how their personal data will be used.
6. The CCSP shall provide the requisite Security infrastructure consisting of Anti-Virus System and SSL VPN.
7. Anti-virus systems and personal firewalls shall be installed on all agent and supervisor workstations.
8. Access to all physical locations such as server rooms and agent floor shall be restricted to authorized personnel using suitable physical and logical security measures.
9. There shall be complete and comprehensive security from unauthorized access and misuse.
10. Access to data shall be based on parameters such as viewing, modifying, authority level to access etc. and shall be linked to user access rights.
11. The system shall support encryption of data during exchange internally and with external systems. Data stored on CCSP's systems shall also be encrypted using enterprise-grade
12. All data and information collected and accessed by the CCSP is owned by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar/ concerned department client and shall not be used for any purpose other than for delivering call centre services
13. The client reserves the right to appoint third parties to audit information security procedures, processes, systems put in place by the CCSP at scheduled intervals of time with prior notice.
14. The system must maintain a log including date, time, terminal number of each operation, done by every user/group and the separate log should be maintained.
15. There should be complete and comprehensive security from unauthorized access and misuse.
16. Access to the system for all the users should be available only through menu selection of the user interface.
17. The system should have provision to block/delete/relocate users.
18. System should support the following:
 - a. Forced password change
 - b. Dual user authentication
 - c. Display last login/logout
 - d. Failed login attempts
 - e. Inactivity time-out
 - f. No concurrent login
 - g. Block/delete/relocate users.
19. Password control as per Standards (Length, composition history, expiry password etc.)

20. System must comply with IT Security configurable requirements:

- a. Password criteria restrictions
- b. Password not displayed when entered
- c. Password Length (Minimum and Maximum)
- d. Password change interval
- e. Password change warm time
- f. Password change history (password cannot be repeated)
- g. Login session timeout
- h. Disallows concurrent login sessions
- i. Allows password reset
- j. Allows user to change pass
- k. Account inactivity period before account lockout
- l. Allows password encryption during transmission

21. CCSPs should follow IT standards like ISO 27001 for IT security and compliance.

22. CCSP shall provide SSL VPN access gateway for accessing MIS reports outside Meity cloud for Govt. of Bihar officials.

23. All individual agents' systems and servers should be well protected from viruses, malware etc. There should not be an open internet connection on any individuals involved in the system.

24. Web access for officers and users are provided through SSL secured browsers with 128 bit encryption keys.

25. Private networks (VLANs) need to be created for bifurcating servers and various users' levels.

8.5.6. Audit Trail

There shall be a comprehensive audit trail tracking every call, with call history (time of call, duration of call etc.)

1. Adherence to IT Act, CERT-In, DPDP Act 2023, Meta WhatsApp API, labour law for CCSP employees.
2. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or third-party entities appointed by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall conduct scheduled quality audits at regular intervals to evaluate performance of the Mega Call Centre on a wide scale. Department reserves right for regular and surprise audits; CERT empanelled CCSP audit once a year
3. In case there is a discrepancy found in feedback captured and call quality/contents during audit

leading to non-compliance of regulations/SLA, the Audited data/outcome/reports shall prevail and Purchaser reserves the right to impose necessary Penalties as defined in SLA.

4. There should be a comprehensive audit trail detailing every user activity including system/security administrators with before and after images.
5. Audit trails presented by the system should be very detailed with all the related fields, such as User ID, time log, changes made before and after, Machines ID etc.
6. Facility to generate security report(s) and audit the whole process from logs reports at any future date.
7. The system should not allow audit logs to be deleted and any attempts to delete must be logged.
8. The system should have the following standard reports:
 - a. List of users, user privileges and status
 - b. User sign-off and sign-on
 - c. User violation – unsuccessful logon attempts
 - d. User additions, amendments, and deletions with before & after image

8.5.7. Quality

1. Internal Audit - The quality team should track at least 5% calls on a random audit basis in a month either live or as recorded sessions the team should capture feedback basis defined parameters on quality of call assessed. These parameters should be discussed and aligned with the Purchaser before commencement of operations
2. CSAT survey - There should be an option for providing feedback by the beneficiaries, on call quality, in terms of simple SMS options post call. This CSAT survey should be administered for all beneficiaries.

Technical Bid Template

1.1. General Instructions for the Technical Proposal

Bidders shall have to submit a very structured and organized technical proposal, which will be analyzed by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar Committee for different compliance with regards to the requirements of the project. Since the overall evaluation of the bid is techno-financial, the quality and completeness of the information submitted by the bidder will matter a lot while finalizing the technical scores. Bidder is expected to arrange its technical documents/proposal in at least following order

1. Pre-Qualification Proposal
2. Pre-Qualification Checklist – Documents as per Form 5 and supporting documents
3. Technical Proposal Including Technical Evaluation matrix and supporting documents
4. Response to criteria mentioned under Section -III, Clause-2.4.1
5. Team CVs as per Section -III, Clause-2.7
6. Project Plan

Form 1: Bid Cover Letter

To:

Executive Director,
Bihar State Labour Welfare Society,
4th Floor, Block C, Niyojan Bhawan,
Income Tax Roundabout, Jawaharlal Nehru
Marg Patna, Bihar 800001

Subject: Submission of the response to the RFP No : LWS/13/2026-02/2025-26 dated 23.03.2026

Dear Sir/Madam,

We, the undersigned offer to provide call centre service for labour helpline Bihar in response to the request for proposal dated < insert date > and RFP < > for selection of CCSP for labour helpline for Bihar. We are hereby submitting our Proposal, which includes this Prequalification, Technical bid and the Financial Bid sealed in separate envelopes.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in Fact Sheet/Work Order.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Seal of the Signatory

Name of Firm:

Seal/Stamp of the Firm

Address:

location: ----- Date: -----

Form 2: Particulars of the Bidder

Sl. No.	Information Sought	Details to be Furnished
1	Legal Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited etc.)	
3	Year of Establishment	
4	Date of registration	
5	Details of company registration	
6	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Format of Bank Guarantee for Earnest Money Deposit

(To be provided in original as part of Technical Bid to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar office as per bidding Data sheet and soft copy be or uploaded in e-procurement system on along with actual bid submission on stamp paper of value required under law duly signed by authorized representative of Bank)

This Deed of Guarantee executed at _____ by _____/ _____ (Name of the Nationalized / Scheduled Bank) having its Head / Registered office at _____, and having one of its branches at _____ Patna (hereinafter referred to as —the Guarantor) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns; In favor of Executive Director, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Government of Bihar, having its office at 4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru Marg Patna, Bihar – 800001 (hereinafter referred to as Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns; Whereas Name of the bidder _____ Ltd., a Company / partnership firm / proprietorship concern registered under the (name of the relevant act/law under which incorporated) having its registered office at _____ (hereinafter called "Bidder") which expression shall unless it be repugnant to the subject or context thereof include its executors, administrators, successors and assigns) has submitted its Proposal for "Selection of Call Centre Service Provider for Labour Helpline for Bihar" vide Invitation for Tender Document No _____ dated _____ issued by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar (hereinafter referred to as —the Project). Whereas in terms of the Invitation for Tender Document No _____ dated _____ (hereinafter referred to as Tender Document) issued by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar , the Bidder is required to furnish to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar an unconditional and irrevocable Bank Guarantee for an amount of INR _____ (INR _____ only) as Earnest Money Deposit and the Guarantor has at the request of the Bidder agreed to provide such Guarantee being these presents: agree, declare, undertake and guarantee as follows:

1. We as primary obligor hereby irrevocably, unconditionally and without reservation guarantee the due and faithful fulfillment and compliance of the terms and conditions of the tender by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar an Amount not exceeding INR _____ (INR _____ only) without any demur, reservation, recourse, contest or protest and without reference to the Bidder, if the Bidder has failed to comply with and fulfill all or any of the terms and conditions contained in the tender. A letter from Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar stating that the Bidder is in default in the due and faithful fulfillment and compliance with the terms and conditions contained in the tender shall be final, conclusive and binding on the Bank, in respect of the forfeiture of the Earnest Money Deposit and the amount due and payable under this Guarantee.

2. This Guarantee shall remain in full force and effect for a period of 180 + 45 days (Two Hundred and Twenty Five) days from the __ (Proposal Due Date).

3. Subject to clause 1 above, any claim for payment under this Guarantee shall be in the form of a written declaration by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.

4. We.....Bank further agree that Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall be the sole judge as regards the determination as to whether the Bidder is in default of due and faithful fulfillment and compliance of the terms and conditions contained in the Tender and the decision of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in this regard shall be final and binding on us, notwithstanding any differences between Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and the said Bidder and/or any dispute between Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and the Bidder pending before any Court, Tribunal, Arbitrator or any other authority.

5. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any other terms and conditions of the said Tender document or to extend the time frame for completion of bidding process or the period of fulfillment and compliance with the terms and conditions contained in the said Tender document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender document or the securities available to Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and the bank shall not be released from its liability under these presents by any exercise by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar or any indulgence by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar to the said Bidder or of any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

6. Any notice by way of request, demand or otherwise hereunder shall be sent by courier or by registered mail to the Bank, addressed as aforesaid.

7. We undertake to make the payment on receipt of your notice of claim addressed to _____ (name of Bank along with branch address) and delivered at our above branch that shall be deemed to have been duly authorized to receive the said notice of claim.

8. It shall not be necessary for Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar to proceed against the said Bidder before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank,

notwithstanding any other security which Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar may have obtained or obtained from the said Bidder, shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealized.

9. We _____ Bank lastly undertake not to revoke this guarantee during its currency except with the previous express consent of Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in writing and agree that any change in the constitution of the Bank or the said Bidder shall not discharge our liability hereunder.

10. The Bank declares that it has the power to issue this guarantee and the undersigned have full powers to do so on behalf of the Bank. Date __ day of __ 2026

Signature of the Issuing / Authority with seal

CORPORATE SEAL For _____ Bank

Note: A covering letter of confirmation is also to be given by the bank along with this bank guarantee

Form 4: Format for Declaration of Non-Black Listing

(To be submitted in notorised form)

To:
Executive Director,
Bihar State Labour Welfare Society,
4th Floor, Block C, Niyojan Bhawan,
Income Tax Roundabout, Jawaharlal Nehru Marg
Patna, Bihar 800001

Ref: RFP Notification no <xxxx> dated <dd/mm/yyyy>

<Location, Date>

Subject: Self Declaration of not been blacklisted in response to the RFP for <>. Tender No <> dated <>

Dear Sir/Madam,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India at the time of bid submission on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note:

1. The Bidder shall necessarily provide a copy of 'Power of Attorney/Board Resolution' authorizing the signatory for signing the bid on behalf of the Bidder in its Pre-Qualification Bid.

Form 5: Check-list for the documents to be included in the Pre-Qualification

1. Bid Cover Letter Form- 1
2. Bidders Particular Form- 2
3. Copy of Certificate of Incorporation
4. Copy of Registration Certificates with the GST Authorities
5. Copy of purchase order showing at least 5 years of operation and 3 years in IT/ITeS Works
6. Certificate of registration with DOT
7. Document related to minimum average turnover of Rs. 2 crores per year (Rupees Two Crores) in the preceding three Financial years 2022-23, 2023-24 and 2024-25.
8. Document related to positive Net Worth in Financial Year 2022-23 to 2024-25.
9. Document related to having currently 20 seats or more from the Domestic [India based] BPO operation along with Form-9
10. Declaration on Non Black Listing as per the format provided in this RFP. Form- 4
11. EMD of Rupees Five Lakhs only (Rs. 5,00,000/-).
12. Tender Fees Rs 11,180/-
13. No Deviation Certificate. Form- 7
14. Total Responsibility Declaration-Form- 8

Form 6: Format to share Project Citation/Case study

General Information

Name of the project

Client for which the project was executed

Name and contact details of the client

Project details
Description of the Project

Scope of services

Relevance to the current Project

Outcomes of the project

Other details

Total cost of the project

Total cost of the services provided by the Bidder

Duration of the project (no. of months, start date, completion date, current status)

Other Relevant Information

Letter from the client to indicate the successful completion/Phase completion of the projects

Copy of Work Order /Agreement/Client certificate

Form 7: No Deviation Certificate

This is to certify that our offer is exactly in Line with your tender enquiry/RFP (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation either Technical or Financial in either direct or indirect form.

(Authorized Signatory) Signature:

Name:

Designation:

Address:

Seal

Date:

1

Form 8: Total Responsibility Declaration

This is to certify that I undertake the total responsibility for the defect free operation of the proposed solution as per the requirement of the RFP for the duration mentioned in all the volumes of the RFP. I also take the total responsibility for this preparation of Technical and financial bid. If any error or irregularities are being found, then the same shall be levied on our part and Bihar State Labour Welfare Society shall not be liable in any way.

I undertake this declaration.

(Authorized Signature)

Name:

Designation:

Address:

Seal:

Date:

Form 9: Operational capacity

To:

Executive Director,
Bihar State Labour Welfare Society,
4th Floor, Block C, Niyojan Bhawan,
Income Tax Roundabout, Jawaharlal Nehru Marg Patna, Bihar 800001

Ref: RFP Notification no <xxxx> dated <dd/mm/vy>

Subject: Self Declaration on Operational strength for RFP for <>. Tender No <> dated <>

Dear Sir/Madam,

We confirm that our company, _____, is managing _____ seats for the BPO operations in India as mentioned below:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Place:

Date:

Form 10: Power of Attorney executed in favour of the Authorized signatory

It is clarified that the Bidder may submit the Power of Attorney in their own format clearly stating that the person is authorized to sign on behalf of the bidder. It is also clarified that the "Letter of Authorization" is to be read as "Power of Attorney".

[To be executed on stamp paper of appropriate value] Power of Attorney

Know all men by these presents, We, [Insert full legal name of the bidding entity], having registered office at [Insert registered office address] (hereinafter referred to as the "Principal") do hereby constitute, nominate, appoint and authorize [Insert full name of authorized signatory] son of [Insert father's name] presently residing at [Insert address of authorized signatory] who is presently employed with us and holding the position of [Insert position / designation of the authorized signatory] as our true and lawful attorney (hereinafter referred to as the "Authorized Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to the submission of our proposal in response to the RFP bearing number LWS/13/2026-02/2025-26, dated 23/03/2026, including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/responses to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Government of Bihar hereinafter referred to as the "Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar "), representing us in all matters before the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar , signing and execution of all contracts and undertakings/declarations consequent to acceptance of our Proposal and generally dealing with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar in all matters in connection with or relating to or arising out of our Proposal for the said assignment and/or upon award thereof to us till the execution of appropriate Agreement/s with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar .

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Attorney pursuant to and in exercise of the powers conferred by this deed of Power of Attorney and that all acts, deeds and things done by our said Authorized Attorney in exercise of the powers hereby conferred shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____ THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF XX/XX/2026

(Signature, name, designation and address) [Please put company seal if required] [Notarize the signatures]

Witnesses:

1.

(Signature, name, designation and address)

2.

For _____

(Signature, name, designation and address)

Accepted by:

(Signature, name, designation and address of the Authorized Attorney) [Notarize the signatures]

2. Format of Financial Bid

2.1. General Instructions for bidders for financial bid

1. Bidders should provide all prices as per the prescribed format under this Annexure.
2. All the prices are to be entered in Indian Rupees ONLY
3. Prices indicated in the schedules shall be inclusive of all taxes, levies, duties etc.
4. The price shall be valid for 2 years from date of signing of agreement.
5. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
6. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
7. The Unit Rate as mentioned in the following formats may be used for the purpose of 'Change Order' for respective items, if any. However, based on the market trends, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, retains the right to negotiate this rate for future requirement
8. Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this larger demand and give the best possible rate to Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.
9. Bidders must carefully read the Scope, Technical & Functional Requirements and the SLAs mentioned in this RFP and accordingly factor in the software, hardware, accessories and services to completely meet the requirements of this RFP. To meet the requirements of this RFP, no request for Change Order shall be entertained.

Form 11: Financial Bid Letter

To:
Executive Director,
Bihar State Labour Welfare Society,
4th Floor, Block C, Niyojan Bhawan,
Income Tax Roundabout, Jawaharlal Nehru
Marg Patna, Bihar 800001

Subject: Submission of the response to the RFP No : LWS/13/2026-02/2025-26 dated: 23.03.2026

Dear Sir/Madam,

We, the undersigned Bidder, have read and examined in detail all the Tender documents in respect of Selection of Call Centre Operator for Labour Helpline for Bihar System do hereby propose to provide services as specified in the Tender document number < >, Dated: < >

1. PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms specified in the RFP documents. The offer and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of submission of the Tender.

We hereby confirm that our Tender prices include all taxes. **Our Offer price with respect to helpline desk of size 6 agents per shift along with 1 supervisor.** We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax is altered under the law, we shall pay the same.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of/on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the RFP documents.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP documents.

6. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the RFP.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached herewith this financial offer.

Thanking you,
Yours faithfully,

(Signature of the Bidder)
Name Designation
Seal.

Date:
Place:

Form 12: Financial Bid Format

(This format is indicative only. Bidders are requested to quote rates in the excel sheet only which is available on eproc2 portal)

Name of the Bidder: _____

NIT Reference: LWS/13/2026-02/2025-26, DATED 23.03.2026

BILL OF QUANTITY

A. Capital Expenses (CAPEX)

Ser. No.	Item description	Unit of measurement (UOM)	Qty	Amount in figure
1	2	3	4	5
1.	Installation of call centre including CRM software, Hardware infrastructure including computers, OS, Cloud data storage solution, antivirus, desk, chairs, tables, backup power supply, SSL VPN gateway etc.	L.S	1	
ADD GST @ %				_____ (In %)
SUB AMOUNT A including GST				

(Sub Amount A in Words Rupees _____)

B. Operating Expenses (OPEX)

Ser. No.	Item description	Unit measurement (UOM)	Qty	Amount in figure
1	2	3	4	5
1.	Office running expenses including Call Centre staffing salary, electricity, water, housekeeping, maintenance, telephone bill, office stationary, staff transportation (if any), high speed internet operation, security of IT and premises, maintenance cost of hardware and other maintenance activities related to call centre	Per Month	24	
ADD GST @ %				_____ (In %)
SUB AMOUNT B including GST				

(Sub Amount B in Words Rupees _____)

Total Cost T (Cost Capex A + Cost Opex B) = _____ (Amount in Figures)
Amount in Words _____

Note:

- This is a firm price contract hence the rate shall remain constant throughout the span of two years with potential for extension by 01 more years.
- The rates should be limited to 2 decimal points only.
- In case of variation between rates mentioned in figures & words, the amount in words shall prevail.
- The above rate shall remain unchanged for the tenure of the contract. However, any change in the taxes as per Government shall be considered.
- **Bidders to note that CAPEX Cost "A" should not be more than 40% of total Cost "T".**

(Stamp and Signature of Authorized Signatory)

Name:

Designation:

Date:

Other Formats

Form-13 Format for Performance Bank Guarantee

(On Stamp Paper from a Nationalized Bank /Scheduled Commercial Bank)

This Deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head/Registered office at _____ (hereinafter referred to as "the Guarantor") which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns; in favour of Executive Director, Bihar State Labour Welfare Society, 4th Floor, Block C, Niyojan Bhawan, Income Tax Roundabout, Jawaharlal Nehru Marg, Patna, Bihar 800001 (hereinafter called "Executive Director, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Government of Bihar" which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas M/s _____ an entity formed under _____ (specify the applicable law) and having its registered office at _____ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No. _____ dated issued by The EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar and selected M/s _____ (hereinafter referred to as the Bidder) for the Agreement by The EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt of Bihar as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs. _____ /- (Rupees _____ only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Bidder approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby guarantee as follows:

The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfil its obligations there under

We, the Guarantor, shall, without demur, pay to The EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar, an amount not exceeding Rs. _____ (Rupees _____ only) within 7 (seven) days of receipt of a written demand therefore from EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar stating that the Bidder has failed to fulfil its obligations as stated in Clause 1 above.

The above payment shall be made by us without any reference to the Bidder or any other person and

irrespective of whether the claim of the EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar is disputed by the Bidder or not.

The Guarantee shall come into effect from _____ (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on _____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Govt. of Bihar under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from The EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to The EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar.

In order to give effect to this Guarantee, EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar or by the extension of time of performance granted to the Bidder or any postponement for any time of the power exercisable by EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar against the Bidder or forebear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of The EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department Govt. of Bihar, Bihar or any indulgence by THE EXECUTIVE DIRECTOR, Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar, Bihar to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

This Guarantee shall be irrevocable and shall remain in full force and effect until all our obligations under this guarantee are duly discharged.

The Guarantor has power to issue this guarantee, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under _____.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in-above written.

Signed and Delivered by _____ Bank by the hand of Mr. /Ms. _____ its _____ and authorized office.

Authorized Signatory _____ Bank.



Form-14

The report must contain the following indicators for monitoring and reporting:

1. **Executive Summary:** A brief overview of the key metrics and notable events from the past week.
2. **Metrics:** A detailed breakdown of the call center's performance in terms of key metrics such as:
 - Number of calls handled
 - Number of total calls received
 - Number of calls answered
 - Number of calls unanswered
 - Number of call back
 - Average wait time for calls
 - Average call length
 - Number of calls transferred
 - Number of calls ended prematurely (before the caller hung up)
 - Abandonment rate
 - First call resolution rate
 - Occupancy rate
 - Number of calls handled by each Operator/Tele-caller
 - Complaints
 1. Total (till date)
 2. Total Resolved (Till date)
 3. Total (this week)
 4. Total pending (this week)
3. **Notable Events:** A summary of any significant events or incidents that occurred during the past week, such as:
 - Unusually high call volume
 - System outages
 - Training sessions for Operator/Tele-callers
 - A list of the most frequently asked questions or issues and how they were resolved
4. **Areas for Improvement:** An analysis of areas where the call center's performance could be improved, such as:
 - High abandonment rates
 - Low first call resolution rates
 - Long wait times for labourers
 - High call volume during certain times of the day
5. **Action Items:** A list of specific actions that will be taken in the next week to address any issues identified in the report.
6. **Appendices:** Any additional data or documentation that supports the information presented in the report, such as recordings of calls, detailed spreadsheets, and performance reports of individual Operator/Tele-callers.