

**Government of Jammu and Kashmir
Revenue Department
Civil Secretariat, J&K Jammu**

**Tender notification-cum-document for setting up a Call Centre with trained professionals
for Call Centre in the Revenue Department
(Notice Inviting Tender)**

On behalf of Hon'ble Lieutenant Governor of the Jammu & Kashmir (UT), Commissioner Secretary to Government, Revenue Department, invite tenders from registered Bidders/ Firms /Companies / Professionals on GeM portal for setting up **“A call centre 24x7 with trained professionals for Revenue Department JKUT”** at Civil Secretariat Jammu. The details of tender notice- cum- document for the said work is given as under and same can be downloaded from the official **web-site <https://jkrevenue.nic.in>**, priced at INR 1000/- (Rupees one thousand only) for a set of form to be filled in and signed and uploaded on GeM portal by the bidder and the hard copies of the same be put in a duly sealed cover along with two separate a/c payee drafts (as per Sl. No 2 A and 2 B) to be enclosed with the original tender forms and submitted to this department at Civil Secretariat Jammu by or before the last date and time of submission of tender(s).

Name of the work: - Setting up “A call centre 24x7 with trained professionals for Revenue Department JKUT” at Civil Secretariat Jammu.

Estimated cost of tender in lakhs:-Rs 49.20

Tender Document Cost:-INR 1000/-(One Thousand Only)

Position of AAA: -

Position of technical sanction: -

Position of funds:-Available under MH- 2052, DH- 037- Professional & Special Service Charges

Pre-Bid Conference: 02:00 pm on.30.08.2022.

Through VC. The link shall be shared separately

[Bidders are encouraged to attend the above conference, but it is not mandatory to attend the same]

In case the day is observed as a holiday or is closed for rest of the day, the time will stand automatically extended to 02:00 pm on the next working day

Date & Time of start of submission of tenders:-5 PM.26.08.2022

Last Date & Time of Receipt of Tenders: 05.00 pm on.05.09.2022.

In case the day is observed as a holiday or is closed for rest of the day, the time will stand automatically extended to 01:00 pm on the next working day.

1. Background

The Revenue Department forms the backbone of the Civil Administration through which it reaches the remotest corners of the UT. Land being the most important and the material possession of the citizens, proper maintenance of its records is of paramount public importance. The performance of the Revenue Department assumes significance as it secures social and economic welfare of the people. The UT of Jammu and Kashmir comprises two Divisions, 20 Districts, 49 Sub-divisions, 207 Territorial Tehsils, 558 Niabats, 1662 Patwar Halqas and 6860 Villages.

Vision of the department:

“Manage, Monitor and Mobilize Land Revenue, Records and Resources to the convenience of citizens.”

Mission of the department:

“Continuous Upgradation, Updation and Strengthening of Institutional Mechanism with Technological Interventions for Transparent Delivery of Services and Records.”

Revenue Department, serves the UT of Jammu and Kashmir. It provides a range of services to the citizens of J&K which includes Apni zameen Apni Nigrani, and other online services. Recently, the department has initiated various programmes that aim to bring about holistic improvements in service delivery as convenient to the citizens, efficiency in revenue hierarchy. Considerable progress has been achieved in this direction by streamlining of work procedures, improvement in work culture and greater transparency in interaction with stakeholders thus ensuring a higher level of satisfaction of the citizens of the UT.

Revenue Department is committed to the cause of continuous improvement in services with its vision to "be efficient, effective, equitable, citizen-responsive, financially sustainable and transparent, delivering quality service to the citizens". The Revenue Department understands that IT is a crucial enabler in its path of technological advancements. It also understands that it must have the necessary IT systems and infrastructure in place, but it must also ensure that the requisite processes, staffing and governance model should be in place to ensure that the full benefits are obtained. The Revenue Department desires to further improve the overall effectiveness of the various services that would enable it to carry on its vision.

Revenue Department intends to establish a call centre managed by trained professionals. This Centre will answer queries of citizens regarding the services provided by the department

and will also register complaints, grievances, and suggestions and forward them to the concerned officers of the Revenue Department for redressal, obtain the resolution status and accordingly will update the complainant. Queries and complaints will be directed to the Call Centre Professionals who would respond to the citizen's through voice media. The Call Centre will be manned by an agency selected through open tender.

The Commissioner Secretary to Government, Revenue Department, is pleased to invite Tenders through GeM portal for **Setting up "A call centre 24x7 with trained professionals for Revenue Department JKUT" at Civil Secretariat Jammu**, for a period of two year from bonafide agencies having experience in similar nature of work in India of at least the past seven calendar years as detailed below. The contract may be extended for a period of further one year or less at the discretion of the Government on the same rate, terms and conditions.

2. Broad Aspects of the Tender Notice:-

- A. This Tender document including a detailed scope of work can be downloaded from the website <https://jkrevenue.nic.in> and an A/c Payee Bank Demand Draft/Banker's Cheque from any scheduled bank for a non-refundable amount of Rs 1000/- (Rupees One Thousand only) payable to "Financial Advisor/CAO, Revenue Department" is to be attached with the Technical Bid of the Tender. Technical bid should be submitted in a sealed cover addressed to the "Financial Advisor/CAO, Revenue Department Civil Secretariat Jammu" and superscribed appropriately (**Technical Bid:- Tender for setting up "A call centre 24x7 with trained professionals for Revenue Department JKUT" at Civil Secretariat Jammu**).
- B. A technical bid must also accompany Earnest Money Deposit of Rs 1,47,600/- (Rupees One lakh Forty Seven Thousand & Six Hundred Only) in the form of a separate A/c Payee Demand Draft by Scheduled Bank payable to "Financial Advisor/CAO, Revenue Department". Bidders are encouraged to attend (but it is not mandatory to attend) the Pre-Bid Conference scheduled for 30.08.2022 at 2 PM through VC, the link of which shall be shared separately.
- C. Each of the interested bidders to submit its technical bid and its financial bid respectively on GeM portal and hard copies of the same covered in two separate sealed covers which s should be put in a third cover duly sealed and superscribed tender for setting up "**A call centre 24x7 with trained professionals for Revenue Department JKUT" at Civil Secretariat Jammu**) and be dropped in **Tender Box** kept for the purpose in the office of the Financial Advisor/CAO Revenue Department Civil Secretariat Jammu by or before schedule date and time . If the date happens to be a holiday/ is closed for rest of the day. The tenders may be submitted on the next working day by 5.00 pm. The bids/tenders will be opened by the Competent Authority or by the officer designated for this purpose on the same day at 5.30 PM.
- D. The Revenue Department reserves the right to accept or reject a bid or part thereof, or reject all bids, without assigning any reason whatsoever, or cancel the tender without prior notice. Court jurisdiction in case of any disputes would be at J&K, UT.

3. Overall Scope of Work

The functions of the Call Centre will mainly be:

- A. To answer citizen queries related to Revenue Department services (such as services provided, procedures for securing services, grievances, complaints, suggestions, contact numbers of concerned officials, status of service requests, etc).
- B. To log grievances of citizens into the Complaint Registration Software of the Revenue Department or any computerized format of Revenue Department as the case may be and transfer the information to concerned officer. Pending complaints shall be escalated to higher level. Call centre professionals may have to do any other function as decided by Revenue Department such as monitoring of Online Services etc.
- C. To make phone calls to citizens once their complaints have been attended by the Revenue Department (as per the status displayed/indicated in the systems or through other mode of communications) and log their satisfaction/dissatisfaction with further actions, if any.
- D. To make phone calls to citizens/organizations/agencies on various issues as necessary from time to time.
- E. To provide information about calls received and actions taken to the designated officers and officials of the Revenue Department on a daily basis and/or as and when asked for by such officers and officials. Provide detailed Monitoring reports grievance-wise / department-wise /officer-wise and also the summary reports at the end of the months.
- F. Development of CRM Software as per Revenue Department requirement.

The overall call flows involve aspects of outstanding taxes and fees, queries and information regarding Revenue Department Services or Status check of service requests, and grievances or logging of new grievances.

4. Specific Requirements:

- A. The Revenue Department requires setting up of call centre with well-trained Call Centre professionals for its own services which will work for 24 hours x 7 days a week round the clock. Single consolidated bill by the successful bidder may be raised on monthly basis for the Professionals engaged at call centre with a copy of the attendance sheet(s) duly certified by Nodal Officer/Incharge of call centre and will be submitted to Revenue Department for further process of payment.

- B. At any given time during the functioning hours, well-trained Call Centre professionals must be (like this arrangement) available at the Centre for handling calls to the Revenue Department Call Centre. The space for such a centre will be provided by the Revenue Department. Working hours (professional wise) will be like this.

Time Period	No of Professionals Required
06:00 AM to 02:00 PM	4
02:00 PM to 10:00 PM	4
10:00AM to 06:00 PM	1 (Team Leader)
10:00 PM to 06:00 AM	2
Weekly off manpower support on alternative day.	2
Total	13

- B (1) (X) **Estimated Cost for Four Nos Desk Top computers with UPS, 60000x4=Rs 240000**
 (Y) **Estimated Cost for thirteen numbers of professionals for 24 Months @ 15000 per month=15000 x13x24 Months=Rs 4680000.**

- C. All the professionals engaged by the successful bidder(s) for deployment in Call Centre :-

- i. Should be **GRADUATE FROM A RECOGNISED UNIVERSITY**
 - ii. Fluent in two languages, viz, Hindi and Urdu.
 - iii. Already trained and having experience in Call Centre work for one year.
 - iv. Revenue Department may require to take an interview of each of the Call Centre professionals deputed by the successful bidder to ascertain that the said professionals meet the eligibility requirements and the Financial Commissioner Revenue may also verify their original credentials, and the successful bidder would render full co-operation in this regard, at the commencement of the work upon awarding the contract.
- D. The successful vendor firm/company would carry out its own due diligence to assess and make the hardware and software requirements/status for running the Call Centre and may advise the Revenue Department, and it would ensure punctual attendance and provisions for availability of the professionals at the Call Centre during the functioning hours which may vary at the discretion of the Revenue Department.
- E. The Revenue Department on its part will supply and bear the costs of the facility of seating arrangement, **telephones** (PRI Lines & Internet), electricity and the like, but not food or such other items/anything else which if at all required are to be provided by the successful bidder/Vendor. Call centre equipments (software)/(Hardware) systems, Headphones, scanner/printer etc, will have to be provided by the agency

which will be property of Revenue Department. The successful bidder/vendor will bear all statutory expenses like and unlike EPF, ESI, etc related to the retaining or engagement of the Call Centre professionals.

- F. All the Call Centre professionals shall have continuous access to the Call Centre Computers with internet/intranet connections as required so that they may access the Revenue Department's Databases (for which they will be granted access) in order to answer citizen queries and log grievances.
- G. After awarding the contract to the successful vendor, organize appraisal sessions for the call centre professionals, for familiarizing them with the Revenue services, application procedures for citizens contact particulars of important officers/officials, processes for grievance handling, etc.
- H. The vendor must make the Call Centre professionals immediately available, latest by ten days if not earlier from the date of receipt of the award of the work, for such appraisal/training and commencement of work, failing which the Revenue Department may, at its discretion, terminate the contract. The officers and other officials of the Revenue Department designated for the Call Centre work should be provided access to the statistics regarding the Call Centre operations (real time staffing levels, caller queues, historical performance statistics like call details, customer feedback, any other information and/or data, etc in the format desired by the Revenue Department), whenever these are asked for and the firm/company would be responsible maintenance of such information at all points of time.

H. System Support

The minimum System Support functionalities to be provided by the Service Provider include the following:

1. Necessary hardware such as computers systems printer headphone, scanner etc and software.
2. Daily Backup of data and information, system logs, database logs etc.
3. Installation and Reload Support for OS and other software
4. Installation of upgrades from time to time.
5. Guarding the systems against virus infections using the latest anti-virus Tools.
6. Firewall, IDS configuration and management.
7. Asset Management for physical and digital security
8. Bidder has to make contingency arrangements for
 - i. Hardware failure
 - ii. Network related problems or site disasters
9. Revenue Department is informed about planned maintenance activities and planned changes at least one week in advance.

System Administration

System Administration includes the following activities:

1. Security Policy Administration.
2. Creation of Users and administering User Ids for Users.
3. Creation and maintenance of Groups as needed.
4. User level helps for logging on to the domains, Network and other resources.
5. Helping Users to use common resources on Network etc.
6. Performance tuning of the system as may be needed to comply with Service Level Agreement requirements on a continuous basis.

5. Minimum Eligibility Criteria

Only bidders meeting the minimum eligibility criteria will be considered for technical evaluation of their bids. The minimum eligibility criteria are:

- A. Experience of having minimum two successfully completed above type of Job or similar type of work in Govt./Semi-Government Departments/Undertaking/PSUs/BPOs /KPOs during last five years as on date of this NIT.

The bidder should have provided Call Centre services to at least 02 (two) clients. This list must include at least one Government/Semi-Government/Public Sector Undertaking clients. A signed list of such services should be furnished in the format specified (Annexure-1), indicating all details. Self-attested copies of the Contract/Work Order & work completion certificate for completed periods of service should be attached, failing which the experience may not be considered as a valid credential. Original would be required to be produced as and when asked for.

The duly verified relevant documents in support of fulfilment of above conditions shall also be attached with tender document.

- B. The bidder should have an annual average turnover for not less than Rs 39.36 Lakh (Rupees Thirty Nine lakhs Thirty Six thousand only), during each of the last three financial year (2019-20, 2020-21, and 2021-22. The turnover details should be provided in the format specified (Annexure 2) along with the Audited Balance Sheets and Profit & Loss Statements for the said three years duly certified by Chartered Accountant.
- C. The required Earnest Money Deposit (EMD), as specified in the 'Notice Inviting Tender', must be submitted along with the technical bid in the form of a Demand Draft/Bank Cheque amounting Rs 1,47,600/- (Rupees One lakh Forty Seven Thousand & Six Hundred Only) drawn in favour of Financial Advisor/CAO, Revenue Department. The EMD of the successful bidders will be adjusted against in the amount of Contractual Performance Guarantee.

D. Attested photocopy of PAN card & GST Number is also to be attached.

6 Evaluations of Bids

- A. The technical bid will consist of Annexure 1, Annexure 2 and documentation on the Approach and Methodology of the vendor. The financial bid will consist of Annexure 3 as provided in this tender.
- B. In the Approach and Methodology part of the technical bid, respondents must identify their specific resources for supporting Revenue Department Call Centre. Respondents must also describe their approach to contract management and quality control.
- C. The technical bid and financial bid will have to be submitted in separate sealed cover. Only the technical bids of the bidders will be opened initially.
- D. Bidders who meet the minimum eligibility criteria (as specified in this tender document) will be short listed for opening of financial bids based on their technical bids, as determined by him or on his behalf by the concerned officer(s) designated by him for this purpose.
- E. After opening the financial bids, if Contract Committee of Revenue Department decides to negotiate with any or all of the bidders, the letter should be prepared to depute at short notice their respective duly authorized and fully empowered representatives with full authority for negotiating on technical as well as financial terms and conditions of the Contract/Tender. Negotiation will be made with L-1 only.
- F. In case of a tie in the financial bid, award will be made to the Bidders whose offer provides the greatest value in the view of the Revenue Department from the standpoint of suitability to purpose, quality, service, previous experience, ability to deliver, or for any other reason deemed by the designated committee in the best interest of the Revenue Department. The decision of the Commissioner Secretary to Government, Revenue Department, in this matter shall be final and binding.
- G. Revenue Department reserves the right to accept or reject any tender and can partially accept any or all the quotations received, without assigning any reason whatsoever.

7. SYSTEM REQUIREMENT:

- Simultaneously answer a minimum of 4 lines. With ability to expand as needed
- Direct callers through various options by using a menu of choices
- Identify caller by caller ID or caller-entered phone number
- Make outbound calls to customers notifying them of situations /status of their grievances
- Provide customers the ability to inquire on general Revenue Department Services/utility information
- The system should have multi-lingual capabilities

- System shall provide reports displaying usage data and statistics for various time periods, e.g. day, week and month, years
- The system should have the ability to transfer by department differently
- The system must capture the date and time of each call
- The system shall provide a means of backing up and restoring system configuration settings, custom recorded messages, and other critical data
- IVRS response time / performance / availability – The bidder will maintain the general architecture of the system, IVRS response timing, performance and high availability
- Redundancy / Alternate Call Routing – The IVR system must have redundant Connections to both the telecommunications network and local area network (LAN) interface. These connections must have failover capability to support both the voice and data traffic. Record of call coming at helpline.

System Infrastructure:-

- Client and server hardware requirements and recommended specifications.
- All third party software requirements including Operating System and Relational Database Management Systems, Firewall, anti Virus etc.
- Necessary power backup facility should be available on power failure.

System Deployment:-

Provide a summary of your organization's approach to product deployment and a project schedule that includes an estimated time frame for each of the above phases

HARDWARE / SOFTWARE REQUIREMENT:-

The Functional Requirement elaborated in details as below:

Desktop Computer with UPS 04 Nos (Four only) (Intel i5 Processor, 8th Generation, 4 GB RAM, 1000 GB HD with 19.5" TFT, window 10 preloaded. UPS with 30 minutes back up).

(Desktop computer and UPS must be of branded and must not be assembled).

Voice logger:

Voice logger driven CTI server based CMC with scalable interface

Call switching Equipment / PBX/Software Application

- Call Switching Equipment PBX features, IVRS, CTI, Automatic Call Distributor, Dialer, Voice Logger, Reporting, Call Monitoring and recording, CTI Remote monitoring and integration with Control Room/Call Centre
- Ability to support DNIS, ANI & CLI features

Automatic Call Distributor (ACD)/Software Application

- ACD features
- System capacity to generate Call Detail Records
- Password protection as system management security
- Call Delivery to CSR's by ACD
- Call Queuing facility in ACD
- Handling of calls by ACD
- ACD ability to support priority handling etc.
- Monitoring in ACD
- Real time MIS of ACD status
- ACD system's ability to announce average wait time & music to customer during hold up
- Monitoring of CSR's availability / non availability
- System ability to permit CSR to activate alarm in case of emergency
- System capability to permit CSR to take help from supervisor to deal with an active call
- Supervisor ability to logout CSR's from its terminal
- System ability to enable monitoring a CSR's conversation
- CSR set ability to view call centre MIS regarding ACD statistics on real time basis
- System ability to provide real time monitoring of CSR's to supervisor
- System ability to route calls depending on skills of CSR

CSR AND SUPERVISOR TERMINALS

- Incoming call announcement capability of system
- Call Hold, Transfer & Conference features of CSR & Supervisor soft phone
- CSR phone system ability to have & accept event codes

Interactive Voice Response System (IVRS)

- IVRS features
- Menu tree complexity of IVRS system
- Integration of IVRS with call centre networks
- General Functionality of IVRS system
- IVRS ability to route call to requisite ACD group
- Scalable of IVRS

Computer telephony integration (CTI)

- CTI system
- Integration of agent application to CRM application
- CTI system support for login from any workstation
- Report generation capability of CTI system
- Integration of CTI application to consumer indexing database

Dialer

- Automatic Dialing System

CRM features

- Customer Feedback
- Standard features
- Ability to view customer details
- Search option
- Report generation

Complaints escalation system

- Escalation policy
- Levels of Escalations

Management Information System

- Basic Internal Reporting and Custom Reporting
- Long Term Storage of Detailed Call history
- Basic Graphical PC based Reporting
- Exceptions and Thresholds
- Forecasting Capabilities Reporting
- The call management software should support at least 20 agents in parallel.

8. Terms and Conditions

A. Earnest Money Deposit

The Earnest Money Deposits (EMD) of unsuccessful bidders will be returned within 30 days after issuance of the work order to the successful bidder(s).

B. Validity

The offers shall remain valid for 90 days from the date of opening of the technical bid/Financial Bidd for award of the contract for the subsequent period of one year.

C. Price Bid

- i. In the price bid, each vendor will quote fixed charges of installing suitable H/W & S/W and flat rate per month for providing the services as specified in this document for a period of two years from start date of contract on satisfactory performance. Further extendable on mutual agreed terms and conditions for one year.
- ii. The price quoted by the bidder in the price bid shall be firm and fixed during the period and shall not be subject to any variation or escalation whatsoever, on any account.
- iii. Price shall be quoted only in Indian Rupees.
- iv. Price quoted shall include all applicable taxes, duties, etc., failing which the offer will be rejected.

D. Rejection of incomplete and conditional bids

Incomplete bids, conditional bids, and bids not conforming to the terms and conditions, bids without requisite Demand Drafts are liable for rejection by Commissioner Secretary to Government, Revenue Department.

E. Supervision/Responsibilities/Liabilities of the Successful Bidder(s):

The successful Bidder(s) and/or his/her/their duly empowered manager on behalf of the said Bidder(s) is to ensure necessary supervision by his/her/their side of the day-to-day activities of the Call Centre Professionals deputed from his/her/their side and would attend the Call Centre whenever so desired by any means of contact by the above-mentioned officers.

The responsibility/liabilities for any lapse or deficiency or misconduct on part of any one of call centre professionals and supervisors/managers would however ultimately be that of the Bidder(s) and in case of any damage or loss by any of them would have to be made good by the said Bidder(s) within the period that may be notified by the above-mentioned officers of the Revenue Department.

SLA Measurement Tool:

SLA measurement tool shall be deployed to monitor service levels in delivering the services in respect of all deliverables covered under the scope of work detailed in the tender schedule.

All the Technical Support, Technical Maintenance, Upgradation and services mentioned in the scope of work shall be incorporated in the Service Level Agreement at the time of agreement with penalties for delays apart from above indicated penalties.

The tool shall ensure smooth identification and facilitation of the resolution of incidents as they arise during the operations. The services shall be continuously monitored by IT –

operations staff and system management tools. In case of exceptions, the responsible operation staff is automatically notified. Monitoring is performed by the Service Provider on 24X7 bases and in case of any incidents (including those that may occur on non-working days), concerned IT staff and user groups shall be notified.

Basic service levels expected, which have to be measured through the SLA tool are detailed below:

- Average speed of Answer : Not more than three rings
- Percentage of calls answered >99%
- Resolution of information calls : more than 80%
- Occupancy : 100%
- Monthly user satisfactory survey of call centre : more than 75%
- User complaints about down time : 0%
- Online Daily/ week/monthly reports downtime : 0.05%
- Call Centre system(including server) uptime > 99%

Penalties

- In case of down time of system, it will be triple of the maintenance cost for that duration of down time (in excess of the limit specified above) in a month as per “Y” of approved price bid calculated on ratio method.

Absences by the Professionals

On the days of leave to be granted by the successful bidder(s) to the trained call centre professionals for whatsoever reason, statutory or otherwise, for planned absence or casual absence, relieving/stopgap trained professional(s) would have to be deputed without fail, failing which penal measures should be imposed on the successful Bidder(s) @ Rs 500 (Rupees Five Hundred only) per absence of such a professional *per day or part thereof* if the total single manpower absence in a period of any billing cycle of one month exceeds 2(two) instances (absence by one professional on a day would mean one such instance) without reliever in time;

in case of unsatisfactory services in any manner, appropriate actions as deemed fit may be taken by the Revenue Department instantly including termination of the contract at the discretion of the Revenue Department appellate authority being the Revenue Department whose decision shall be final and binding, if an appeal is preferred. Payment would be made only for professionals on duty and tender rates are to be quoted accordingly keeping the leave periods to be granted to them.

All calls must be received in time. Non-responsiveness of calls will cause penalty of Rs. 100/- per case/Not applicable in case all the operators were busy.

9. Payment terms

- Vendor will be paid 100% of the total approved amount of hardware (X of financial bid) after successful design, supply, installation, commissioning of all hardware as mentioned in the document after deduction of applicable taxes, such as income tax/GST/any other tax levied by GoI/ UT.
- Payment for Operation & Maintenance of call centre H/W & S/W with required Call centre professional charges will be paid on monthly basis after obtaining a certificate duly attested by the Revenue Department/In charge officer of the call centre.
- Vendor shall submit its invoice to the Revenue Department/ in charge officer of the call centre on monthly basis for payment alongwith work done satisfactorily/Attendance Sheet of their professionals/operators
- all statutory payments towards EPF, ESI, etc if/as payable would have to be paid/deposited directly by the vendor to/with the concerned government offices/authorities and the same would not be borne by the Revenue Department.
- If the Government rules or orders require any other deductions to be made, the same would be decided by the Financial Advisor/CAO of Revenue Department and his decision shall normally be final, subject to any appeal that may be preferred by the vendor to the Revenue Department who would be the Appellate Authority and his/her decision shall be final and binding.
- If a vendor fails to meet the criteria for minimum availability of Call Centre Professionals or any other requirement as mentioned in this tender document or normal practice in the trade and industry, or for any misconduct by any of its workers/employees/professionals during any time in a given month, the Revenue Department may at his sole discretion deduct up to 10% of the usual amount of payment (if full work is rendered for that month) for a month as penalty.

10. Contract Performance Guarantee

- A. Within seven working days of award of contract, the successful bidder shall submit to the Revenue Department a Contract Performance Guarantee of 3% of approved annual contractual value.
- B. The objective of the Contract Performance Guarantee is to ensure commencement and continuity of delivery of services by the successful bidder.
- C. The Contract Performance Guarantee would be an irrevocable and unconditional bank guarantee. The format of the Contract Performance Guarantee and the bank recognized by RBI can issue the Contract Performance Guarantee. Alternatively the abovementioned

amount may be kept deposited with the Financial Advisor/CAO in the office of Revenue Department and paid in the form Demand Draft in favour of Revenue Department.

- D. The Contract Performance Guarantee shall be valid for two year from start date of contract and shall also be valid if the contract period is extended by the Revenue Department.

11. Other Terms and Conditions

- A. Bids submitted through e-mail or fax or some other means will not be considered.
- B. Both the technical and financial bids should be signed, with seal, by the bidder and submitted in separate covers appropriately superscribed.
- C. The rate/price must be clearly written, or typed, in the bid format on the same sheet or on the bidder's sheet in the format provided in Annexure 3 (Price Bid), without any alterations or overwriting in the rate/price. In case of any unavoidable alterations/overwriting the full signature of the bidder should be put next to such alterations/overwriting clearly indicating the changed rate/price.
- D. Each of the pages of this Tender Document (both the Original and the Duplicate) may be duly signed by the Bidder(s) and the firm/company's rubber stamp be put below the signature.
- E. The successful bidder(s) shall invariably execute an agreement with the Revenue Department as usual in case of contractors awarded contracts requiring such agreements, as per instructions of the concerned officer.
- F. The supervisor/manager of the successful bidder firm/company shall keep his/her mobile phone(s) on at all points of time on 24 X 7 basis (including Sundays and holidays) and attend calls of the concerned officers of the Revenue Department on 24 X 7 basis.

12. Termination of the Contract

If the vendor fails to meet the desired service levels, Commissioner Secretary to Government, Revenue Department, may at its discretion terminate the contract with that vendor at any time.

13. Arbitration

Any and all disputes or differences between the Parties arising out of or in connection with this Contract or its performance shall, so far as it is possible, be settled amicably through direct informal negotiation between the Parties.

If after 30 (thirty) days of consultation or before, the department and the successful bidder have failed to reach an amicable settlement, on any or all disputes or differences arising out of or in connection with this Contract or its performance, It shall be referred to The Financial Commissioner, Revenue who will appoint a sole arbitrator.

In case of non acceptance of the Revenue Department decision, either party may request that the dispute to be referred to arbitrator(s) in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Jammu and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English only.

In case the issues are not resolved in the arbitration proceedings then further legal action by the parties shall be referred and restricted to the jurisdiction of the High Court in J&K.

Annexure1

Technical Bid: Past Experience in Providing Call Centre Services

Sl. No.	Client	Contact Person/Decision-making authority at the Client's End [Name(s) & Designation (s)]	Landline Phone Nos. with STD Code and Mobile Nos.	Brief Description of Work	Period of Contract (Start date & End date)	Minimum Number of Professionals/ Operators provided in any month on a regular basis	Value of the Work in INR [Amount paid to the firm/company (before deductions on account of Income Tax And other taxes and duties) of the work at the end of the contract period on an annualized basis]	Remarks If any
1					From To			
2								
3								
4								
5								

If required or preferred all the details may be given on an attached sheet duly signed and rubber-stamped by the bidder(s) with a mention here in above of the fact of attaching a sheet.

Notes:

- A. Only duly self-attested copies of those credentials for which a Contract/ Work Order and work completion certificate for completed periods of service are attached will be treated as valid. The originals would have to be produced at three days' notice if and when asked for.
- B. Contact Persons for the Clients listed above may be contacted by the Financial Commissioner, Revenue at its discretion for obtaining direct feedback on the veracity and/or quality of the execution of the said contract by the vendor.

Annexure 2: Technical Bid:

Financial Details of the Bidder(s) Individual/Firm/Company (To be submitted in a separate sealed cover appropriately superscribed)

Please mention the annual turnover during the last three financial years on a self-attested attached sheet in a tabular form given below.

Serial No.	Turnover in Rs (INR) Lakhs Financial Year of 2019-20 Enclose a self-attested and duly rubber-stamped photocopy of the Audited Balance Sheets and Profit & Loss Statements for the year.	Turnover in Rs (INR) Lakhs Financial Year of 2020-21 Enclose a self-attested and duly rubber-stamped photocopy of the Audited Balance Sheets and Profit & Loss Statements for the year.	Turnover in Rs (INR) Lakhs Financial Year of 2021-22 Enclose a self-attested and duly rubber-stamped photocopy of the Audited Balance Sheets and Profit & Loss Statements for the year.
1			
2			
3			

The bidder should also attach duly self-attested copies of the following documents with this annexure:

- Audited Balance Sheet of the last three financial years and duly attested documents
- Audited Profit and Loss Statements of the last three financial years

CHECK LIST

Please check whether the attested copies of the following documents have been attached or not.

<i>Sl. No. Documents whether attached</i>	<i>(Pl. mentioned Yes/No)</i>
(1) Attested photocopy of PAN/ GST No.	: Yes/No
(2) Account Payee Demand Draft/Fixed Deposit Receipt/ Banker's Cheque/Bank Guarantee in respect of earnest money (EMD)	: Yes/No
(3) Attested Photocopy of experience certificates	: Yes/No
(4) Notice Inviting Tender duly signed & stamped by the bidder	: Yes/No
(5) Brochure duly signed by the Bidder on every page	: Yes/No
(6) Annexure II duly signed & stamped by the Bidder on every page	: Yes/No
(7) Tender Form duly signed & stamped by the Bidder	: Yes/No
(8) Self Declaration regarding no blacklisting	: Yes/No
(9) Audited Balance Sheet of the last three Financial years and duly attested documents	: Yes/No
(10) Audited Profit and Loss Statements of the last three financial years	: Yes/No

**FA/CAO Revenue Department
Annexure 3: Financial Bid:**

Location/Place & Date:

FROM (Name of the Bidder/Vendor/Bidder):

Full Address with PIN Code:
.....
.....

To
The Financial Advisor/CAO,
Revenue Department
Civil Secretariat, Jammu

Subject: **“A call centre 24x7 with trained professionals for Revenue Department JKUT”**

Sir,

We hereby submit our financial bid in connection with the above tender.

Supply & installation of 4 Desktop Computer with UPS at Call Centre (Intel i5 Processor, 8 th Generation, 4 GB RAM, 1000 GB HD with 19.5” TFT, window 10 preloaded. UPS with 30 minutes back up. (Desktop computer and UPS must be of branded and must not be assembled). (X)		Operation & Maintenance of call centre H/W & S/W with required Call centre professional charges per month (Y)	
Amount in figures	Amount in words	Amount in figures	Amount in words

3.								
4.								

List of Enclosures:

- 1.
- 2.
- 3.
- 4.
- 5.

(Attach extra *duly signed and rubber-stamped* sheet as required)

Yours faithfully,

.....

Full Signature(s) of the Authorized Signatory/Signatories His/Her/Their Name(s)

Name of the firm/company:

Place and Date of the above signature(s):

It's Rubber Stamp/Seal: