



**ODISHA KNOWLEDGE CORPORATION LIMITED**

**SELECTION OF NETWORK PARTNER FOR  
REGIONAL CALL CENTRE SERVICES**

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## TENDER CALL NOTICE

OKCL invites Tender Document submission from amongst our experienced Network Partners for providing Out Bound and In Bound Call Centre Services. The Partner shall be required to operate the Call Centre as per guidelines provided by OKCL. The tender document is available in the website of [www.okcl.org](http://www.okcl.org), which may be downloaded for use. Interested Network Partners may submit their applications to the undersigned super-scribing as **“Selection of Network Partner for Call Centre Services”** through Speed Post/Registered Post/Courier at OKCL office which should reach on or before **10.00 A.M** of **25.08.2023** positively and the same will be opened at **10.30 A.M.** of the same date. Alternatively, the documents may be sent by mail to [accounts@okcl.org](mailto:accounts@okcl.org). The undersigned reserves the right to reject any or all the tender without assigning any reason thereof.

Sd/-  
**Managing Director**  
**Odisha Knowledge Corporation Limited**  
**14-08-2023**

## **ODISHA KNOWLEDGE CORPORATION LIMITED**

Plot no- 108/3607, Behind Pal Heights, Jaydev Vihar, Bhubaneswar-751013

### **TERMS AND CONDITIONS**

#### **1. Tender/Bid Document:**

The Network Partners may download the complete set of the tender documents directly from the website at [www.okcl.org](http://www.okcl.org) and submit the same to OKCL with sign & seal on each and every page. Managing Director, OKCL shall have no responsibility for any delay/omission on part of the bidder. The tender application will be rejected if the bidder changes any clause or Annexure of the bid document downloaded from the website, or not submitted on or before the due date or not supported by necessary documents & Earnest deposit money.

#### **2. Bid Submission:**

The application shall be submitted as mentioned in this document in an envelope super scribed as **“Selection of Network Partner for Regional Call Centre Services”**.

- 3.** Each bidder shall submit tender as mentioned in the tender document. Submission of bid without the Earnest Money Deposit shall be rejected.
- 4.** The bidder shall submit all the necessary documents as mentioned in the document.
- 5.** The tender document downloaded from the website should be signed by the bidder at bottom of each pages with their official seal duly affixed.
- 6.** Bids may also be scanned and submitted through e-mail to [accounts@okcl.org](mailto:accounts@okcl.org) with 2 separate folders marking as Technical Bid and Acceptance of Financial Terms.
- 7.** Payment will be made on a monthly basis within 14 days of satisfactory delivery of the services supported with original bills after deducting necessary statutory deductions and deductions mentioned in the document.

**6. Eligibility Criteria & Documents to be Submitted:**

Sl.	Basic Requirement	Specific Requirements	Documents Required
1)	Application for the Supply of Call Centre Services	Intent of Network Partner to supply Call Centre Services & Region applying for.	Application for Supply of Services of Call Centre (Annexure-I)
2)	Network Partner of OKCL & Legal Existence	<p>a. The Bidder should be Network Partner of OKCL for a continuous period of 5 years as on January 2023.</p> <p>b. The Bidder should be a Proprietorship Firm/Partnership Firm/Company/LLP and have all necessary &amp; applicable registrations as applicable.</p>	<p>a. Declaration of continuous engagement as Network Partner of OKCL. (Annexure-II)</p> <p>And</p> <p>b. Certificate of incorporation, Pan Card, GST &amp; other Registration certificates as per applicability.</p>
3)	Admission and Counselling Experience	a. The bidder should have at least 100 admissions in any 3 years out of the previous 5 years ( 2022, 2021, 2020, 2019, 2018) .	Self-Attested Proof of Admission. (Annexure-III)
4)	Track Record & Blacklisting	The Bidder should have unblemished track record throughout its association with OKCL as Network Partner and has not been blacklisted by any Central / State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as of date of Bid Submission must be submitted on original letter head of the bidder with signature and stamp.	Self-Declaration (Annexure-IV)
5)	Net Worth	The bidders should have positive net worth for the last three financial years (FY 2020-2021, 2021-22 and 2022-23).	Net Worth Certificate from a Chartered Accountant

6)	Financial Terms	Financial Terms	Annexure-V
7)	Earnest Money Deposit	Bidder will submit EMD of Rs. 10000/- (Rupees Ten Thousand Only) in the shape of Demand Draft/Pay Order from any nationalized bank in favor of <b>“ODISHA KNOWLEDGE CORPORATION LIMITED”</b> payable at <b>Bhubaneswar</b> . The same will be refunded to the bidders (except selected bidder) without interest.	DD of Rs. 10000/- in favour of Odisha Knowledge Corporation Limited payable at Bhubaneswar.

7. The bids are liable to be rejected if any of the above conditions are not complied with.
6. A Letter of Intent will be placed to the selected bidder whose bid has been determined to be substantially responsive.
7. **Performance Bank Guarantee** – Upon receipt of Letter of Intent from OKCL, the successful bidder shall furnish a Bank Guarantee of Rs. 75,000/- (Rupees Seventy-Five Thousand Only) in favour of **“ODISHA KNOWLEDGE CORPORATION LIMITED”** within 7 days. The Bank Guarantee shall be valid for the entire period of the contract.  
In case the successful Bidder fails to submit Performance Bank Guarantee within the time stipulated, OKCL may at its sole discretion cancel the letter of intent without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this Tender Document.
8. In case, the selected Network Partner fails to execute the order, the Performance Bank Guarantee will be encashed and necessary legal action shall be taken to blacklist the entity.
9. Any effort by a bidder to influence the purchaser in its decision on bid evaluation may result in rejection of the bidder’s offer.
10. **Earnest Money Deposit:**  
  
Bidder will submit EMD of Rs. 10000/- (Rupees Ten Thousand Only) in the shape of Demand Draft/Pay Order from any nationalized bank in favor of **“ODISHA KNOWLEDGE CORPORATION LIMITED”** payable at **Bhubaneswar**. The same will be refunded to the bidders (except selected bidder) without interest.
11. Any legal disputes arising out of this are subject to Bhubaneswar jurisdiction only.
12. Bidders may be present in person or their authorized representative during the opening of bids at **10:30 AM on 25.08.2023** at OKCL’s Regd. Office, Bhubaneswar.
13. **OKCL reserves the right to cancel the tender procedure and procurement of services at any time without mentioning any reason whatsoever.**

## Division of Region -

The State of Odisha for the purpose of this tender has been divided into the following regions as below -

Region-1	Region-2	Region-3	Region-4
Ganjam	Sambalpur	Cuttack	Khurda
Gajapati	Bargarh	Jagatsinghpur	Nayagarh
Kandhamal	Jharsuguda	Kendrapara	Balasore
Boudh	Bolangir	Jajpur	Bhadrak
Kalahandi	Sonepur	Dhenkanal	Puri
Nuapada	Keonjhar	Anugul	
Koraput	Sundargarh	Deogarh	
Rayagada	Mayurbhanj		
Nabarangpur			
Malkangiri			

The Network Partner may select to apply for any one region out of the 4 mentioned above.

## Scope of Work / Operations of Call Centre –

1. A Call center for Odisha Knowledge Corporation Limited is to be setup and operationalized by the Network Partner. All Telephone Numbers and other Input Channels will be used by the Network Partner in the name of OKCL and shall be handed over to OKCL after the contract period. No rights shall vest with the Network Partner in respect of the use of the number after the expiry of the contract term.
2. Payment to telecom service providers for calls shall be the responsibility of Network Partner for the period of the contract term.
3. Network Partner have to procure necessary broadband internet connection along with one alternate connection to minimize downtime.
4. The Network Partner shall be responsible for arranging all necessary infrastructure for Call Center Services.
5. Network Partner shall be responsible for interaction and resolution of day-to-day issues related to breakdowns, billing, disconnections, and disruption etc. with the Telecom service provider and other vendors of the Network Partner related to Call Centre.
6. The Call Centre operators should be fluent in Regional Dialect of Odia language other than Hindi and English.
7. The Call Centre should be made exclusively available each day as per the schedule provided by OKCL.
8. The Network Partner shall depute a project/process Manager who will be the nodal point of contact in all matters whose performance will be reviewed by OKCL. In case of unsatisfactory performance, penalty may be applicable.

9. The login time of Call Centre Agents(CCAs) in the software will be considered as attendance for them.
10. The Network Partner should store the recordings for all calls for at least 180 days or till settlement of bill for the respective period, whichever is later. The Call records to be maintained by the Network Partner and the same should be certified and transferred to OKCL every 7 days for verification purposes.
11. The Call records to be stored for call audits and other quality check related activities.
12. The call records will be checked and the retention money retained from each bill shall be released after verification of the quality of services rendered.
13. The security of the entire Call Center Infrastructure (i.e. equipment, buildings and manpower etc.), will be the responsibility of Network Partner; OKCL will not be responsible for any damage or loss to the same. Network Partner shall have adequate insurance cover for its personal and property to cover possible damages/loss.
14. The Network Partner shall work closely with OKCL in developing the "Process Manual". The Process Manual will be the master document for the complete call center operations and will include but not limited to - SOP (Standard Operating Process)- Call Type, List of Call Categories, Report Format etc.
15. User Acceptance Test (UAT) will be conducted by OKCL upon receipt of written confirmation regarding the call center set-up readiness from the Network Partner. Post successful UAT the call center can be considered commenced.
16. The Process Manual will be reviewed on a regular basis and maybe modified as per the requirement of OKCL. The Network Partner shall be responsible to restructure the call center operations as per the revised Process Manual with no additional cost.
17. Network Partner shall be responsible for daily coordination with OKCL's In-house Team for various day to day call centre related modalities like daily tracking report etc. which need to be shared daily.
18. Call need to be made to inform about the products of OKCL, collect detail from caller and take follow ups and collect feedback.
19. The feedback received shall be compiled and reported to OKCL.
20. OKCL shall be responsible for maintenance, up gradation and handling of downtime of CRM software and its server.
21. Network Partner shall make available a web based and secured access to concerned officers of OKCL to fetch MIS reports on daily, weekly, monthly basis.
22. Any functionality not expressly stated in this bidding document but required to meet the needs of the organization to ensure successful operations of the system shall essentially be under the scope of the Network Partner and for that no extra charges shall be admissible.
23. In case of any default in the rendering of services, the Network Partner shall be liable to penalty, the rates of which shall be decided on the nature of the default and the loss/harm caused, if any.
24. In case of faulty service, the contract for the call centre operations shall be terminated with immediate effect.

## Financial & Penalty Terms -

1. 5 nos. of Call Centre Operators shall be engaged by the Network Partner.
2. The Call Centre Operators shall be required to make atleast 100 successful connected call each per day.
3. The data of intended recipient/target audience shall be obtained on its own by the Network Partner. Some data for calls may also be provided by OKCL.
4. The target shall be to convert the audience to admissions. Atleast, 10% of the calls made should be successfully converted to admission.
5. For Example – The above points are illustrated in the table below -

Call Centre Operator	Minimum Successful Connected Call Per Day	Total Call in a Month ( 25 days working)	Minimum 10% Conversion to Admission
1	100	2500	250
2	100	2500	250
3	100	2500	250
4	100	2500	250
5	100	2500	250
TOTAL	500	12500	1250

6. In order to determine the conversion to admission, the phone number called by the Call Centre Operator and the phone number mentioned by the candidate at the time of admission shall be matched. No other means of determining Conversion shall be used.

### 7. Financial Terms –

**The ceiling limit for each Call Centre Operator is Rs. 12,500/- per month inclusive of all charges. The limit is set to Rs. 12,500/- per month per call Centre Operator.**

**The Network Partner shall bid for Price Per Call Centre Operator Per Month within this ceiling limit, i.e the network partner has to bid a price which is less than Rs. 12,500/- per month per call centre operator.**

**The Call Center Operator will comply to all EPF, ESI & Professional Tax provision as per the applicability. Rs12,500/ is inclusive of all employer contribution under above acts.**

**GST will be paid extra subject to production of tax invoice.**

8. In case the conversion to admissions is not met, the Payment shall be released to 80% of



the Total Due. This clause for conversion to admission shall be applicable from the 2<sup>nd</sup> month of operations onwards. In respect of the first month of operations, full payment shall be released.

9. In case the number of Calls made is more than 12500, but the conversion to admission count is atleast 1250, then the clause of conversion shall be considered as met and full payment shall be made.
10. Retention money of 5% shall be retained from each bill and released after necessary quality audits of the call records.
11. In case of any deviation from the specifications of Work order/Agreement, penalty at such rates as per the decision of the OKCL management shall be levied. Decision of Managing Director, OKCL will be final in this regard.
12. In case the starting date of operations is delayed, Penalty of 5%( of first month bill value) per week would be imposed for non- observance of schedule of operations. However, MD-OKCL is authorized to waive the delay penalty if the delay is not attributable to the fault of bidder.

#### **Clause relating to Manpower Engaged –**

1. The Call Centre Operators engaged must have passed 10+2 or equivalent qualification.
2. It will be preferred to engage Call Centre Agents as our BBA@ Workplace Candidate from 2<sup>nd</sup> Year onwards.

#### **Non-Disclosure & Confidentiality Terms –**

A Non-Disclosure Agreement shall be signed with the selected bidder. A sample of the terms of the Non-Disclosure Agreement are as below-

- (i) The selected bidder undertakes to keep confidential all information (written or oral) which has been obtained or received during the performance of the agreement.
- (ii) The selected bidder undertakes the following:
  - a. Not to share any professional/ personal information with any third party and will not post confidential or non-public information on any social media;
  - b. To maintain professional integrity in every possible manner;
  - c. Not offer or accept gifts or hospitality that may be regarded as improper or illegal to and from any third party, including any politically affiliated persons or organizations with an expectation of getting any undue business advantage' for any expected kickback or as a matter of facilitation;
  - d. Not to offer, pay or accept bribes of any kind for any purpose in any location in the world;
  - e. Not to give or offer to give anything of value, make any improper payments directly or indirectly, to any Government official, political party' customer or third party in order to obtain any unfair advantage;
  - f. Not to make any facilitation payments with an expectation of a kickback or acquiring

an unfair business advantage to any third party including any Government officials;

- (iii) The selected bidder also understand and undertake the following:
- a. The selected bidder shall come across "Confidential Information" and maintain confidentiality in the form of Technical, Legal and business information relating to "OKCL" and undertake to maintain the highest level of integrity and confidentiality related to the documents/information it comes across, related to OKCL at all times and take all necessary precautions to prevent inadvertent or accidental disclosure of all such Confidential information, data or material of OKCL, its Clients and any related third party, which the selected bidder may gain access to during their association with OKCL.
  - b. The duty of confidentiality shall subsist during the course of their association with each other and even after the expiration or termination of this Agreement.

Sd/-  
**Managing Director**  
**Odisha Knowledge Corporation Limited**  
**14-08-2023**

**Annexure-I**

**Application for Supply of Services of Regional Call Centre (on letterhead)**

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To,

Managing Director

ODISHA KNOWLEDGE CORPORATION LTD

In response to the Document titled “(Selection of Network Partner for Regional Call Centre Services)”, as an owner/ partner/ Director of (organisation name)

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\_\_\_\_\_ I/ We hereby declare that I/we have carefully understood the terms and conditions of the Document and undertake to abide by them. We are applying for \_\_\_\_\_ Region No. \_\_\_\_\_ which consists of Districts \_\_\_\_\_.

The information/documents furnished along with the application are true and authentic to the best of my knowledge and belief.

I /We, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my application at any stage besides liabilities towards prosecution under appropriate law.

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

Thanking you,

Name of the Network Partner:

ALC Code:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

**Annexure-II**

**Self-Declaration: Continuous engagement as Network Partner of OKCL.**

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To,

Managing Director

ODISHA KNOWLEDGE CORPORATION LTD

In response to the Document titled “**(Selection of Network Partner for Regional Call Centre Services)**”, as an owner/ partner/ Director of (organisation name)

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/ We hereby declare that I/we have been continuously engaged as Network Partner of OKCL as ALC/DLC for a period of 5 years as on January 2023. My/our ALC Code is : \_\_\_\_\_.

I /We, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my application. I am submitting herewith necessary documents mentioned such as Certificate of Incorporation/GST Certificate/PAN/ Registration Certificate etc.

Thanking you,

Name of the Network Partner:

ALC Code:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

**Annexure-III**

**Self-Declaration: Proof of Admission**

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To,

Managing Director

ODISHA KNOWLEDGE CORPORATION LTD

In response to the Document titled “(Selection of Network Partner for Regional Call Centre)”,  
as an owner/ partner/ Director of (organisation  
name)

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/ We hereby declare that I/we have made admissions in our Centre as below –

<b>Year ( mention any 3 years)</b>	<b>Number of Admissions (Please enclose proof of admission for each year)</b>

I /We, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my application.

Thanking you,

Name of the Network Partner:

ALC Code:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

**Annexure-IV**

**Self-Declaration: Not Black listed (on letterhead)**

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To,

Managing Director

ODISHA KNOWLEDGE CORPORATION LTD

In response to the Tender titled “**(Tender for Selection of Service Provider for Regional Call Centre)**”, as an owner/ partner/ Director of (organisation name)

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\_\_\_\_\_I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, black listed either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Name of the Network Partner:

ALC Code:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

**Annexure - V**

**Financial Terms**

1. I hereby quote the below mentioned Financial Terms for the Regional Call Centre.
2. I understand that no other charges over and above mentioned below shall be payable by OKCL under any circumstances.

Sr.No.	Particulars	Amount (In Rs.)	Number of Call Centre Operators	Total
1	Price Per Call Centre Operator		5	
<b>Add:</b>	<b>GST(if applicable)</b>			
	<b>Total</b>			

❖ The prices given above are inclusive of all incidental charges, taxes etc.

Name of the Network Partner:

ALC Code:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

