

Re-Bid

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GOVERNMENT OF ASSAM  
OFFICE OF THE COMMISSIONER OF INDUSTRIES AND COMMERCE, ASSAM  
UDYOG BHAWAN, BAMUNIMAIDAM, GUWAHATI-21

ASSAM AGRI BUSINESS AND RURAL TRANSFORMATION PROJECT (APART)

No. CEO/SWA/EoDB/52/2021/147

Dated Guwahati the 14<sup>th</sup> Dec., 2022

From : The Commissioner,  
Commissioner of Industries and Commerce, Assam  
Udyog Bhawan, Bamunimaidam, Guwahati- 21

Sub: Request for Quotation [RFQ] for "Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB)" under APART Project.

1. Government of India has received a credit from International Development Association (IDA) in various currencies equivalent to USD 262.40 million towards the cost of APART and intends to apply part of the proceeds of this credit to eligible payments under the contract for which this invitation for quotation is issued.

Government of Assam has been endeavoring to improve the online service delivery environment in the State by implementing the various recommendations under Business Reforms Action Plan (BRAP) 2022. The BRAP 2022 exercise is completely based on user feedback scores which depend on the perception of Service Users and their particular experience in accessing services. In order to build capacities of users in accessing the services and also to increase ease of accessing information online which is also expected to impact their feedback in the upcoming evaluation to be carried out by DPIIT, the Single Window Agency, Government of Assam wishes to engage an agency to provide the services for Tele-calling.

CI&C now intends to procure for "engagement of a Tele-Caller Agency for reaching out to approx. 30,000 users through tele-calls inviting feedback on the Ease of Doing Business (EoDB) using the Single Window Service and also sensitize under the office of the Commissionerate of Industries and Commerce, Udyog Bhawan, Bamunimaidam, Guwahati- 781021" and hence seek quotations from reputed Firms /Agencies/ Companies for the aforementioned service. The details are given below:

ITEMS	SPECIFICATIONS	Quantity (no. of calls)	DELIVERY PERIOD
Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB)	Online Cloud Recording and storage of calls made MIS dashboard with detailed analysis of data of calls and findings from survey. (Details at Annexure – IV)	25,000 Nos.	Within 25 Working days.

2. In this connection, you are requested to submit your Quotation in sealed envelope addressed to "The Commissioner of Industries and Commerce, APART, Udyog Bhawan, Bamunimaidam, Guwahati- 21" on or before 11:00 AM of 21<sup>st</sup> Dec., 2022.

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3. This Request for Quotation includes documents to facilitate preparation and submission of quotations, criteria for qualification, evaluation, and for award of contract; and relevant form to be filled by the bidders.
4. The sealed envelope should be superscribed as **“Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB).”**; Not to be opened before **21<sup>st</sup> Dec., 2022 at 11.30 AM.**
5. The copy of RFQ along with the details of the assignment may be obtained from the office of The Commissionerate of Industries & Commerce, APART, Udyog Bhawan, Bamunimaidam, Guwahati - 21, Assam or download from the official website (<https://industriescom.assam.gov.in/>).
6. Quotations received shall be opened on the same day, i.e. **21<sup>st</sup> Dec., 2022 at 11.30 AM** in presence of the bidders or their representatives who choose to attend at the office of the undersigned. If the office happens to be closed on the date of opening of the Quotations as specified, the Quotations will be opened on the next working day at the same time. The CI&C shall not be held liable for any delay in the receipt of Quotations.
7. The Commissioner, CI&C reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract, without assigning any reason thereof and without thereby causing any liability to any of the bidder.

Yours faithfully,



Commissioner of Industries & Commerce,  
Bamunimaidam, Guwahati-21

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**Section I**

**Instruction to Bidder**

This RFQ documents is in connection with "Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB)" under APART.

**A) PREPARATION AND SUBMISSION OF QUOTATION:**

- i) Quotation shall be addressed to "The Commissioner, Commissioner of Industries and Commerce, APART, Udyog Bhawan, Bamunimaidam, Guwahati-21."
- ii) Quotations shall be submitted as per the format given at Annex- I along with other supporting documents as mentioned in the bid with a copy of the RFQ placed in a single sealed envelope, clearly marked as "Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB)"; Not to open before 21<sup>st</sup> Dec., 2022 at 11.30 AM." The name of the bidder, address and contact no. should be mentioned on the reverse of the sealed envelope.
- iii) All pages of the quotation shall be signed and stamped by the authorized person to indicate that the bidder has agreed to all terms and conditions of the quotation. Overwriting, alterations, if any, in the quotation should be signed by the authorized signatory.
- iv) Quotation not accompanied by specified documents, Self-declaration, signatures and signed copy of this RFQ may be rejected by the office as non-responsive and may not be evaluated.
- v) Any quotation received after the dead line for submission shall be rejected & returned to the bidder.

**B) BID PRICE**

- i) The contract shall be for quantity as specified in the Price quotation, corrections of the quoted rate, if any, shall be made by crossing out, initiating, dating and re-writing.
- ii) 'Discount' or extra charges if any mentioned by the bidders shall not be considered unless these are specifically indicated in the price quotation.
- iii) All duties taxes and other levies payable by the supplier under the contract shall be included in the total price.
- iv) GST shall be shown separately.
- v) The rates quoted by the bidder as per Annexure - III shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- vi) The price shall be quoted in Indian Rupees only.



**C) EACH BIDDER SHALL SUBMIT ONLY ONE QUOTATION****D) VALIDITY OF QUOTATION**

Quotation shall remain valid for a period not less than 30 days after the deadline date specified for submission.

**E) THE QUOTATION SHALL COMPRISE THE FOLLOWING:**

- i) Letter of Quotation as per format given at annexure-1
- ii) Signed (each page) copy of RFQ document.
- iii) Copy of Major Credential certificates (Minimum 3 nos.) Issued by the Clients during last Two years. Preferably, calling experience for detailed feedback surveys government G2B/G2C portals or online service delivery platforms.
- iv) Copy of Audited Financial Statements of last Three Years.
- v) Copy of GST Registration certificate.
- vi) Copy of PAN Card.
- vii) Trade License copy.

**F. OPENING OF QUOTATION:**

The quotations shall be opened in the presence of bidders or their authorized representative who wish to be present at the time of opening of bids on due date.

**G. EVALUATION OF QUOTATION:**

The purchaser shall evaluate and compare the quotations determined to be substantially responsive, i.e. which,

- i) are properly signed and sealed;
- ii) Are supported with registration certificate, PAN Card etc.
- iii) Conform to the terms, conditions and specifications.
- iv) All documents as mentioned in 'E' above.

**H. AWARD OF CONTRACT:**

- i) The Commissioner, Commissioner of Industries and Commerce, Assam will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest responsive price.
- ii) Notwithstanding the above, The Commissioner, Commissioner of Industries and Commerce, Assam reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time prior to the award of the contract.
- iii) The bidder whose quotation is accepted will be notified of the award of the contract by The Commissioner, Commissioner of Industries and Commerce, Assam prior to the expiration of the quotation validity period.

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**I. PAYMENTS:**

- i) Payment shall be made within 15 days from submission of bills and certified by concerned officer from the O/o the Commissioner of Industries and Commerce, Assam
- ii) All payments shall be made by Account Transfer only.
- iii) All taxes (including GST, etc.) shall be dealt with as per the Govt. laws
- iv) No advance payment shall be made.

**J. SUB-LET:** The bidder shall not at any time assign, sub-let or make over the contract or the benefit thereof or any part thereof to any person or persons whatsoever.

**K. PENALTY:**

If the progress of assignment is found to be non-satisfactory or delayed at any point of time, Commissionerate of Industries & Commerce reserves the right to impose penalty. The total amount of penalty shall be determined by Commissionerate of Industries & Commerce giving adequate justifications subject to a maximum of 10% of the contract value.

**L. LAWS GOVERNING THE CONTRACT & JURISDICTION:** The contract shall be governed by the laws in force in India. In the event of any dispute, such dispute would be subject to the courts in Guwahati only.

**ANNEXURE I**

**Covering Letter**

**(This must be submitted in the official letterhead of the agency)**

From: (Full Name and address of the Supplier)

.....  
.....  
.....

To,

**The Commissioner,  
Commissioner of Industries & Commerce,  
APART, Udyog Bhawan,  
Bamunimaidam, Guwahati -21**

**Sub: Invitation for Quotation [RFQ] for "Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB)" under APART."**

Sir,

1. I/We, the undersigned, hereby submit our Quotation.
2. I/We hereby submit our document. A copy of the RFQ document, duly signed on each page is also submitted as a proof of our acceptance of all specifications as well as terms and conditions.
3. **Declaration:** It is hereby declared that particulars furnished herewith are true and correct as per my/our knowledge and belief. In the event of any particulars are found to be false, I/we shall be liable to such consequences/lawful actions as the Commissionerate of Industries & Commerce, Assam wish to take.
4. **Quotation Validity Period:** My/Our Quotation shall be valid for the period of 30 days from the deadline fixed for its submission.

Yours faithfully

**Signature of the authorized signatory  
Bidder with name, designation, seal and date**

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**ANNEXURE-II**

**UNDERTAKING**

(This must be submitted in the official letterhead of the agency)

To,

**The Commissioner,  
Commissioner of Industries and Commerce,  
APART, Udyog Bhawan,  
Bamunimaidam, Guwahati- 2**

Sub : Undertaking for not being blacklisted

Sir,

I, the undersigned hereby certify that neither the M/s ..... Nor any of its director/ constituent partners have been blacklisted by any State or Central Government or Government Undertaking/Enterprise, prior to the date of "Engagement of Agency for Tele-calling services for Ease of Doing Business (EoDB)" under APART".

Yours faithfully

Signature of the authorized signatory  
Bidder with name, designation, seal and date



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**ANNEXURE- III**  
**Price Quotation**

Name of Works: "ENGAGEMENT OF TELE-CALLER AGENCY FOR MAKING TELE-CALLS RELATING TO EASE OF DOING BUSINESS (EODB) AND SINGLE WINDOW SYSTEM" under APART.  
*(This form must be submitted only using the official letterhead of the firm)*

Description	Specification	No. or Qty.	Unit	Rate		Amount
				Figure	Words	
Engagement of Agency for Tele-calling services for Ease of Doing Business (EODB)	Online Cloud Recording and storage of calls made MIS dashboard with detailed analysis of data of calls and findings from survey	25,000	Nos.			
GST						
Total						

Total amount (in words).....

Note:

- (i) Where there is a discrepancy between the rate in figures and words, the rates in words will govern.
- (ii) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by quantity, the unit rate quoted shall govern.

We agree to provide the above services in accordance with the technical specifications at Annexure - IV for a total contract price of Rs..... (Amt in figure) , (Rs..... amt in words) within the period specified in the RFQ.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

(Authorized Signature)

Name & Title of Signatory \_\_\_\_\_ In the capacity of [insert legal capacity of person signing the Quotation]

Name of the Bidder \_\_\_\_\_

Address \_\_\_\_\_

Telephone no. \_\_\_\_\_ email id. \_\_\_\_\_

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ [insert date of signing]



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## ANNEXURE IV

### Technical

#### 1) Terms and Conditions:

- i) 30,000 tele-calls to be made for awareness of Assam Ease of Doing Business (EoDB) portal.
- ii) Access to recordings of the calls to be provided and the recordings to be stored for at least one month.
- iii) All calls to be recorded online on cloud and made available for access.
- iv) An online MIS dashboard to be developed for online summary of calls, detailed analysis and diagrams of call statistics and the findings of survey conducted vide calls. All calls should be able to be filtered as per department names if required
- v) The recordings to be also handed over to the Department of Industries and Commerce, Government of Assam in CDs or Pen Drives.
- vi) The recordings handed over should be able to be played in Windows Media Player/VLC Player.
- vii) Daily reporting to be submitted by the selected Agency about the number of calls made, number of successful calls & feedback.
- viii) Calls to be made in Assamese language primarily and usage of Hindi or English may also be required.
- ix) Script for reference for calling up users would be provided by the Department.
- x) The sentiments of the customers should not be hurt by the tele-callers and customers should be greeted at the beginning and end of the call.
- xi) All labour norms should be followed by the agency, if selected.
- xii) The agency should have round-the-clock power back-up in case of dedicated power failure.