

Tender Document for the Supply and maintenance of Contact Centre Solutions

IFB No. HLL/CHO-SP/MCSC/2017-18/1 - Dt. 08.02.2018



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ABSTRACT

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SECTION I
NOTICE INVITING TENDER

HLL LIFECARE LIMITED (HLL) a 'Mini Ratna' public sector enterprise under the Ministry of Health & Family Welfare, Govt. of India, invites Bids from interested parties under the two-bid system (Technical and Financial) for supply and maintenance of **Contact Centre Solutions** to HLL for installation and commissioning at their Noida Office(B14A, Sector 62, Noida, Uttar Pradesh)

Tender Number & Date	IFB No: HLL/CHO-SP/MCSC/2017-18/1 - Dt. 08.02.2018
Date Of Commencement Of Sale Of Tender Document	08.02.2018
Last Date For Sale Of Tender Document	12.00 Hrs on 22.02.2018
Last Date And Time For Receipt Of Bids	15.00 Hrs on 22.02.2018
Date And Time Of Opening Of Technical Bids	16.00 Hrs on 22.02.2018
Place of opening of Technical bids	HLL Lifecare Ltd. HLL Bhavan, Poojappura, Thiruvananthapuram - 695012, Kerala, India
Date, time and place of opening of Price bid of qualified vendors	Will be informed later
Bid validity	6 Months from the date of opening the financial bid.
No. Of copies	No. of copies: 1 original
Address for Communication	Associate Vice President (SP & CC) HLL Lifecare Ltd. HLL Bhavan, Poojappura, Thiruvananthapuram - 695012, Kerala, India Tel: +91 471 2354949 Email : unnism@lifecarehll.com ; sp@lifecarehll.com Website – www.lifecarehll.com

- Interested eligible Bidders may obtain further information from the office of the ASSOCIATE VICE PRESIDENT (SP & CC), HLL Lifecare Limited, HLL Bhavan, Poojappura, Thiruvananthapuram -695012 Kerala, India Tel: +91 471 2354949, 2350959. Website – www.lifecarehll.com, email – unnism@lifecarehll.com, sp@lifecarehll.com

2. A complete set of bidding documents may be downloaded from the HLL website by any interested eligible bidder or from the above office from 11.00 Hrs to 15.30 Hrs on any working day on submission of a written application.
3. The Tender Documents can also be downloaded from our Website www.lifecarehll.com and cost of the Tender Documents as mentioned above should be furnished along with Technical Bid.
4. Interested eligible bidders may submit their bidding documents at the office of the ASSOCIATE VICE PRESIDENT (SP&CC), HLL Lifecare Limited, HLL Bhavan, Poojappura, Thiruvananthapuram - 695012, Kerala, India Tel: +0471 2354949, 2350959, 2350961, 2356352. Website – www.lifecarehll.com.
5. All bids must be accompanied by the items/documents specified herein and must be delivered to the specified person on or before the specified time and due date. The bids (Technical Bids) will be opened on the specified date and time, in the presence of the bidders or their duly authorized representatives who wish to attend the bid opening on the specified date and time at HLL's office mentioned above. In the event of the date being declared is a closed holiday for HLL, the due date for submission of bids and opening of bids will be the following working day at the appointed time.
6. Central Public Sector Enterprises/SSI Units registered with NSIC (certified copy required) shall be exempted from payment towards Tender document cost, Earnest Money Deposit & security Deposits as per rules (upto their monetary limit).

AVP (SP & CC)

SECTION II

1. QUALIFICATION CRITERIA OF THE BIDDER

- a) The bidder should have a minimum of 5+ years of experience in Consulting, Implementation & Maintenance of Contact Centres of medium/large organizations preferably in the Government Sector in the areas mentioned in sl. no. (g) and (h) below
- b) Tenderer should have experience in implementing at least three large Contact Centres
- c) The vendor should have designed, developed and implemented Software solutions especially CRM to the government / semi government/ private organizations for the last three years
- d) Company should possess international quality guidelines and quality certifications like ISO is mandatory
- e) The applicant company should have effective mechanism to address the issues on 24 x 7 basis onsite (Noida, UP) and offsite
- f) The applicant company should furnish its standing and goodwill through certificate from its clients to whom services have been provided in the past
- g) Tenderer should have experience in Social media integrated customer care solution in any of the Government/Semi Government/Large Private institutions
- h) Bidder should have experience in open source technologies and provide relevant experience certificate from its client
- i) HLL reserves the right to accept or summarily reject bids from Bidders who have earlier supplied to HLL and in whose case quality issues have been encountered, without assigning any reasons whatsoever.
- j) The bidder should not have been blacklisted by any state/central Government organizations/firms/institutions for which a declaration stating that the bidder has not been blacklisted by any institution of the Central/State Government in the past three years should be submitted.
- k) The bidder should have a positive net worth during last three years. (Supported with Audited Balance Sheet and Profit & Loss Account or Annual Report for the last three financial years).
- l) The Bidder should be an original developer of the proposed solution (Attach an undertaking to this effect). The basic version of the proposed solution should be readily available with the bidder so that the same can be customized on HLL's request.

2. Earnest Money Deposit:

Bid should accompany an earnest money deposit of **Rs 40,000/- (Rupees Forty thousand Only)** in the form of a Demand Draft drawn from a Scheduled commercial

bank in favor of '**HLL Lifecare Limited**' payable at **Thiruvananthapuram**. No other mode of payment will be accepted as EMD. The bidders are requested to make sure to indicate the tender number, name and address of the bidder on the reverse of demand draft, any failure to comply with the same shall be at the risk of the bidder.

The bidder should submit valid documentary proof of GST and the details of income tax registration number (PAN).

The bidder must fulfill the above eligibility criteria/ pre-qualification conditions for evaluation of their bids. Bids fulfilling the above eligibility/ pre-qualification conditions will only be considered for evaluation by the duly constituted evaluation committee. HLL reserves the right to reject the bid without making any reference to the bidder.

3. SCOPE OF WORK & TECHNICAL SPECIFICATIONS

1. Brief Scope of the Project

The scope of this project shall be to establish a full-fledged "CONTACT CENTRE FOR HLL". The contact Centre shall undertake centralized handling of all inbound communications including voice calls, e-mail and instant message and provide a help desk for supporting the enquiries and call requests relating to registration, admission, allotment etc. The Contact center providing various modes of communication technologies shall attempt state of the art application of ICT and Telecommunication technology of international standards.

The proposed call Centre aims at providing important services under one roof to the stakeholders viz: students, parents etc. with regards to admissions to various Institutes.

The objective of the call center is to handle all routine enquiries and grievances pertaining to a National Level Examination and its allotment and admissions at various colleges/Institutes across India

2. MAJOR SERVICES TO BE OFFERED BY THE CALL CENTRE

- a) General FAQ's and to handle all enquires related to national entrance
- b) Admissions
- c) Rank
- d) Allotment
- e) State Reservation List / Quota
- f) Fees
- g) Current Chance and Status
- h) College / University information's

3. **OBJECTIVES OF THE CONTACT CENTRE**

- a) To act as information dissemination system for candidates appearing for National level Test
- b) To establish a “Single Window System” (SWS) that will provide a bundle of general as well as specific services to the students.
- c) To develop an “Integrated Contact Centre” (ICC) cum Information centre.
- d) To offer multi-channel support to the online admission software
- e) Develop and maintain a database of customers and log their communications in a result oriented manner.
- f) To establish a query/complaint redressal mechanism.
- g) To develop and strengthen the existing “Knowledge Management System” (KMS) through the aggregation of queries / Frequently Asked Questions (FAQ’s) of the customers.
- h) To establish a continuous customer engagement through social media as well as modern communication channels.

4. **TECHNICAL SPECIFICATIONS**

4.1. **Software Requirement**

The centralized Contact Centre should have the following for handling the various queries of candidates.

CRM Module
Call Centre Software Module
FAQ Module
Service Request Module
Call Telephony Integration

4.1.1. **CRM Module**

Customer Relationship management software shall keep complete profile of the customer. CRM shall have the track record of all the communication with the customer and handle back office support. This would help Customer Service Team to address the customer effectively. This shall also have an integrated solution to send bulk communications and do continuous customer engagement.

1. Initially one records the complaint/query/request, captures it and loads it onto the query's database. Each query will be assigned a unique docket number.
2. Provides an easy, strategic method of online recording and tracking customer concerns and complaints.
3. Each complaint's history is easily accessible thereby providing a complete updated status of how a complaint is progressing through the organization and what actions had been taken, if any.
4. Links into Document Control and allows one to attach key documents to the complaint.
5. Next aspect using complaints management software is the investigation of the complaint. Complaints are categorized in order of severity then one chooses to either inform other users of the complaint or get them to conduct failure investigation and identify the root cause.
6. Assign corrective and preventive actions at any appropriate time throughout a complaint's progress.
7. The query management System automatically escalates the complaint if a response to an event has not been received within a pre-assigned due date.
8. Query management software allows for notifications and reports to be facilitated and printed.
9. This assists in informing customers of the progress at each stage by using relevant pre-saved template, which can easily be modified with the relevant information.
10. Reduces costs in attracting new customers as efficiently handled queries will build greater customer loyalty and a sustainable client base, which will grow.
11. Once a query is registered and assigned with a docket number the contact centre manager can assign it to the department/expert user.
12. Department/expert user need to close the query within a prescribed time frame.
13. Otherwise contact center agent shall follow-up them to close it.
14. If both the measures are found inadequate it can be escalated to the higher level of authority.
15. Service levels can be configured for different levels of authority.
16. High level dashboard shall be provisioned to top officials for the monitoring so as to see the analytics and know the present status about open/closed issues

4.1.2. Call Centre Software

Call Centre Software shall have all the standard features of a modern multi-channel Contact Centre. An indicative list of necessary features are listed below.

1. ACD (Automatic Call distribution).

ACDs perform many essential functions and are therefore considered the backbone of a call center. They are a telephony system that routes incoming calls to the most appropriate agent within a call center. ACDs also acquire usage data such as call volume, calls handled, call duration, wait time, etc.

2. Call Queue

Call queues hold callers in a waiting queue when all agents are busy. Call center solution shall be able to set up multiple call queues for different skilled agents. Say language selection, product selection etc.

3. Agent Login

Each customer care executives should have different logins, so that each one's performance shall be measured and take necessary actions to improve the quality of the response. Agent login, logout time shall be recorded and performance matrix has to be provided.

4. Priority Queue

Priority queue is a very important to delight premium customers. Priority queue has to be configured and CSRs shall have provision in software to mark customers in priority queue. Once a customer added in the priority queue and when customer calls to the contact center his/her calls shall be connected immediately without any delay.

5. IVR (Interactive Voice response)

IVR is mandatory for knowing the customer's language preference. Once customer is selected one language, his/her call will be directly posted to the same language queue.

6. Call recording

Call center software shall record all incoming and outgoing calls for audit purpose. Team Lead or Manager should be able to hear the calls any time and this can be used for training purpose as well. Call recording has to be stored for the 6 months and later it should be transferred to external storage device or cloud.

7. Transfer to agent

Call center software shall be able to escalate the call to next agent, team lead, manager or an expert at certain situation.

8. CDR Report (Call Detail Report)

CDR report is necessary to know more details about call time, duration, who attended, peak call hours etc.

9. Calls by agent report

Call center software shall have provision to download agent wise report.

10. Agent monitoring

Team lead or Manager should have the facility to monitor calls real time and advise agents.

11. Call inbound monitoring

Software shall have provision to monitor inbound calls and this help to effectively manage the huge call volume wisely.

12. Report of trunk usage by hour and day.

13. Do-Not-Call (DND) or Abusive caller termination.

14. Outbound Dialler for outgoing calls.

15. Call Disposal.

Each and every calls shall be disposed with significant details regarding the calls. So that each calls shall be recorded and later this can be used when repeated calls are coming to the customer care. Call disposal shall have the feature to mark each customer category and leads shall be passed to marketing teams for closing the deal with status – hot/warm/cold.

16. Contact Centre Pop Up

Contact Center Screen Pop displays caller and account information based on incoming call parameters. Contact Center Screen Pop shall display caller entered digits, such as enrollment numbers or ids. When integrated with a third-party application or Web page, Contact Center Screen Pop can launch database information and forms, so CSRs can readily verify and update records. This reduces the cost per interaction and improves service levels.

Contact Center Screen Pop shall enable:

- a) Identify customer by their name, ANI, DNIS, and by digits they enter, such as account numbers.
- b) Retain caller identification information when calls are transferred between staffs.
- c) View a trace report web page that details customer call history for the past week.
- d) Leverage existing customer relationship management (CRM) database and view records in a CRM database upon call arrival.

17. Interactive Voice Response (IVR) Menu System

- a) Receive all inbound calls on the telephone number
- b) And prompts the callers to make their selection(s)
- c) Identify customer through CLI and support intelligent call routing
- d) Support messages scheduling
- e) The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.

- f) The IVR must integrate with the rest of the proposed solution to provide seamless contact centre performance
- g) IVR Tree
- h) Language Selection [English, Hindi]
- i) Other service requests through DTMF

4.1.3. FAQ Module

- a) FAQ Module is one of the important part of any contact centers. FAQ module shall help manager to list out all the frequently asked questions and its answers in a single window. These FAQ's will help CSR executive to answer customer queries very effectively with limited response time. Contact center software shall have the provision to save all FAQs in English as well as Hindi language. When CSR executive select a FAQ question then its answer should be automatically populated in his/her screen. So that he or she shall able to respond immediately.
- b) FAQ module should have intelligent features like most frequently asked question might be notified to contact centre manager because the reason for repeated question may be due to the lack of public awareness. This can be notified to higher officials and more awareness can be created using press release or PR campaigns. Use of digital media also can be proposed. Contact centre software should have these kind of intelligent features as well.

4.1.4. Service Request Module

Software shall have the provision to handle service request from customers. When a customer contacts our CC every request shall have the unique service requests and based on the priority of request different escalation matrices shall be enabled. If CSR marked a request as high priority then this has to be completed within 24 hours' time. There should be proper acknowledgement emails/SMS to intimate customer on each update on the status of the request.

Type of service requests.

1. Password/Login related
2. Account related, profile updating

4.1.5. Outbound Marketing

Contact center shall able to contact customers through mass communication like bulk sms, emails, social media promotions, automated calls, and Google ad campaigns.

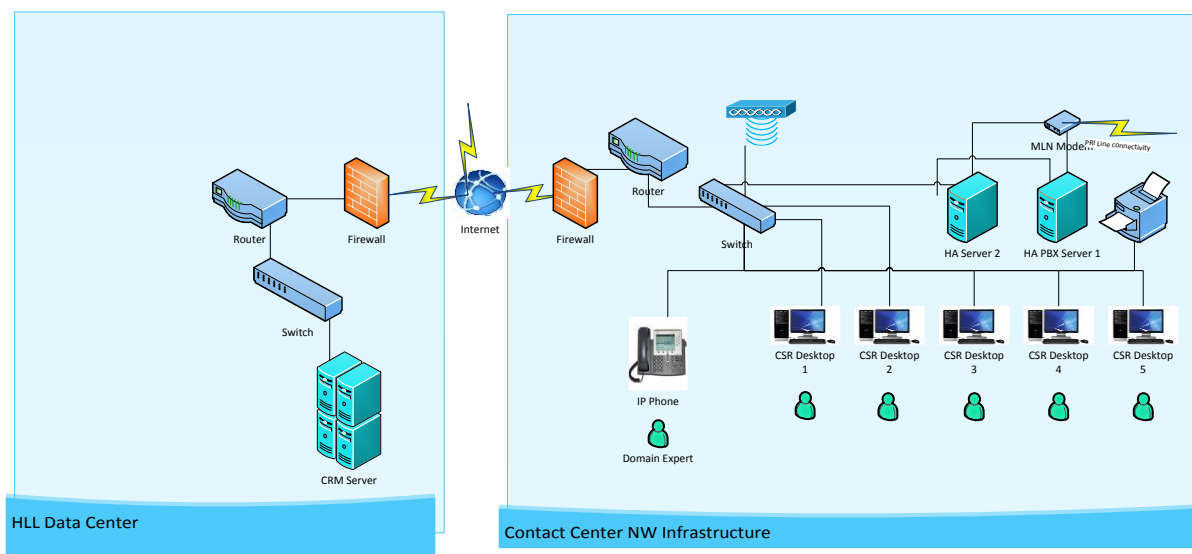
4.1.6. Computer Telephone Integration (CTI)

- a) Shall be able to integrate with hybrid setup of a contact centre solution.
- b) Ability to generate and service requests.
- c) The CTI must be capable of activating the fast dialling feature of the ACD, Click to call facility should be integrated to reduce dial in time.

- d) Outbound call disposal shall be implemented to keep track the status of every call.
- e) Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.
- f) CTI should be integrated with core contact centre system and update the IVR.

4.2. Proposed Architecture

Proposed architecture would be a hybrid model. Contact center shall have Agents PCs, Network routers, switches, firewall, PBX servers as shown in the diagram. CRM application shall be hosted in Data Center located at HLL office in Trivandrum/Noida.



4.3. Operational Mechanism

- a) The general public/candidates can reach the Contact Centre through the designated toll free number (TFN)
- b) Customers may use various other means of communication viz., SMS messages / e-mail /social media messages (face book, twitter)/chat/Missed Calls or through the complaint or service request module in the website.
- c) The CC is conceived to work on a 12 hour X 7 days basis. Based on the quantum of calls and peak hours, the working hours shall be realigned.

The entire activity of the CC will be handled at three different levels (Level One, Level Two and Level Three), with specific roles to be carried out. These three levels work independently as well as in combination to achieve the overall objectives of the CC.

4.4. Recording

100% recording of calls and approximately 20% of agent screen action recording (for critical inputs) is to be provided. The recording should contain detailed call information

and the solution must provide advanced searching capabilities, Calls must be stored for 365 days and preserved and should be made available when required. The media for archival (tapes) will be provided by the Vendor

4.5. Security and Privacy

- a) Proposed Contact 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
- b) System access to information proprietary to NEET must comply with its privacy and access to information policy.
- c) System must maintain log including date, time, terminal number of each operation, done by every user/group and the separate log should be maintained.
- d) There should be a complete and comprehensive security from unauthorized access and misuse.
- e) Access to the system for all the users should be available only through menu selection of the user interface.
- f) System should have provision to block/delete/relocate users

4.6. Disaster Recovery

The vendor should design proper Business continuity and Disaster Recovery Plan and process

4.7. Scalability

The vendor must provide infrastructure that is vertically and horizontally scalable beyond the initial requirement of 25 agents. System shall able to increase number of seats based on time to time requirement by simply adding additional licenses. System shall need to incorporate other process and customizations of CRM.

4.8. Hardware Requirement

Necessary Hardware shall be provided by HLL. The Service provider shall, if required, indicate their hardware requirements while submitting their Bids

SECTION III

INSTRUCTIONS TO BIDDERS

This section aims to provide guidelines/Instructions for Bidders, to be used while submitting the Proposals. These are generic in nature, but Bidder are required to abide by them during the currency of the Project

3.1 Pre-Bid Conference (PBC)

No Pre-bid meeting is proposed. It shall be decided upon receipt of Bid queries if any and the notice for pre-Bid if nay shall be hosted on our website/Tenders

3.2 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid, and HLL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

3.3 The Tender Document

The bidder is expected and deemed to have read, examined/ perused, complied/ agreed to all instructions, forms, terms and specifications etc. in the tender document while bidding. Failure to furnish all information required and/or false/incorrect information and/or ambiguous/ irrelevant information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

The Bidder will be required to return the original Tender Document duly signed and seal by competent authority on each page as a part of the response to the Tender. It shall be expressly agreed therein by the Bidder that he has read and understood the complete Tender Document and shall comply with the same. However the signature on the PRICE SCHEDULE alone shall be deemed as acceptance of all the documents enclosed to the Tender.

Deviations and exceptions, if any, from the tender specifications and other parts of the Tender Document, shall be listed out separately and clearly by the Bidder as per the format in Annex-2. However HLL reserves the right to accept or reject the same. If Deviations and exceptions are not clearly listed as such, they will not be considered by HLL later.

3.4 Compliance to ethical standards

HLL attaches top most priority to adherence to the highest ethical standards in all its transactions and expects the same from all entities it enters into any relationship with. Accordingly, it expects every Bidder to observe the highest standard of ethics and integrity during the bidding process and if successful, during all stages of the project. If a bidder is found to have indulged in any corrupt or fraudulent practice or in any practice which is not in conformity with the highest

ethical standards, then the bid will stand rejected. In such a case, HLL may even go to the extent of black-listing the bidder and barring it from responding to any future enquiries / tenders floated by it.

3.5 Clarification on Bidding Documents

- The Bidder is required to carefully examine the bidding documents, terms & conditions, form of agreements, and all other details relating to scope of project given in the Bidding Documents and fully acquaint itself as to all conditions and matters which may in any way affect the work or the cost thereof. Bidder is deemed to have known the scope, nature and magnitude of the work and the requirements of all the necessary resources including materials, labour etc.
- Any neglect or omission or failure on the part of the Bidder in obtaining necessary and reliable information as stated above or on any other matter affecting the Bidder, shall not relieve the Bidder from any risk or liability or the entire responsibility for completion of the work in accordance with the Bidding Documents.

3.6 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, HLL may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents.

The amendment will be notified in our website: www.lifecarehll.com, all prospective Bidders that have received the Bidding Documents, such amendments shall be binding on them. In order to afford prospective Bidders reasonable time to take the amendment into account in preparing their bid, HLL may, at its discretion, extend the deadline for the submission of bids in which case HLL will notify the amendment of the extended deadline in our website www.lifecarehll.com.

3.7 Bid Validity Period

All bids, not rejected for any other reason, will remain valid for a period of 6 months (180 days) from date for submission of Bids as prescribed in the Tender Document. In case of a bidder revoking or withdrawing/canceling his Tender, varying any term in regard thereof during the validity period of the Tender without the written consent of HLL, the Tender submitted shall be liable for rejection and will entail forfeiture of the Earnest Money paid along with the Tender

3.8 Extension of Period of Bid Validity

In exceptional circumstances, HLL may request all the Bidders consent to an extension of the period of validity of their respective bid. The request and the response thereto will be made in writing. Extension of validity period by the Bidder must be unconditional. The Bidder will not be permitted to modify his bid.

3.9 Bid Parts

Every Bidder is required to submit his bid in two parts – a techno-commercial unpriced bid and a price bid, in separately sealed envelopes super scribed as Techno-commercial unpriced bid and Price bid respectively:

Part 1 - Techno commercial unpriced bid

This part shall contain the following:

- a) EMD through demand draft from a scheduled bank, drawn in favour of “HLL Lifecare Limited”, payable at Thiruvananthapuram. .
- b) Confirmation on submission of documents and mandatory eligibility criteria requirements as per clause 1.3
- c) The Technical and Commercial Bids are to be submitted in two different envelopes and to be put in the sealed packet super scribed as “Techno-commercial unpriced bid” on the cover.
- d) The Technical bid should be submitted in original and should also be marked as “Original Technical bid”.

Part 2 - Price bid

- a. This part shall contain the Price bid as per clause 3.15.
- b. All pages of the bid submitted must be signed and sequentially numbered by the authorized signatory of the bidder in acceptance of all the terms and conditions, irrespective of the nature of the content of the page in the format: “Current page no. /total no. of pages”. Unsigned and Unstamped bids shall be summarily rejected.

3.10 Authorization required in respect of the person/persons for submission of the Bid

- a) All pages of the original Bids must be signed by the person or persons, duly authorized to sign such a Bid. This authorization in favor of person/persons signing the bid must be duly supported by a stamped Power-of-Attorney must be submitted along with the Bid.
- b) Any changes, erasing, alterations, additions or overwriting made in the Bid will be valid only if the person or persons signing the bid have authenticated the same with their signature.

3.11 Addressing the Bid

The Bid packets must be addressed to the below address

The Associate Vice President (SP& CC)
HLL Lifecare Limited,
Corporate and Registered Office,
HLL Bhavan, Poojappura P.O,

Thiruvananthapuram, Kerala -695012

Phone No: – 0471-2354949.

Email: unnism@lifecarehll.com; sp@lifecarehll.com

The outer envelope must clearly indicate tender number and date and shall also indicate the Last date for bid submission

The envelopes must also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared “late.” If the outer envelope is not sealed or marked as required, HLL will assume no responsibility for the bid’s misplacement or premature opening and consequent rejection.

All the envelopes containing the Bid documents must be put in a tamper proof packet and sealed

3.12 Earnest Money Deposit (EMD)

- a. The Bidder must submit Earnest Money Deposit (EMD) specified along with the Technical Bid in the form of Demand Draft valid for a period of six months from any Nationalized Bank in favor of HLL Lifecare Ltd., Thiruvananthapuram payable at Thiruvananthapuram. Non-submission of EMD will lead to rejection of the bid.
- b. The EMD is interest free. The EMD of the unsuccessful bidder will be returned after acceptance of purchase order by the successful bidder.
- c. The EMD of the successful bidder shall be returned after the acceptance of the purchase order.
- d. The EMD may be forfeited:-
 - i. in case of any Bidder: if he withdraws the bid during the bid validity period
 - ii. In case of the successful Bidder:
 - iii. If he fails to sign the agreement and/or commence the work within the date to be agreed upon after issue of purchase order as described in the Tender Document.
 - iv. If he fails to submit the performance guarantee if any within specified time frame.
- e. MSMEs are exempted from paying the EMD on submission of the relevant certificates along with the bid documents

3.13 Mandatory Eligibility/ Pre-Qualification Criteria

The eligibility criteria documents must be submitted along with the Technical Bid. Bid without these documents will be summarily rejected.

3.14 Technical Bid - The Technical Bid should be submitted neatly and securely along with the following documents;

- a) Tender cost and EMD in separate envelopes.
- b) Profile of the Bidder and relevant experience
- c) Proposed product literature, modules offered and support methodology

- d) Project organization including CV of the team members.
- e) Methodology to be followed in execution of the project
- f) Project plan detailing phases and activities, dates and resource allocation
- g) Requisite hardware configuration including details of quantity and configuration of servers, back-up facility
- h) Training program for functional team and users
- i) System Integration Tests, User Acceptance Tests etc.
- j) Post go-live support methodology
- k) Organisational structure of the Bidder & escalation mechanism for technical issues
- l) Signed copy of Tender Document (all pages including annexures, forms to be signed & stamped)
- m) List of Deviations / exclusions.
- n) Signed copy of Price Schedule (Blank Price Bid with prices blanked as 'XXXX') confirming that the bidder is submitting his price schedule in this format given

3.15 Price Bid

- a) Price Bid should be submitted in the format given in Annexure-1 only.
- b) Once the bid is submitted in a sealed cover by the bidder, the purchaser will not accept any additions/ alterations/ deletions of the Bid. However, the purchaser reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by the purchaser.
- c) Quoted prices should be firm and inclusive of all applicable taxes, duties, Levis etc. and cost of all other expenses related.
- d) Prices quoted by the bidder shall remain firm during the bidder's performance of the contract. A bid submitted with any conditional price will be treated as non-responsive and shall be summarily rejected. However the bidder should pass on the benefit to the purchaser if there is any price reduction in the meantime.
- e) Any technical bid, submitted with incorrect information will be liable for rejection. Further, if any bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes.
- f) The offer should remain valid for a minimum period of 180 Days from the date of opening of the Commercial Bid. Any offer falling short of the validity period is liable for rejection.

3.16 Deadline for submission of Bids

- a) No bids will be accepted after the specified date & time mentioned. In the event of the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the same time on the next working day.
- b) The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the tender documents.
- c) From the date of issue, the amendments to Tender Document shall be deemed to form an integral part of the Tender Document.

3.17 Delayed Bids

Any bid received by HLL after the deadline for submission of bids prescribed by HLL will be rejected and/or returned unopened to the bidder.

3.18 Evaluation and Comparison of Bids

The bids shall be opened in the following sequence:

- a) HLL will open the EMD and Tender fee envelope first and then the Eligibility/ Technical Bid respectively. In case, the EMD/Tender fee/Eligibility/Technical bid is/ are not found in order the bid are liable for rejection. **MSMEs are exempted from paying the Tender Fees on submission of the relevant certificates along with the bid documents.**
- b) The Technical evaluation would be based on mandatory eligibility criteria and technical bid documents and a technical presentation
- c) The purchaser reserves the right to seek clarification or call for supporting documents from any of the bidders, for which the concerned bidder need to submit the documentary evidence(s) as required by the purchaser.
- d) The bidders who qualified the mandatory eligibility criteria only may be called for a Presentation/demonstration of the product.
- e) The qualified bidders will be intimated in advance for Presentation.
- f) The purpose of demonstration would be to allow the Bidder to demonstrate the product end to end in a real-time environment the key features in their functional areas, to have a the objective assessment of the features available in the proposed product.
- g) During and after the presentation, HLL may seek explanations on various technical and other requirements and may also conduct a reference check for the experience credentials submitted by the Bidder. Bidder has to appropriately respond to any explanations sought by HLL within 2 (two) working days. Scoring of presentation would be done on the basis of the contents of the presentation and the response/explanations/clarifications received from the bidder. Any

explanation/clarification received after the timeline of 2 (two) working days would not be considered for the purpose of scoring.

- h) The Scope of the Tender is for supply of a "Commercial off-the-shelf (COTS)" with relevant customisation.
- i) The Scope of demonstration and the Marking Pattern would be intimated to the technically qualified bidders before demonstration

3.19 Evaluation of Price Bid

- The committee will open the Price Bid of only those Bidders who qualify in the presentation/demonstration as mentioned above. The date, time and place for opening the Price Bids will be communicated to the eligible bidders. The Bidders may send their representatives to attend the opening if they wish. The comparison shall be of all-inclusive price, such price to include all costs as well as duties and taxes payable. Bids will be evaluated on the basis of lowest quote (L1) for Total of Price Schedule. The order shall be placed on L1 bidder. The decision of HLL arrived at, as per above will be final and no representation of any kind shall be entertained.

3.20 Signing of Contract

- a. Work order shall be issued by HLL to the successful bidder inviting him to visit HLL for finalization & signing of the contract.
- b. Contract document has to be signed within fourteen (14) days from receipt of work order.
- c. The contract agreement to be signed in English language in two originals, one each for HLL and Bidder.

3.21 Performance Guarantee

Performance Guarantee shall be for the due and faithful performance of the Contract and shall remain binding notwithstanding such variations, alterations or extensions of time as may be made, given, conceded or agreed to between the Bidder and HLL.

The Bidder shall furnish a Performance Guarantee in the form of irrevocable Bank Guaranty issued from any Nationalized Bank in India and having a branch at Thiruvananthapuram, within 15 days from the date of issue of Purchase Order by HLL, for an amount of Rs. 20 Lakhs (Rupees Twenty Lakhs only), valid for a period of 5 years and three months from the date of first purchase order.

3.22 HLL's Right to accept or Reject any or all Bids

HLL reserves the right to reject any or all the Bids, or to accept any Bid wholly or in part, or drop the proposal of receiving Bids at any time without assigning any reason thereof and without being liable to refund the cost of the Bid document thereafter and without liability for any loss or damage if any suffered by the Bidder in submitting his offer and /or conducting discussions etc.

3.23 Terms of Payment

- a) 80% on successful installation, commissioning, initial training and go live of the software
- b) 20% on successful completion of 3 months after Go live (On completion of the requisite customizations, trouble shooting, handholding of tele callers and the team for smooth implementation of the project
- c) Payment of the Bills would be made on receipt of the following Documents.
 - Three copies of invoice.
 - Account details for payment through RTGS/NEFT, i.e., Name of Bank, Name of Branch, IFSC Details, Account No. etc. if applicable.

3.24 Languages of Bid

All bids and supporting documentation shall be submitted in English and should be clear, free from jargons and ambiguous words or phrases requiring interpretation. Expressions like “subject to availability”, “subject to acceptance”, “to be provided later” etc. shall not be accepted.

- 3.25 Incomplete tenders, amendments and alterations to the tender received after opening and/or tenders submitted late are liable to be rejected.

SECTION IV

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

4.1 Scope of Work

The scope of work of this contract will include all the services detailed in this Tender.

4.2 Clause Omitted

4.3 Design and Development

- a) Bidder shall execute the basic and detailed design and the implementation activities necessary for successful implementation of the solution in compliance with the provisions of the Contract or were not so specified, in accordance with good industry practice.
- b) The Bidder shall be responsible for any discrepancies, errors or omissions in the specifications, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by HLL or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Bidder by or on behalf of HLL.

4.4 Online Help Facility

The system should also provide context based online help capability for every form /process in the proposed Solution. This on-line help text / facility should be customizable to make it HLL processes specific. The successful bidder must indicate how it proposes to make the online help tailored to HLL requirement.

4.5 Product Upgrades

- a) At any point during performance of the Contract, technological advances be introduced by the Bidder for Subsystems originally offered by the Bidder in its bid and still to be delivered, the Bidder shall be obligated to offer to HLL the latest versions of the available Subsystem has equal or better performance or functionality without additional financial commitment to HLL.
- b) No unauthorized code: The Bidder shall not offer/supply any software that HLL is not licensed to use, unless the product is activated by a required license key. The Bidder shall also certify that all their products and updates as supplied to HLL shall be free from viruses, worms, Trojans, spyware etc.

4.6 Acceptance Tests

- a) Sufficient tests shall be carried out to check the fulfillment of functional requirements as per scope

- b) The Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Bidder, but shall be conducted with the cooperation of HLL before Commissioning of the Solution.
- c) The Bidder shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Acceptance Test that HLL has notified the Bidder. Once the Bidder has made such remedies, it shall notify HLL
- d) Upon the successful conclusion of the Acceptance Tests, the Bidder shall notify HLL.

4.7 Service Up-Time

The vendor shall ensure that the application supplied is under running condition, at least 99% in an year (365 days). The availability will be calculated based on the following formula;

A = (tsh-(tud-tepd))* 100/tsh where,

A: Availability (%), **tsh:** Total service hours, **tud:** Total unscheduled down time hours, **tepd:** Total Excused Performance Downtime Hours

4.8 Delivery schedule

- The successful bidder shall supply, install and commission the software within 10 days from the date of award of work and shall be ready to go live within 20 days of award of work.

4.9 Defect Liability/ warranty period

- a) The Bidder warrants that the solution, including all Subsystem and other Services provided, shall be free from any default, defect or deficiency in the design, engineering, and performance/workmanship that prevent the solution and/or any of its components from fulfilling the Requirements or that limit in a material fashion the performance, reliability, or extensibility of the solution.
- b) The defects liability period shall commence from the go-live for a period of 1 year.
- c) If during the warranty period any default, defect or deficiency is found in the design and performance/ workmanship of the solution and other Services provided by the Bidder, the Bidder shall promptly, in consultation and agreement with HLL, and at the Bidder's sole cost repair, replace, or otherwise make good (as the Bidder shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the solution caused by such default, defect or deficiency.
- d) If the solution cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the defects liability period for the solution shall be extended by a period equal to the period during which the solution could not be used by HLL because of such defect and/or making good of such default, defect or deficiency.

- e) The product provided, installed, commissioned for the proposed project should be registered with the respective original equipment manufacturer OEMs in the name of HLL.

4.10 Ownership of Documents and Copy Rights

- a) All study documents, data and specification prepared by the Bidder shall be the property of HLL. As and when required or upon termination of the agreement, the aforesaid documents of all versions shall be handed over to HLL. Bidder shall take all necessary steps to ensure confidentiality in handling of all the matters pertaining to data, specifications, methods and other information developed or acquired or furnished by HLL by means of this agreement or in the performance thereof.
- b) Intellectual Property Rights in the base products and Standard Materials shall remain vested in the owner of such rights. HLL shall be granted non-exclusive, and paid up license to use the base products and Standard Materials, including modifications thereto for the purposes agreed herein. The Intellectual Property Right of the other elements of the Solution shall be exclusively with HLL. However HLL has rights to transfer the base product licenses to any Unit/Plant/Office of HLL.

4.11 Transfer of Ownership

Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by Clause Ownership of documents and copyright. The bidder shall grant HLL a perpetual license to use the software without any additional payment or obligations to enter into a contract for maintenance or support.

4.12 Patent Infringement

- a. The Bidder shall protect, indemnify and save harmless HLL, its employees, directors, customers and users of his products, against all liability, including cost, expenses, claims, suits or proceedings at law in equity or otherwise, growing out of or in connection with any actual or alleged patent infringement (including process patents, if any) or violation of any license and will defend or settle at the Bidder's own expense any such claims, suits or proceedings.
- b) HLL will notify the Bidder in writing of any such claim, suit, action or proceeding coming to his attention, giving authority and all available information and assistance for the Bidder's defense of the same. The Bidder shall appoint a counsel at his own expenses in consultation with HLL to collaborate in the defense of any such claim, suit, action or proceeding.

4.13 Liquidated Damages for Delays

- a) If the bidder fails in the due performance of the contract within the time fixed by the contract or any extension thereof, bidder shall be liable to pay liquidated damages

to the extent of a sum of 0.10% of the contract value per day, subject to a maximum of 10% of the contract value confirmed for installation. Once the maximum is reached, HLL may consider termination of the contract. In assessing such delays, HLL's decision is final and binding on the bidder. The penalty for late delivery will be deducted from the bill amount.

- b) Contract value is defined as the order value confirmed for installation
- c) In the event the service downtime exceeds 1% in a period of 365 days, then vendor shall be liable for paying penalty @1% of work order value for each such instances, subject to a maximum of 10% of the total work order value per year, provided, such downtime is attributable to any act/or omission of the vendor. The same shall be paid by the vendor immediately on demand, or else the same shall be deducted from the amount's payable to the vendor

4.14 Service Level Agreement

Selected bidder will have to sign a SLA (Service Level Agreement) with the purchaser for development, deployment, functioning of software, Onsite training for the users, updating the software, periodical backup of data etc. till the agreement valid.

4.15 Termination of Contract

- a) HLL may at any time terminate the contract, if the bidder is unable to provide the services as per the contract. In such cases, if any amount is due to the Bidder on account of the work executed by him, if payable, shall be paid to him only after due recoveries as per the provisions of the contract and after alternate arrangement to complete the work has been made at the Bidder's cost and risk.
- b) In the event the Bidder's Company or the concerned Division of the company is taken over/bought over by another company, all the obligations under the agreement with HLL, should be passed on the compliance by the new company new Division in the negotiation for their transfer.

4.16 Governing Law and Disputes

The courts at Thiruvananthapuram shall alone have jurisdiction and the applicable laws shall be the Laws of India.

4.17 Corrupt or Fraudulent Practices

- a) Bidders shall observe the highest standard of ethics during the procurement and execution of the contract.
- b) HLL will reject a proposal for award if it determines that the Bidder recommended for award is engaged in corrupt or fraudulent practices in competing for the contract in question.
- c) HLL will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm was engaged in

corrupt or fraudulent practices in competing for this bid, or in executing the contract.

4.18 Indemnity Clause

- a) The Bidder assumes responsibility for and shall indemnify and save harmless HLL, from all liability, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court cost which are, or may be required with respect to any breach of the Bidder's obligations under the Contract, or for which the Bidder has assumed responsibility under the Contract, including those imposed under any contract, local or national and international law or laws, or in respect of all salaries, wages or other compensation of all persons employed by the Bidder in connection with performance of any work covered by the Contract. The Bidder shall execute and deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary thereunder to confirm and effectuate the Contract and to protect HLL.
- b) HLL shall not be in any way held responsible for any accident or damages incurred or claims arising there from during discharge of the obligations by Bidder under this contract.

4.19 Force Majeure clause

If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

4.20 Miscellaneous

- a) The bidder should not assign and/or sublet the work assigned or any part of it to any other agency in any form. Failure to do so shall result in termination of work and forfeiture of security deposit/ performance guarantee etc.
- b) No deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid and forfeiture of EMD/Security Deposit.
- c) The Bidder shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in

taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to HLL.

- d) The selected bidder shall not, without HLL's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of HLL in connection therewith, to any person other than a person employed by the Bidder in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. An NDA should be signed in this regard with HLL.
- e) If the selected bidder is not able to fulfill its obligations under the contract, which includes non-completion of the work, the HLL reserves the right to accomplish the work through another bidder and EMD / Security Deposit of bidder will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be borne by the selected bidder.
- f) HLL reserves the right to annul the bidding process at any time prior to award of Contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders on the ground of HLL's action.
- g) No boarding /lodging / travel will be provided by HLL to the staff of Bidder for attending any meeting or discussion convened by HLL or in connection with implementation of the Board solution. The same has to be arranged by the successful Bidder at its own cost.

Chapter 5

SPECIAL CONDITIONS OF CONTRACT

5.1 Scope of Contract

- a) Unless otherwise expressly limited in the Section (Scope of work) of tender document, the Bidder's obligations involve ensure the completeness finalise design plan, supply of all necessary software, advice on hardware/network requirement, product implementation and hosting, data collation and migration, integration, testing, acceptance, achieving go-live, user training, stabilization and ensuring stabilization acceptance of the proposed software, provision of all the proposed software components and materials as well as performance of all services, as tendered in this document & in accordance with the plans, procedures, specifications, and any other documents specified in the Contract and the Agreed and Finalized Project Plan, at no additional cost.
- b) The Bidder shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items, service materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Go-Live Acceptance and Stabilization Acceptance of the "SOLUTION" as if such work and / or items and Materials were expressly mentioned in the Contract, at no additional cost.
- c) If a work is transferred from the jurisdiction of HLL to any Successor, while the Contract is in subsistence, the Contract shall be binding on the Bidder and the Successor in the same manner and take effect in all respects as if the Bidder and the Successor were parties there-to from the inception and then corresponding office of the competent authority of the Successor will exercise the same powers and enjoy the same authority as conferred to HLL under the original Contract entered into and the Project Manager so appointed shall have the same powers as envisaged in the Contract.

5.2 Project Coordination

- a) HLL shall appoint a Project Manager and notify the Bidder in writing the name of the Project Manager within three (3) days of signing of the Contract. HLL may also from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Bidder without delay. The Project Manager shall have the authority to represent HLL on all day-to-day matters relating to the implementation or arising from the Contract. All notices, instructions, orders, certificates, approvals, and all other communications under the Contract shall be given by the Project Manager, except as otherwise provided for in this Contract. All notices, instructions, information, and other communications given by the Bidder to HLL

under the Contract shall be given to the Project Manager, except as otherwise provided for in this Contract.

- b) The Project Manager may at any time delegate/revoke to any person any of the powers, functions, and authorities vested in him or her of which due notice in writing will be given. Failure of the Project Manager to reject any part of the “Solution” viz., software modules, equipment, materials, workmanship etc., or to disapprove any work or materials shall not prejudice HLL to reject such software module, Equipment, Materials, workmanship etc., or to disapprove such work or materials and to order re-supply of such software module, Equipment & Materials or to pull down, remove or break up such disapproved work at the cost of the Bidder, provided the Bidder fails to comply with the direction and requirement of HLL therefore. The decision, opinion, certificates or valuation of HLL in respect of any matter under this Clause shall be final, binding and conclusive. If the Bidder is dissatisfied by reason of any decision, opinion, direction, certificate or valuation of the Project Manager, they shall be entitled to refer the matters to HLL who shall thereupon confirm, reverse or vary such matters.
- c) The Bidder shall appoint the Bidder’s Representative within fourteen (14) days of the signing of the Contract and shall request HLL in writing to approve the person so appointed. The request must be accompanied by a detailed Curriculum Vitae (CV) for the nominee, as well as a description of any responsibility other than “SOLUTION” responsibilities the nominee would retain while performing the duties of the Bidder’s Representative. If HLL does not object to the appointment within fourteen (14) days, the Bidder’s Representative shall be deemed to have been approved. If HLL objects to the appointment within fourteen (14) days giving the reason therefore, then the Bidder shall appoint a replacement within fourteen (14) days of such objection in accordance with this clause.
- d) The Bidder’s Representative shall have the authority to represent the Bidder on all day-to-day matters relating to the “SOLUTION” or arising from the Contract for the Project. The Bidder’s Representative shall give to the Project Manager all the Bidder’s notices, instructions, information, and all other communications under the Contract. All notices, instructions, information, and all other communications given by HLL or the Project Manager to the Bidder under the contract shall be given to the Bidder’s Representative in writing or, in its absence, its deputy, except as otherwise provided for in this contract. The Bidder shall not revoke the appointment of the Representative.
- e) The Bidder’s Representative and staff are obliged to work closely with HLL’s Project Manager and act within their own authority, and abide by directives issued by HLL that are consistent with the terms of the Contract. The Bidder’s Representative is responsible for managing the activities of its personnel.
- f) The Bidder’s Representative may, subject to the written approval of HLL (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may

be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Bidder's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until a copy of such a notice has been delivered to HLL and the Project Manager.

- g) HLL by notice to the Bidder may object to any representative or person employed by the Bidder in the execution of the Contract who, in the reasonable opinion of HLL, may have behaved inappropriately, be incompetent, or be negligent. Whereupon the Bidder shall remove such person from work on the "SOLUTION".

5.3 Omitted

5.4 Residential Accommodation

- No boarding /lodging will be provided by HLL to the staff of Bidder. The same has to be arranged by the successful Bidder at its own cost.

5.5 Transportation

- a) Bidder shall make its own arrangements for movement of human resources and equipment within and outside the sites/units/offices at the various locations covered by the Contract.
- b) The quoted amount shall also include all expenses towards travel to various places / destinations in India in connection with completion of work.

5.6 Other Terms and Conditions

- a) The Bidder is required to enter into agreement after submission of Performance Guarantee.
- b) Should HLL at any time require the Bidder to do any work beyond what is provided under this agreement, the Bidder shall undertake to do such additional work for an additional remuneration to be mutually agreed upon.
- c) HLL may make modifications/revisions/changes/deletions in the scope of work from time to time and the same shall be complied with by the Bidder on mutually agreed terms and conditions

5.7 Profile of Teams

- a) The Bidder has to deploy a specialized and trained team for the successful and timely completion of the Project. It is therefore desirable that the key personnel in the team have the adequate qualification and work experience.
- b) The staffing and reporting hierarchy within the team should be clearly defined and communicated to HLL
- c) HLL reserves the right to ask for replacement of a candidate if he is found to be unsatisfactory in his work during implementation

ANNEXURE-1- FORM FOR PRICE BID

Having examined the Tender Document Number IFB No. HLL/CHO-SP/MCSC/2017-18/1 - Dt. 06.02.2018 and the subsequent corrigendum(s), the receipt of which is hereby acknowledged, we, the undersigned, offer supply, installation, and commissioning of contact centre software under the above-named Tender in full conformity with the Bidding Documents for the sum quoted in price schedule.

The following is the total bid price (inclusive of all applicable Taxes) for the scope of work described in our response to your Tender Document

PRICE BID				
	Particulars	Basic Price	Taxes & Duties	Total Amount
A	Cost of Contact Centre Software and the allied services as per the Scope of work			
B	Quote for AMC/ASC of the Bidder's Software (if any)			

NOTES:

1. L1 will be arrived at by calculating the Total Commercial Obligation (TCO) to HLL
2. AMC/ASC Charges if any as per Schedule. B of the price Bid shall be valid for 4 years after Warranty period of 12 months from the date of go live
3. $TCO = TCO \text{ of Sch. A} + (TCO \text{ of Sch. B} \times 4)$

We agree to bind by this offer if we are the selected as contractor for this project.

For and on behalf of:

Name of the Person:

Designation :

Signature

DATE:

AUTHORISED SIGNATORY

ANNEXURE-2 - DEVIATIONS /EXCLUSIONS SCHEDULE

To

The AVP (SP & CC)
HLL Lifecare Limited
HLL Bhavan, Poojappura P.O
Thiruvananthapuram, Kerala - 695012

Ref: Bid document No Dated-----

Sub: Supply, Installation, Integration and Implementation of Contact Centre Software

Ref: Tender No IFB No. HLL/CHO-SP/MCSC/2017-18/1 - Dt. 06.02.2018

Dear Sir,

We declare that the following are the only deviations and variations and exceptions/exclusions to the services as outlined in your Bidding Documents. Except these deviations, subject to the approval and acceptance by the HLL, the entire work shall be performed as per your requirements.

Clause No.	Statement of Deviations/Exclusions and Variations.

Signature _____

Date: _____

Name _____

Designation _____

Place: _____

Common Seal _____