

**Empanelment of
Women Livelihood Helpline Centre Service Providers
For
Tamil Nadu Corporation for Development of Women
(TNCDW)**

Request For Proposal (RFP)

RFP NO.001/2024/DDU-GKY

DATE : 25.06.2024

**Tamil Nadu Corporation for Development of Women Annai Teresa Mahalir Valagam,
2nd Floor, Valluvarkottam High Road, Nungambakkam, Chennai - 600 034.**

TOR for Empanelment of Women Livelihood Helpline Centre Service Providers

Introduction:

The Tamil Nadu Corporation for Development of Women (TNCDW) was established in 1983 by The Government of Tamil Nadu with an aim to enhance the status of women through education, employment, economic development and self-reliance. TNCDW spearheads the Self-Help Group (SHG) movement in Tamil Nadu and is dedicated to the empowerment of women through series of training and capacity building activities, forming Community Based Organizations (CBOs) in the form of Panchayat Level Federations (PLFs), Block Level Federations (BLFs), etc., facilitating financial linkages, creating employment opportunities and enterprise promotion through various poverty alleviation programmes. TNCDW is implementing the following four important projects:

Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) is a placement linked skill development Programme of Ministry of Rural Development which is a part of 'Skill India' Initiative of Government of India under Tamil Nadu State Rural Livelihoods Mission (TNSRLM). Tamil Nadu has been implementing this project from the year 2012. Tamil Nadu Corporation for Development of women Limited (TNCDW) is the nodal agency for implementing the DDU-GKY scheme in the State. Tamil Nadu has a target of 84,000 youths to be trained of which so far we have trained 68,500 rural youth under the scheme and placed 35,300 candidates across sectors under DDU-GKY Scheme.

The programme envisages diversifying the incomes of the needy rural youth according to their occupational aspirations. The program focus is on skill & placement in the formal sector for rural youth who are poor and designed to ensure supply of trained manpower to industries. The activity is funded by Government of India and the State Government in the ratio of 60:40

DDU-GKY scheme, by design, has a Standard Operating Procedure (SOP) to be followed by all the stakeholders of the projects. Tamil Nadu team, as a part of the DDU-GKY implementation, has always focused on various quality enhancement initiatives to further strengthen the standardized delivery of the project. SOP recommends skill development training program on the Domain Skills to be imparted along with the prescribed Non-Domain Curriculum for English Language Skills, Soft Skills and IT Skills.

Setting of the Women Livelihood Helpline Centre

Invitation to bid

With a view to provide services on all TNCDW / TNSRLM activities to public especially to provide information related to the Livelihood Activities TNCDW has proposed to proposed to empanel services of reputed, professional and competent Call Centre Service providers.

This RFP is being offered to those agencies / companies meeting the requirements of requisite skills and expertise in the above-mentioned area for providing Call Centre Service. Such agencies/companies are expected to establish and operate the Call Centre Service with necessary infrastructure, services, and resources/manpower.

Interested agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications.

Interested agencies may download the RFP document from the website www.tamilnadumahalir.org. All proposals submitted in response to the RFP document must be accompanied by a Bid Security of Rs.1,000/- (Rupees One thousand only) in the form of a Demand draft drawn in favor of the Chief Executive Officer, Tamil Nadu State Rural Livelihood mission payable at Chennai. Any subsequent corrigenda / clarifications will be made available on www.tamilnadumahalir.org. TNCDW invites proposals from the organizations to provide the services as per the Scope of Work and Terms & Conditions mentioned in this RFP.

Important Notes:

The RFP is to be submitted within the stipulated time on the date specified above. Conditional RFPs shall be summarily rejected.

TNSRLM reserves the right to amend any or all conditions of this RFP Document before the last date of submission of RFPs, or to change the above schedule at any time, without assigning any reasons.

Contact person for communication: - Thiru. R. Sankar, Chief Operating Officer (DDU-GKY) and Thiru. G. Kumaran, State Program Manager (C&M) DDUGKY Email: ddugkytn2016@gmail.com Mobile: 94440 94210.

Managing Director,
TNCDW

1.1. Overview of the Scope of Work;

During the demand 42, The Honorable Minister for Rural Development Panchayat Raj has made the announcement on the floor of Tamil Nadu legislative assembly on 24.08.2021 that a Women Livelihood Helpline Centre shall be established under TNCD-W to provide information to the public on all various government welfare schemes related to TNCDW/TNSRLM and various welfares schemes of the department for the benefits of rural poor Self Help Group members, youth and publics.

Objectives:

- a) To spread out awareness regarding various livelihood measures being implemented in Tamil Nadu and enhance the outreach activities.
- b) To explain various Livelihood support assistants various under Government schemes, subsidies, grants available details.
- c) To provide information for Youth from both rural and urban on skill training, placement opportunities for sustainable livelihoods.

1.2 Services to be offered:

- Promotion of Government programmes and schemes among callers.
- Query resolution of SHGs/ beneficiaries related to loans/livelihood enhancement/ financial inclusion etc.
- Skill Training education for beneficiaries.
- Query related on Project implementing Agencies who is the training provider through DDU-GKY, TNULM, RESTIs and other agencies.
- Grievance if any faced by the caller with respect to the implementation of the relevant schemes.

Process:

Beneficiaries/ Youth/ SHGs may call the call centre for availing the desired information. Once, a call is received the support person shall provide information related to query raised by the caller. Interactive Voice Response System (IVRS) connects callers to a trained call centre agent for personalized assistance.

Sl. No.	Stakeholder	Roles & Responsibilities
1	II Centre Service Provider	<p>Phase 1: Helpline Centre setup.</p> <p>Preliminary discussion/meeting CEO, TNSRLM, ED, TNCDW and with all sections of TNCDW to get basic information and understanding of the project activities.</p> <p>Obtaining Toll-free Helpline contact number.</p> <p>Equip the Helpline center premises with required accessories with equipment's.</p> <p>Procedures should be developed specifically for Customer Service, Call Handling process, Helpdesk, Data Management, etc.</p> <p>Phase 2: Recruitments and positioning of Call Agents.</p> <p>Identification of qualified personnel's (i.e. Call Agents) and providing's training according to their job descriptions.</p> <p>Recruitments and positioning of qualified personnel's and providing's training according to their job descriptions.</p> <p>Piloting client's interaction and finalization of the roles.</p> <p>Plan for proper advertisement to familiarize the HelplineCentre across the state.</p> <p>As approved 5 seated capacities Helpline centre should be provided.</p> <p>The Call Agents should have minimum Graduation with 2-3 years' experience in managing the helpline center.</p>

		<p>Phase 3: Call Agents Orientation.</p> <p>Overview of the TNCDW structure, programmers, HR forms and their key functions should be oriented to the agents.</p> <p>Conducting individual wise coaching and reviewing the performance of Call Agents.</p> <p>Phase 4: Execution of the Call Centre.</p> <p>Ensuring functioning of the Call Centre with full- fledged equipment's /manpower in stipulated time frame (Dialer Telephone lines facilities for 100% call recording facility, daily performance report, etc.,).</p> <p>Developing reporting /review formats and getting approval from the competent authority.</p> <p>Submission of weekly/fortnightly/monthly performance report to the CEO, TNSRLM.</p> <p>Logging hours: 09:00 am – 06:00 pm on all days.</p> <p>Sundays and Government holidays shall be allowed as holidays for Helpline Centers.</p>
2.	TNCDW	<p>Preparation of Framework for the establishment and operations of the Women Livelihood Helpline Call Centre</p> <p>Providing adequate space and support cost for WLCC</p> <p>Orientation to the call agent for the differencescheme of TNCDW</p> <p>Time to time feedback for better quality</p> <p>Perform monitoring, evaluation and assessment ofMSCs</p>

3.	SHG Members and Youth	Seeking relevant information on Livelihood Activities by SHG members. Information pertaining to different skill training products / training partners / eligibility conditions and other information related to wage and self-employment
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Period of Empanelment

The Women Livelihood Call Centre (WLCC) shall be empaneled for a **period of one year** from the date of signing of the agreement which may be further extended based on the performance of the WLCC. TNCDW shall have the right to perform audits, random checks and perform other due diligence to evaluate the performance of the WLCC.

Resource Requirements

A fully functional WLCC may be managed by a team of 3 full time call agents and 1 part time team leader.

Project Appraisal Committee

A Project Appraisal Committee (PAC) will be constituted of senior officials of TNCDW. The PAC will regularly review the assessment outcomes and provide feedback to improve the quality of the assessment tool. Structure of the committee will be as under: -

- a) COO, DDUGKY
- b) SPM (OP) TNSRLM
- c) SPM (Admin)
- d) SPM (IEC)
- e) SPM (C&M)
- f) Team Leader of Call Centre

Qualifications of Key Resources

The tasks assigned for various positions are as follows:

Sl.No	Category	Key Qualifications
1	Call Agents	Should have minimum Graduation with 2-3 years' experience in managing the Helpline centre.
2	Team Leader	Minimum 5 Years' experience in handling team

Project Location

The proposed Women Livelihood Helpline Call Centre to be established at 3rd floor, Annai Terasa Mahalir Valagam, Valluvarkottam Chennai 34.

Payment Terms

The WLCC shall be paid on a quarterly basis by the TNCDW based on reports submitted by the agency. The Contract period is one year and if both the parties shall be entitled to terminate the agreement at any time by giving sixty (60) days prior written notice.

Section 2: Instructions to Bidders

2.1 General Guidelines

The instructions for submitting proposals in response to the RFP are mentioned below:

- a) The proposals submitted in response to this RFP, and all associated correspondence shall be written in English and shall conform to the forms pre-qualification as prescribed in **Annexure 1**.
- b) Any inter lineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal.
- c) Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete proposals submitted online on prior to the closing time and date for receipt of proposals, shall be taken as valid.
- d) The Proposals submitted should be concise and contain only relevant information as required under this RFP document.

- e) The Companies / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith.
- f) TNCDW shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

Corrupt, Fraudulent and Collusive Practices

It is TNCDW **policy to require that the firms observe the** highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, TNCDW defines, for the purposes of this provision, the terms set forth below as follows:

- a. **“Corrupt practice” means the offering, giving, receiving,** or soliciting anything of value Influence the action of officials in the selection process or in contract execution; and **“Fraudulent practice” means a misrepresentation of facts in order to influence the selection** process or the execution of a contract in a way which is detrimental to TNCDW, and includes collusive practices among firms (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive TNCDW of the benefits of free and open competition.
- b. TNCDW will reject a proposal for award if it determines that the agency recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
- c. TNCDW will declare an agency ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the agency has engaged in corrupt or fraudulent practices in competing for and in executing the contract.
- d. TNCDW shall have the right to terminate the contract of any agency if any employee or sub- contractor of the agency is found to violate any terms of the contract including participation in collusion, fraud, misrepresentation, Mis-guidance or any action detrimental to the empanelment process or to TNCDW.

- e. Validity of proposal submitted. The proposals submitted by the Companies/agencies shall remain valid for a period of 90 after the closing date (deadline) for submission of proposals prescribed in this document. A
- f. Proposal valid for shorter period may be rejected as non-responsive. TNCDW may solicit the respondents' consent to an extension of RFP validity (but without the modification in their Proposal).

Amendments to RFP document

At any time prior to deadline for submission of proposals, TNCDW may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through website and such amendments shall be binding on them.

Disqualification

TNCDW may act its sole discretion and act any time during the evaluation of proposal, disqualify any respondent, if the agency:

- a) Submitted the proposal after the response deadline;
- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d) Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- e) Failed to provide clarifications related thereto, when sought;
- f) Submitted more than one proposal;
- g) Has been blacklisted by any Central / State Government (incl. its department/agency) or was declared ineligible by the Government of India/SSMs/SRLMs/SSDMs for corrupt and fraudulent practices.

Disclaimer

Proposals received late will not be considered and will be returned unopened to the respondents. TNSRLM reserves the right to (a) reject any / all proposals without assigning any reasons thereof, b) relax or waive any of the conditions stipulated in

this RFP document as deemed necessary in the best interest of TNSRLM, Govt. of Tamil Nadu and the objective of the scheme without assigning any reasons thereof and c) include any other item in the scope of work at any time after consultation in the pre-proposal meeting or otherwise.

Other terms & conditions

The selected WLCC will be fully and completely responsible to the TNCDW for all the deliverables.

- a. The interested bidders shall furnish an affirmative statement as to the existence of, absence of, actual or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the TNCDW. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
- b. TNCDW requires that the agencies should provide professional, objective, and impartial advice and at all times hold the interests of the TNCDW paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.
- c. TNCDW reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder(s) the grounds for such decision. TNCDW also reserves the right to negotiate with the successful bidder if necessary.
- d. TNCDW will manage the project and the proposed resources shall report to the designated Officer. Other teams / committees / stakeholders will work in close proximity with the selected firms to oversee the deliverables of the project.
- e. In case any of the proposed resources are found to be not performing or not meeting the expectations of the TNCDW, the firms shall find a replacement for the resource. TNCDW will evaluate the replacement profile and indicate the acceptance / rejection of the profile.

- f. TNCDW reserves the right to terminate the contract by giving a notice of 60 days if the performance of the agency is not found satisfactory. The agency shall be given a period of thirty days to cure the breach or fulfill the contractual obligations, failing which TNCDW shall notify the bidder in writing of the exercise of its right to receive such Compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
- g. The agency to be selected through this bid process will provide deliverables as indicated in this document. The agency should note that as a part of requirement for this assignment the agency will share with TNCDW all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used by the agency should be deemed as proprietary and non-shareable with TNCDW by the agency.
- h. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of TNCDW except to the extent required for submitting bid. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal for TNCDW - Empanelment of WLHCS.
- i. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the TNCDW, such information may not be published, disclosed, or used for any other purpose. You acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of TNCDW. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with TNCDW. Bidders must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
- j. If at any stage of the tendering process or during the currency of the agreement, any suppression / misrepresentation of such information is brought to the knowledge of TNCDW, then the Department will have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the bidder.

- k. The bidder shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the information available in the bid.

Conditions of empanelment contract

The operating clauses would emerge from the technical and financial processes finalized with the Empaneled Training Agencies selected for the project. In addition, the empanelment contract will inter-alia includes the following terms:

Definitions

In the Empanelment Contract, the following terms shall be interpreted as indicated:

- a. "TNCDW" means the Tamil Nadu Corporation for Development of Women (TNCDW), Government of Tamil Nadu or any other authorized representative of the TNSRLM.
- b. **The "Contract" means the empanelment agreement entered into between** TNCDW and the EMPANELLED agency as recorded in the Contract Form signed by the TNCDW and the EMPANELLED agency, including all attachments and Annexure there to and all documents incorporated by reference therein.

Commercial Terms

TNCDW will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order. The supporting documents should also mandatorily entail acceptance of the stipulated deliverable within the accepted timelines.

Indemnification:

- a. The agency shall indemnify TNCDW against all third-party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right
- b. arising from the use of the supplied services or any part thereof. Either party will accept liability without limit for death or personal injury caused to the order party by its negligence or the negligence of its employees acting in the course of their employment; any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.

- c. The Work Order does not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the agency to TNCDW /Tamil Nadu Government or any other organizations
- d. Notwithstanding anything to the contrary contained in the Work Order, in no event will the agency be liable to TNCDW, whether a claim be in tort, contract or otherwise; for any amount in excess of 100% of the total professional fees payable for the respective Project
- e. No action regardless of form, arising out of this Contract, may be brought by either party; more than one year after the cause of action has accrued.

Progress of the Project

Monthly submission of progress and operational reports are to be submitted to the TNCDW.

Confidentiality

Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential.

Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties.

These restrictions will not apply to any information which is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or is acquired from a third party who owes no obligation of confidentiality in respect of the information; or Notwithstanding Clause

(a) mentioned above, either party will be entitled to disclose confidential information of the other

(1) to its respective insurers or legal advisors, or

(2) to a third party to the extent that this is required by any law or where there is a legal right.

Duty or requirement to disclose, provided that in the case of sub- Clause (ii) (and without branching any legal or regulatory requirement) where reasonably practicable not less than 5 business days' notice in writing is first given to the other party.

Without prejudice to the foregoing provision of this Clause above agency may cite the performance of the services to clients and projective clients as an indication of its experience

The agency shall not, without TNCDW prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the agency in the performance of the work order

The clause on Confidentiality shall be valid for a further period of two years from the date of expiry or termination of the assignment, whichever is earlier.

Liquidated Damages

Due to negligence of act of the agency, if TNCDW suffers losses, damages the quantification of which may be difficult, and hence the amount not exceed performance bank guarantee and any OPEs / payables, shall be construed as reasonable estimate of the damages and agency agrees to pay such liquidated damages, as defined hereunder as per the provisions of this agreement.

Limitation of Liability

The entire and collective liability of the selected agency arising out of or relating to this empanelment, including without limitation on account of performance or nonperformance of obligations, regardless of the form of the cause of action, whether in contract, tort (including negligence), statute, or otherwise, shall in no event exceed the total performance bank guarantee and any OPEs/ payables.

Miscellaneous terms & condition

The end product of the work assignment carried out by the agency, in any form, will be the sole property of TNCDW

The agency shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional training standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate and safe and effective methods.

The agency shall always act, in respect of any matter relating to this Contract, as faithful advisors to TNCDW and shall at all times, support and safeguard TNCDW / Tamil Nadu 's **legitimate** interests.

The agency agrees with TNCDW for honoring all aspects of fair-trade practices in executing the work orders placed by TNCDW.

In the event the agency or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with TNCDW, should be passed on the compliance by the new company new Division in the negotiation for their transfer.

Force Majeure

Force majeure clause shall mean and be limited to the following in the execution of the contract placed by TNCDW:

- i. War / hostilities
- ii. Riot or Civil commotion
- iii. Earth quake, flood, tempest, lightning or other natural physical disaster.

Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agency, which prevent or delay the execution of the order by the agency

The agency shall advise TNCDW in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, TNSRLM reserve the right to cancel the contract without any obligation to compensate the agency in any manner for what so ever reason, subject to the provision of clause mentioned.

Dispute resolution

In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to CEO, TNSRLM, Govt. of Tamil Nadu for final decision and the same shall be binding on all parties.

Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the Consulting Firms.

Applicable Law

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

Section 6: Evaluation of the Bids

Overall evaluation of the bids will be done based on the experience and financial proposal of the agency based on Quality-cum-Cost-Based selection (QCBS). At the end of every stage short listed bidder may be informed of the result to have a fair and healthy competition.

List of Forms

Form 01-Covering Letter

Form 02-Detail of Agency

Form 03-Format of Financial Proposal Covering Letter

Form 04-Format of Affidavit

Annexure 1:
Covering Letter

(To be submitted on letter head of the responding agency)

Date:

To
The Chief Executive Officer,
Tamil Nadu State Rural Livelihood Mission, Tamil Nadu

Subject: Submission of Proposal in response to RFP for Empanelment of agency for Women Livelihood Helpline Call Centre for TNCDW, Govt. of Tamil Nadu.

Dear Madam,

Having examined the RFP, we, the undersigned, herewith submit our proposal to provide our professional services as required and outlined in this RFP for Empanelment of Women Livelihood Helpline Call Centre for TNCDW, Government of Tamil Nadu. We undertake to meet such requirements and provide such services as required and are set out in the RFP document.

We have read the provisions of the RFP document and that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 90 days from the closing date fixed for submission of proposals as stipulated in the RFP document.

We would like to declare that we have not been blacklisted by any Central / State Government (incl. its department/agency), are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

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

We understand you are not bound to shortlist / accept any proposal you receive.
Our correspondence details with regards to this proposal are:

Information	Details
Name of responding agency:	
Address of responding agency:	
Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
Telephone no. of contact person:	
Mobile no. of contact person:	
E-mail address of contact person:	

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,
[COMPANY'S NAME]

Name Title Signature Date

Form 2 – Details of Agency

Sl .No	Particulars	Details to be furnished
1	Details of responding agency	
Name		
Address		
Telephone		Fax
E-mail	-	Website
2	Information about responding agency	
Status of agency (<i>Public Ltd. / Pvt. Ltd / Partnership/ etc.</i>)		
Details of Registration (<i>Ref e.g. ROCRef #</i>)		Date
		Ref #
Details of Service Tax Registration		Date
		Ref #
PAN Number		

Form 3**Format of Financial Proposal Covering Letter**

Location

Date

To:

**The Chief Executive Office,
Tamil Nadu State Rural Livelihood Mission,
Chennai.**

Subject: Submission of the Financial bid for <Provide Name of the
Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the implementation services for Women Livelihood Helpline Call Centre in accordance with your Request for Proposal dated____ and our Proposal. Our attached Financial Proposal.

S.No	Description	Rate per month (in Rs.)	Rate per months in words (Rs.)
1.	Provision of all hardware and software facilities at the centre for inbound call service 100% voice recording in Tamil & English, dialer – Anneyo – CRM and daily reports excluding obtaining of telephone / internet connections inbound call, outbound call charges which shall be provided by TNCDW.		
2	Providing manpower for the inbound call center service 100% voice recording in Tamil & English, dialer – Anneyo – CRM and daily reports for 8 hours per day		
3	Grand total per month (1+2)		

Note: - The L1 rate will be arrived at based on the grand total value indicated at sl. No. 3 above. However, the TNCDW reserves the rights to negotiate on the individual rate of 1 & 2 of the L1 bidder.

Form 4**Format of Affidavit****AFFIDAVIT**

I, the undersigned, do hereby certify that all the statements made in the required attachment are true and correct and if found fake/forged, the undersigned will be liable for infliction upon the FIR and lawful punishment as well as black listing.

The undersigned also hereby certifies that neither our firm M/s has been black listed nor has abandoned an work in any government department, India nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.

The undersigned hereby authorizes and request(s) and bank, person, firm or corporation for furnish pertinent information deemed necessary and requested by the Department to verify this statement or regarding my (our) competence and general reputation.

The undersigned understand and agrees that further qualifying information may be required and agrees to furnish any such information at the request of the Department project implementing agency.

(Signed by an Authorized Signatory of the Firm)

Title of Officer :

Name of Firm L :

Date :