

**I. K. GUJRAL PUNJAB TECHNICAL UNIVERSITY**

*Jalandhar-Kapurthala Highway, Kapurthala (Punjab)*

*(Established By Punjab Government)*

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**BID DOCUMENT**

*for*

**CALL CENTRE**

**&**

**GRIEVANCE MANAGEMENT SYSTEM**

**PART - A**

**TECHNICAL BID**

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**PART - B**

**FINANCIAL BID**

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## I. NOTICE INVITING BIDS

1. I. K. Gujral Punjab Technical University, hereinafter referred as IKGPTU or University invites bids under 'Two Packets System' (Technical Bid – Un-priced & Financial Bid – Priced) on prescribed form from reputed agencies having requisite experience for the following work:-

Sr. No.	Name of Work	Earnest Money	Total Period
1.	Call Centre and Grievance Management System	Rs. 20,000/-	5 months (1.4.18 to 31.8.18)

2. The bid document to be downloaded from IKGPTU's website [www.ptu.ac.in](http://www.ptu.ac.in) from 22-02-18 to 15-03-18
3. The bidder shall deposit Rs. 1,000/- (non refundable) as a cost of bid documents alongwith EMD of Rs. 20,000/- during submission of bid, failing which his bid shall not be opened.
4. The Cost of bid & Earnest Money for an amount as specified above shall be deposited in the form of demand draft/pay order drawn in favour of Registrar, I. K. Gujral Punjab Technical University payable at Jalandhar.
5. The bidders are advised not to make any corrections, additions, alterations in the downloaded bid documents. In case, any corrections, additions, alterations are made in the downloaded bid documents, such bid shall not be considered.
6. Agencies fulfilling Eligibility Conditions for the bid, are eligible to apply for tender.
7. IKGPTU may issue addendum(s)/corrigendum(s) to the bid documents. In such Case the addendum(s)/corrigendum(s) shall be issued and placed on IKGPTU's website atleast three days in advance of date fixed for opening of bid. The bidders must visit the website and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. Such addendum(s)/corrigendum(s) (if any) shall also be submitted, duly stamped and signed, along with the submission of the bids. Any bid submitted without addendum(s)/ corrigendum(s) (if any) is liable to be rejected.
8. The bidders are requested to submit their bids strictly as per terms and conditions forming part of this document. Conditional bids shall not be accepted.
9. The bid documents shall be submitted in the following format: -  
**Sealed Packet - I** will be super scribed as **TECHNICAL BID**. It will contain the following: -  
(a) Demand Draft of Cost of Tender Document.  
(b) Demand Draft of EMD  
(c) All pages of Tender Document duly signed & stamped by bidder.  
(d) Technical Bid Performa duly filled, signed & stamped.  
(e) All supporting certificates/documents as demanded in Technical Bid Performa duly signed & stamped.  
**Sealed Packet - II**: will be super scribed as **FINANCIAL BID**. It will contain the following: -  
(a) Financial Bid Performa duly filled, signed & stamped.
10. Completed bid documents in two packets viz. Packet-I and Packet-II shall be sealed separately in envelopes super-scribing as Packet-I (Technical Bid) and Packet-II (Financial Bid) along with the name of the work. These two sealed envelopes and the envelope containing the Earnest

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Money and cost of bid documents shall further be sealed in a larger envelope super-scribing the name of the work as stated above (along with date and time of opening of bids) and should be deposited at the following address before 14:00 hours of dated 15-03-18:-

Registrar,  
I. K. Gujral Punjab Technical University  
Jalandhar-Kapurthala Highway  
Kapurthala, Punjab - 144603

11. Technical Bids shall be opened at 14:30 hours on the same day in the presence of the bidders or their authorized representatives intending to attend the opening. After evaluation of the technical bids, the financial bids of only those agencies who fulfill the eligibility criteria specified in the bid documents shall be opened. The date, time and location for opening of financial bids of these shortlisted agencies will be intimated separately to enable intending agencies to attend and opening of financial bids. The decision of IKGPTU regarding evaluation/ fulfillment of eligibility criteria shall be final and binding. Any bid received later than the time and date of opening of Technical bids shall be rejected and returned to the bidder unopened.
12. In case, the date of submission/opening of bids happens to be holiday, the bids shall be received/opened on the next working day.
13. Bid shall be submitted as per "Instructions For Filling The Bids" forming a part of the bid document.
14. Any bid received without Earnest Money and/or the cost of bid document in the form as specified in bid documents shall not be considered and shall be summarily rejected.
15. IKGPTU reserves the right to cancel the bid or postpone the bid and to accept/reject any or all bids without assigning any reasons thereof.
16. Bidders may note that they are liable to be disqualified at any time during bidding process in case any of the information furnished by them is not found to be true. EMD of such bidder shall be forfeited. The decision of IKGPTU in this regard shall be final and binding. Such bidder shall be debarred from bidding in case of re-invitation of the bids.
17. The validity of the offer shall be 60 days after the date of opening of the bid. If any bidder withdraws his bid within the validity period or makes any modifications in terms and conditions of the bid and/or rates after submission of bid which are not acceptable to IKGPTU or does not start the work within stipulated period from the date of issue of letter of acceptance, then IKGPTU shall without prejudice to any other right or remedy, be at liberty to forfeit the earnest money deposited by the bidder. In case of forfeiture of EMD, the bidder shall be debarred from bidding in case of re-invitation of the bids.
18. The transfer of bid documents purchased by one intending bidder to another bidder is not admissible. Bidder can submit bids only on the documents purchased/downloaded from IKGPTU's website.

**Registrar**

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## II. ELIGIBILITY CONDITIONS

Reputed Agencies/Organizations fulfilling following conditions are eligible for bidding: -

1. Should have experience of atleast three (03) years in establishment and management of Help lines and call Centres services
2. Should have Minimum annual turnover of atleast Rs. 20 Lakh (average) for last three years.
3. Should have atleast 20-seater setup running as on date.
4. Should have setup at atleast 2 locations.
5. Should have given call centres services to atleast 5 educational clients.
6. Should have atleast 50 employees on its own payroll for more than last 6 months.
7. Should have own software setup with atleast 20 employees out of 50 employees as stated at above point No. 6, for management of the setup.
8. The bidder should have ensure to fulfill the statutory compliance.
9. Should have allotted GST Number.
10. Rates should be exclusive of all Taxes. Taxes will be paid extra as applicable.

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## **III. INSTRUCTIONS FOR FILLING THE BID**

The bid documents shall form part of the agreement to be signed with the successful bidder.

1. Agencies fulfilling eligibility conditions can submit their bids.
2. Submission of bid by a Joint Venture or Consortium is not permitted.
3. Bidder may carefully note that they are liable to be disqualified at any time during bidding process in case any of the information furnished by them is not found to be true. In addition the EMD of such bidder shall be forfeited. The decision of Employer in this respect shall be final and binding.
4. The bidder shall bear all costs associated with the preparation and submission of the bid and the Employer will in no case be responsible or liable for these costs regardless of the conduct or the outcome of the bidding process.
5. The bidder is expected to examine all instructions, terms & conditions and other information in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidders' risk and may result in rejection of his bid.
6. The bid prepared by the bidder and all documents related to the bid shall be written in English.
7. While filling up the rates in the Price Bid, bidder shall ensure that there is no discrepancy in the rates mentioned in figures and words. In case of any discrepancy, the unit rate mentioned in the words shall be taken as final and binding.
8. Bidders are advised not to make any corrections, additions or alterations in the original bid documents. If bidder makes any correction in his own entries the same shall be initialed and stamped by him.
9. The Earnest Money of the unsuccessful bidders shall be discharged and returned within one month from the date of issue of Letter of Acceptance. The Earnest Money Deposit of the successful bidder shall be retained and adjusted against security deposit.
10. The bid duly filled must be received by University at the addresses specified not later than the date and time mentioned in the "Notice Inviting Bid". A bid received later than the deadline prescribed for submission of bid is liable to be rejected.
11. The bidder must submit all necessary authentic data with necessary supporting certificates (self attested) of the various items of evaluation criteria.
12. The University reserves the right to negotiate the offer submitted by the bidder.
13. University reserves the right to accept, split, divide, negotiate, cancel or reject any bid or to annul and reject all bids at any time prior to the award of the contract without incurring any liability to the affected bidders or any obligation to inform affected bidder, the grounds of such action.
14. University shall notify the successful bidder in writing by a Registered Letter/Courier/ Speed Post or per bearer that his bid has been accepted.

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## **IV. CHECK LIST FOR BID DOCUMENTS**

List of documents to be attached with the bid:-

1. All pages of Tender Document duly signed & stamped by bidder
2. Technical Bid (Packet-I) duly stamped and signed by the bidders on each page.
3. All supporting certificates/documents as demanded in Technical Bid Performa duly signed & stamped.
4. Financial Bid (Packet-II) with rates duly filled in, stamped and signed by the bidders.
5. Demand Draft of Cost of Tender Document.
6. Demand Draft of EMD.

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## V. SCOPE OF WORK

### 1. TECHNICAL REQUIREMENTS

The call Centre shall have at least one dedicated 3 PRN number for the IKGPTU Call Centre. The Call Centre should have state of the art equipments available as on date and should have the scalability to accommodate/ create the additional number of seats, if so required by IKGPTU.

### 2. TOLL FREE NUMBER

IKGPTU will provide the toll free number from in the name of IKGPTU i.e. the service subscriber will be IKGPTU. The toll free number should have following features;

- Number should be accessible from anywhere in India and from other network operators also;
- There shall be no Call Charges for customers calling to this number;
- Customer should be able to dial this toll free number from mobile as well as landline;
- Bidder can also procure an additional non toll free number in the name of IKGPTU from any Telecom Service Provider other than BSNL/MTNL to function as an alternate number in case of unavailability of toll free number.

### 3. EPABX/ AUTOMATIC CALL DISTRIBUTOR (ACD)

ACD distributes incoming calls to Executives as they are received.

- Skill based routing;
- System should be able to intelligently route the callers to Executives as defined by the administration;
- System should announce the queue waiting for the caller before getting attended by an agent;

### 4. INTERACTIVE VOICE RESPONSE (IVR)

The Call Centre should be extendable to support IVRS, which shall logically be front-end for all incoming calls and process them in accordance with a pre-configured call-flow.

### 5. GRIEVANCE MANAGEMENT SOFTWARE

The software would maintain complete history of all queries received at the call Centre. The Executives would be capturing all the relevant caller information in this application. The application should have the following features:

- Software should track all interactions with customers and store call and customer information in a database for easy retrieval;
- The software should automatically generate a unique query number for each query;
- Software shall support storing general information of the caller such as mobile number, name, email, age, gender, location etc, the application should be customized to store

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information as and when required;

- Facility for searching and editing the student query;
- IKGPTU authorities shall be able to access the status of queries.
- Query escalation facility shall be provided so IKGPTU authorities can provide solution for unsolved queries;
- The application would also have the provision to build database of IKGPTU related FAQs and their standard answers;
- It should be possible to escalate the grievance/ query lodged by automatic generation of emails;
- Knowledge Management of documents, data provided by IKGPTU.
- Reports as and when required to IKGPTU authorities.

6. The Vendor shall deploy his own CRM software customized to IKGPTU's requirements. The level of customization required shall be finalized in consultation with IKGPTU. During the term of the resultant Contract, IKGPTU may suggest necessary changes in the functionality of CRM. The Vendor shall bear all the costs incurred for the customization of CRM at the go-live and during the term of Contract. No separate customization charges shall be paid by IKGPTU.

## 7. **ONLINE QUERY HANDLING SYSTEM :-**

Vendor should develop an online query handling system which shall be capable of taking student query online. The Online query will be handled by the Call Centre executive with priority. In case the reply is not available with the executive the query will be accelerated to the IKGPTU authority. Once the IKGPTU authority resolves the Query the Student will be informed about it via SMS and E-mail. The interactive response system which can automatically generate SMS and E-mail for student response at every transaction and can be helpful for online tracking of pending responses.

## 8. **INTERACTIVE SMS SUPPORT :**

Vendor should provide interactive SMS support system for the student query handling. The system shall be smart enough to judge queries from the keywords entered by the student and shall be able to reply as per the keyword sent. System shall be integrated to database which can be used to reply the student query

## 9. **PORTAL DEVELOPMENT :**

Development and management of Portal with 5mbps bandwidth support for handling all grievance related student queries and CRM software integration.

## 10. **SCALABILITY**

The Call Centre of IKGPTU is envisaged to be evolving in nature. As the general public/customers become aware of the Call Centre and its services, there may be an variation in the call volume traffic. The proposed Call Centre technical solution proposed should allow scalability with respect to the following:-

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- (i) Increase/Decrease in Number of Seats;
- (ii) Increase in Number of Languages Supported; and
- (iii) Increase and implementation of IVRS, CTI etc.

The Vendor shall adopt suitable technology model to facilitate the above requirements such that scalability will be achieved with minimal efforts.

## 11. **PHYSICAL INFRASTRUCTURE**

The Bidder shall specify the location which shall be used for setting up IKGPTU call Centre. The entire premises should be air-conditioned and have adequate space for the seating of Executives. Apart from the seating area the Call Centre should contain:

- A training room of sufficient capacity along with work stations;
- A data Centre for servers and other telecom equipment;
- A common place for lunch/ refreshments; and
- Adequate seating space for at least one IKGPTU Officer/Official.

The proposed location shall have adequate power back up such as minimum two hours battery backup followed with generator back up with a redundancy of 6-8 hours to operate complete infrastructure

IKGPTU shall conduct a physical verification of the proposed location and its facilities to satisfy itself on the capability of the Bidder to set up the proposed call Centre by the bidder. The Bidders are expected to facilitate this inspection.

## 12. **SMS FACILITY**

To provide the facility for sending SMS to the customers for communicating the requisite information such as IKGPTU contact for claim intimation, promotional messages etc.

- The CRM shall be integrated with the SMS and mail facility for sending instant SMSs to the customers/IKGPTU officers

## 13. **REPORTING AND MONITORING**

### **Reports**

Suitable reporting software should be available to generate standard report formats to measure performance of Executives, Systems etc. Vendor has to provide a portal for sharing reports so the designated officers of IKGPTU will be able to generate reports at IKGPTU's end.

- It should be possible to generate performance
- It should also be capable of generating customized reports/ MIS including graphical reports as per IKGPTU's requirement;
- Reports should also be available in web-enabled format & should be configurable to be mailed to a defined mailing list;
- System should be able to generate reports based on time period, type of grievances/

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queries/ demand/ analysis, city-wise, complaints analysis, call response and number of Executives logged in and any other report as per IKGPTU's requirements;

- To suggest other report formats that could be useful for managing Call Centre operations, apart from the reports requested by IKGPTU;
- To provide for flexible report formats, in xls, txt or any other user-friendly structure including graphics depending on the request of the IKGPTU from time to time;
- Reports should be available remotely also in IKGPTU through electronic means like web based access with password security and emails etc. The report should include latest data, if the authorized report seeker does not specify period; and
- To develop and implement requisite application for hosting/ updating of other information (i.e. information not available in IKGPTU's backend systems, like FAQ, service details etc.) in its system as well as on website notified by IKGPTU.

## **Monitoring**

A facility should be available for IKGPTU's monitoring team, external & internal auditors to periodically inspect the functioning of Call Centre. The monitoring team should be able to access all sub-systems/ servers

## 14. **BACK UP, DISASTER RECOVERY AND BUSINESS CONTINUITY**

### **Back Up**

The Vendor should also take regular backups of Call Centre data, logs and software on external media i.e. non-rewritable compact disk / digital video disk on regular basis. The backups should be regularly checked for consistency and readability and copy of complete backup shall be given by the Vendor to IKGPTU

### **Disaster Recovery and Business Continuity**

The vendor shall establish policies and procedures to be used for Call Centre Systems in the event of a disaster to protect and ensure continuation of Call Centre services. An alternate facility has to be provided by the vendor that has the equipment and/or resources to recover the Call Centre business functions affected by the occurrence of a disaster as per the following

- At least 20% of the Normal operational status has to be restored within first 72 hours of the disaster.
- Within one week from the day of disaster, the IKGPTU call Centre should be operational with atleast 50% of normal operational status

## 15. **MANPOWER REQUIREMENTS**

The Vendor should ensure that the Call Centre is manned with minimum 5 (Five) Executives and 1 (One) Team Leader:-

**Team Leader** : For handling team and updating them regarding day to day updations of the project.

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**Executives** : 5 seater for 24\*7 call centre support. One executive to be based at IKGPTU Jalandhar campus for interacting on day to day basis with IKGPTU officials and updating Team leader with latest information and updations. The sitting space for the Executive (one) will be given by IKGPTU at its main campus.

**Bench strength** : A bench strength of 50% executives shall always be present in call centre every time for backup support and list of same to be provided on day to basis and same shall be committed in written at the time of signing of contract.

## 16. CALL CENTRE EXECUTIVE PROFILE

The Executive will be the first point of contact for IKGPTU and is expected to be knowledgeable about various products and processes of IKGPTU. He/ she should listen to the customer and respond promptly and clearly. The Executives hired should have the following qualifications and skill sets:

- Should be a graduate in any discipline;
- Should have a minimum experience of 6 months working in a BPO set up as an agent;
- Should be fluent in English, Hindi & Punjabi Languages;
- Should have basic awareness about computers;

After hiring, the agent shall be trained on call Centre systems such as computers, telephony systems, CRM databases etc

## 17. TRAINING

Considering the nature of the services, training forms the most important aspect of IKGPTU Call Centre. The Vendor should make arrangements for imparting proper training in soft skills; call handling, exposure to CRM terminals so as to prepare the Executives to answer different types of queries, and on other appropriate aspects of Call Centre services.

The Vendor should ensure that all the Executives are put on actual duty only after providing them ten days of training as per the following table:

Training Area	Responsibility
Soft Skills	Vendor
CRM	Vendor
Call Handling	Vendor
Product Knowledge	IKGPTU
Portal	Vendor
Grievance Handling	Vendor
Process related	IKGPTU

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For training on IKGPTU processes and procedures, IKGPTU shall impart the training in its premises. The duration of training is expected to be for 3-5 days.

IKGPTU shall provide the data and content which can be further customized by the provider for internal training sessions.

IKGPTU may from time to time provide refresher training to the Team Leaders. The Vendor needs to ensure that their Team Leaders provide further in-house process/ product refresher training to Executives.

## **18. RESPONSIBILITIES OF IKGPTU**

- IKGPTU shall also provide access to certain databases as required for provision of service.
- IKGPTU may nominate a Nodal officer(s) for monitoring and conducting quality audits at periodic intervals at the Call Centre. The Vendor should provide adequate seating place for IKGPTU officers to facilitate the same.
- IKGPTU will impart product training to the trainers at the time of induction. Thereafter, from time to time, IKGPTU may conduct refresher training.
- IKGPTU shall define the reporting/ MIS formats and the associated time schedules.
- IKGPTU shall extend its email domain to certain Executives for responding to customer queries. However, the vendor at his own cost may install email client such as outlook etc at the call Centre for mail management.

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## VI. CONDITIONS OF CONTRACT

### 1. DEFINITIONS

In the Contract, as herein after defined, the following word expressions shall have the meanings hereby assigned to them, except where the context requires otherwise.

- (a) "Client or Principal University or Owner" means the I. K. Gujral Punjab Technical University, Jalandhar-Kapurthala Road, Punjab.
- (b) "The Vice Chancellor (VC)" means the Vice Chancellor of I. K. Gujral Punjab Technical University.
- (c) "The Registrar" means the Registrar of I. K. Gujral Punjab Technical University.
- (d) "Client/Principal University /Owner's Representative" means the nominated officer appointed by I. K. Gujral Punjab Technical University for operation of this contract.
- (e) "Architect" means the Architect appointed by I. K. Gujral Punjab Technical University for this work and shall include its heirs, executors, administrators, successors, legal representatives, as the case may be.
- (f) "Contractor(s)" means the Contractor(s) appointed by I. K. Gujral Punjab Technical University for execution of works and shall include its heirs, executors, administrators, successors, legal representatives, as the case may be.
- (g) "Project Management Consultant" means the public sector company/firm/agency/organization to whom this work is awarded and is engaged for rendering Project related Services for the redressal of Admission related queries.
- (h) "Bidder" means the agency submitting a bid.
- (i) "Contract" shall mean and include the Agreement or Letter of Acceptance, the accepted Rates, the Conditions of Contract, Instructions to the Bidders and other Bid Documents.
- (j) "Bid" means the offer (Technical and/or Financial) made by agency for the rendering the services.
- (k) "Approval or Approved" means approval in writing including subsequent written confirmation of previous verbal approval.
- (l) "Letter of Acceptance" means the letter from the University to the Bidder, conveying acceptance of the Bid.
- (m) "Month" means the Gregorian calendar month.
- (n) "Day" means the calendar day.
- (o) "Time" expressed by hours of the clock shall be according to the Indian Standard time.
- (p) "Bid Date" means closing date fixed for receipt of bids as per notice inviting bid or extended by subsequent notification.
- (q) "Rupees" (or Rs. in abbreviation) shall mean Rupees in Indian currency.

### 2. HEADING AND MARGINAL NOTES

The top heading and marginal notes given in the bid or Contract documents are solely for the purpose of facilitating reference and shall not be deemed to be part thereof and shall not be taken into consideration in the interpretation or consideration thereof.

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## 3. NOTICES, CONSENTS, APPROVALS, CERTIFICATES AND DETERMINATION

Wherever in the Contract provision is made for giving or issue of any notice, consent, approval certificate or determination, it shall be in writing and the words notify, certify or determine shall be construed accordingly.

## 4. SINGULAR, PLURAL AND GENERAL

Words importing the singular only also include the plural and vice versa where the context requires. Similarly, words importing masculine gender also include the feminine gender.

## 5. COMMUNICATION AND LANGUAGE OF CONTRACT

**Communication to be in writing** : All notices, communications, references and complaints by either party to the Contract shall be in writing in English, Punjabi or Hindi. Communication from only authorized representative of the Bidder shall be entertained.

**Language of Contract** : The Contract document shall be drawn up in English.

## 6. LAWS GOVERNING THE CONTRACT

The Contract shall be governed by the laws in force in India.

## 7. CONTRACT AGREEMENT

The successful Bidder shall enter into and execute the Contract agreement in the form of agreement within 30 days from the date of issue of Letter of Acceptance. The stamp papers of the requisite value as per the prevailing laws shall be provided by the Bidder at his own cost. Original agreement shall be retained by the University and a certified copy shall be made available to the Bidder.

## 8. FORE-CLOSURE OF CONTRACT

IKGPTU shall be entitled to fore-close the contract, at any time, should, in the University opinion, the cessation of works becomes necessary, owing to paucity of funds or due to court orders or from any other cause whatsoever. Notice in writing from the University of such closure and reasons therefore, shall be conclusive evidence thereof. The Bidder shall have no claim to any payment of compensation or otherwise, on account of any profit or advantage which he might have derived from the execution of the contract in full but which he could not in consequence of fore-closure of contract under this clause.

## 9. MODIFICATIONS TO SCOPE OF WORKS

IKGPTU shall be competent to order in writing to enlarge or extend, diminish or reduce the scope of works or make any alterations in their character. The enlargement, extension, diminution, reduction, alterations or additions, referred to above shall in no way affect the validity of the contract, but shall be performed by the Bidder as provided therein and be subject to the same conditions, stipulations, obligations and rates as if they had been originally and expressly included and provided in the contract. In case of reduction in work, the Bidder shall be entitled to the payment on a pro-rata basis for the work done, submitted and got approved by them upon the time of such modifications.

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## **10. FORCE MAJEURE**

If, at any time during the currency of the contract, the performance of any obligation (in whole or in part) by the University or the Bidder shall be prevented or delayed by reason of any war, hostilities, invasion, acts of public or foreign enemies, rebellion, revolution, insurrection, civil commotion, sabotage, large scale arson, floods, earthquake or any other act of God, large scale epidemics, nuclear accidents, any other catastrophic unforeseeable circumstances, quarantine restrictions, any statutory, rules, regulations, orders or requisitions issued by a Government department or competent authority (hereinafter referred to as "event") then, provided notice of the happening of such an event is given by either party to the other within 21 days of the occurrence thereof.

- (a) Neither party by reason of such event be entitled to terminate the contract or have claim for damages against the other in respect of such nonperformance or delay in performance.
- (b) The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist.
- (c) If the performance in whole or part of any obligation under the contract is prevented or delayed by reason of the event beyond a period of 180 days, the contract may be fore-closed with mutual consent by giving a notice of 30 days without any repercussions on either side.
- (d) In case of doubt or dispute, whether a particular occurrence should be considered an "event" as defined under this clause, the decision of the University shall be final and binding.
- (e) Works that have already been measured shall be paid for by the Engineer even if the same is subsequently destroyed or damaged as a result of the event. The cost of any work that has been measured shall be borne by the University /Engineer.
- (f) If the contract is fore-closed under this clause, the Bidder shall be paid fully for the work done under the contract, but not for any defective work or work done which has been destroyed or damaged before its measurement.

If no notice is issued by either party regarding the event within 21 days of occurrence, the said event shall be deemed not to have occurred and the contract will continue to have effect as such.

## **11. ACCEPTED RATES APPLICABLE TILL COMPLETION OF WORK:**

The accepted percentage rates shall hold good till the completion of complete scope of work defined and no additional claim will be admissible on account of fluctuation in the rates of various inputs, increase in taxes and duties/any other levies etc. No price variation shall be admissible under this contract including extended period, if any, irrespective of the reasons for extension(s) of contract period.

## **12. LIABILITY OF THE BIDDER:**

The Bidder's liability shall be limited to a maximum of one year after the issuance of completion certificate. If the works are completed in phases/ building wise, the liability of

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Bidder will be for a period of maximum two years after issue of completion/occupancy certificate for a particular phase/ building.

**13. INDEMNITY**

The Bidder shall be liable for and shall indemnify, the University in respect of all damages or injury to any of the Bidder's personnel or properties assigned for this project.

**14. PATENTS**

No patented or patent pending articles, methods, or devices shall be used or supplied in connection with the work or incorporated in the work without the prior written approval of the University if the terms of purchase involve or require the payment of license fee or royalty in addition to the purchase price, and do not contain patent indemnification in a form satisfactory to the University.

**15. ADDITIONAL SERVICES**

The Bidder shall make available, on the University's written request, such additional services in addition to those described in this agreement and on such terms and conditions as may be mutually agreed upon between the University and the Bidder.

**16. ASSIGNMENT**

The assignment shall not be transferred or assigned in whole or part by the Bidder to any person / company.

**17. SECURITY**

The Bidder shall maintain absolute security with regard to all the matters that comes to his knowledge by virtue of this contract or otherwise.

**18. SETTLEMENT OF DISPUTES**

Any difference, disputes, Controversy or claim which may arise between the parties hereto of or in relation to or in connection with this agreement or as to their rights, duties or liabilities hereunder other than a dispute for which provision is specifically made in this agreement, shall be settled by the parties by mutual negotiations and agreement. If for any reason such dispute cannot be resolved amicably by the parties hereto within sixty days of dispute being notified by one party or other, the same can be settled by way of Arbitration proceedings by a Sole Arbitrator appointed by Vice Chancellor. The arbitration proceedings shall be in accordance with the Arbitration and Reconciliation Act 1996 or any subsequent enactment or amendment thereto. The language of the arbitration and the award shall be English. The arbitration proceedings shall be held at a place decided by the Arbitrator. During the pendency of arbitration proceedings, the Bidder shall not stop working. The Bidder shall endeavor to finish the work within stipulated time.

**19. JURISDICTION OF COURT**

The Jurisdiction of Courts for any disputes pertaining to this contract will be Kapurthala (Punjab) only.

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## PART - A

### TECHNICAL BID

#### TECHNICAL BID FORM

Sr. No.	Particulars	Attach self-attested copy of the documentary proof against each item
1.	Full Name & Address of Agency/Organisation:  (i) Head Office:  (ii) Branch Office (if any) :	
2.	Telegraphic/email address : Website:	
3.	Telephone Number (s) : Mobile No. : Fax No. :	
4.	Date of establishment of the Agency/Organisation :	
5.	A copy of the certification/declaration relating to the registration of the Agency/Organisation.	
6.	Agency/Organisation must have a minimum turnover of Rs. 20 Lakh in average from last 3 years.	
7.	Certified copy of concerned balance sheets/certificate from CA must be attached.	
8.	Undertaking that firm is not blacklisted by any University/ institute/Organization and no complaint/enquiry/ court case is pending against firm.	

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9.	Undertaking that tenderer is not penalized by University for any reason in the past.	
10.	Details of manpower of Agency/Organisation.  (The concerned Agency/Organisation has to install setup at IKGPTU Kapurthala campus/defined location to execute the related work/services under direct control of university.)	
11.	GST No. of Agency/Organisation :	
12.	PAN card of the Agency/Organisation :	
13.	<u>Bank Account Details</u> :- Account Holder Name : Account Number : IFSC Code : Bank Name : Bank Address :	

Certified that I/We have read the above terms and conditions of this tender document and these are acceptable to me/us. I/We have attached all the supporting documents/certificate copies as required in this tender document.

Signature with Stamp : \_\_\_\_\_

Designation : \_\_\_\_\_

Complete Address of the Firm : \_\_\_\_\_

\_\_\_\_\_

Date : \_\_\_\_\_

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## **PART - B** **FINANCIAL BID**

### **FINANCIAL BID FORM**

<b>Sr. No.</b>	<b>Description of Services</b>	<b>Qty</b>	<b>Price in Rs. (Exclusive of All Taxes)</b>	<b>Price in Word</b>
1.	Call Centre Executives (Rate per head)	5		
2.	Team Leader	1		
3.	Portal Development & Maintenance			
4.	Call Centre Handling & Management			
	<b>Total Price (in figures)</b>			
	<b>Total Price (in words)</b>			
	The taxes will be charged extra (as applicable) on above mentioned price.			

Certified that I/We have read the above terms and conditions of this tender document and these are acceptable to me/us. I/We have attached all the supporting documents/certificate copies as required in this tender document.

Signature with Stamp : \_\_\_\_\_

Designation : \_\_\_\_\_

Complete Address of the Firm : \_\_\_\_\_

Date : \_\_\_\_\_