

Expression of Interest (EOI)

For

Services of a Consultancy Organization / Individuals

To

**Undertake Call Centre Services & Manage Toll Free Number of
CARA**

Central Adoption Resource Authority

New Delhi.

Start date of submission of EOI: 08.11.2018

Last Date of submission of EOI: 20.11.2018

INDEX

Contents	Page No.
1. Text of Advertisement for Invitation for Expression of Interest.....	3
2. Letter of Invitation	4
3. Background	5
4. Aims & Objectives	5
5. EOI Processing Fees	6
6. Venue & Deadline for submission of proposal	6
7. Scope of Work & Services	6-12
8. Instructions to Consultants	12-15
9. Formats: Format-1 to Format-7.....	16-22

1. TEXT OF ADVERTISEMENT

No. CARA/Program/EOI/2/2018

Dated: 1st November 2018

Central Adoption Resource Authority, New Delhi invites sealed Expression of Interest (EOI) from Indian Consultancy Organizations/ individuals for managing the Call Centre / Toll Free number of CARA in all respect including technical support and manpower recruitment & training to efficiently discharge the duties to the satisfaction of Potential Adoptive Parents, other stakeholders and CARA.

2. The EOI Document containing the details of qualification criteria, submission requirement, brief objective and scope of work and evaluation criteria etc. can be downloaded from the website www.cara.nic.in

3. Further details/ hardcopies may be obtained from the Central Adoption Resource Authority, West Block-8, Wing-2, R. K. Puram, New Delhi-110066. Telephone No. 011-26760320.

4. The eligible organization may submit their responses in sealed envelope in the prescribed format to CEO, CARA at the above mentioned address so as to reach latest by 20.11.2018 (1400 hrs)

5. Applicant meeting the qualification criteria shall be invited for presentation/ proposal before the Selection Committee of CARA. Bid document will be issued to the short listed applicants only.

**Chief Executive Officer
Central Adoption Resource Authority**

2. Letter of Invitation

Central Adoption Resource Authority
West Block-VIII, Wing-II, R. K. Puram
New Delhi-110066

No. File/CARA

Dated 01.11.2018

Dear Sir/Madam,

Central Adoption Resource Authority, New Delhi invites sealed Expression of Interest (EOI) from Indian Consultancy Organizations/ individuals for managing the Call Centre / Toll Free number of CARA in all respect including technical support and manpower recruitment & training to efficiently discharge the duties to the satisfaction of Potential Adoptive Parents, other stakeholders and CARA.

2. The EOI Document containing the details of qualification criteria, submission criteria, brief objective & scope of work and method of evaluation etc. is enclosed.
3. The EOI Document is also available on the CARA website www.cara.nic.in
4. You may submit your responses in sealed envelopes in prescribed format to the undersigned latest by 20.11.2018 at 04.00 pm.

The CEO,
Central Adoption Resource Authority,
West Block-VIII, Wing-II, Ist Floor,
R. K. Puram, New Delhi-110066

5. Queries if any may be referred in writing to CEO, CARA at the above mentioned address or at E-mail: hdesk@cara.nic.in

S.No.	Critical Dates	Date	Time
1.	Publishing Date	01.11.2018	04.00 pm
2.	Document Download Start Date	02.11.2018	10.00 am
3.	Pre-Bid Meeting	08.11.2018	02.00 pm
4.	Bid Submission Start Date	08.11.2018	04.00 pm
5.	Bid Submission End Date	20.11.2018	04.00 pm
6.	Bid Opening Date	22.11.2018	02.00 pm

Yours faithfully,

Encl.: EOI Document

**Administrative Officer
Central Adoption Resource Authority**

Central Adoption Resource Authority

3. Background:

3.1. CENTRAL ADOPTION RESOURCE AUTHORITY is a statutory body of the Ministry of Women & Child Development, Govt. of India. The main objective of CARA is to ensure that every orphan, destitute and surrendered child has a loving and caring family. CARA was established in 1990 under the Ministry of Welfare. Ministry of Social Justice & Empowerment conferred onto CARA the responsibility of upholding the Hague Convention on Protection of Children & Cooperation in respect of Inter-country Adoption of 1993. It became an autonomous body in 1999 by registering it under the Society under the Societies Registration Act, 1860. After the passing of the Juvenile Justice Act 2000 and its amendment in 2006, CARA was transferred to the MWCD.

3.2. In 2003, India became a signatory of Hague Convention and Govt. of India made CARA as the designated Central / Nodal Agency of India to deal with Inter-county Adoptions.

3.3. Section 68 of The Juvenile Justice (Care & Protection of Children) Act 2015 which came into effect from 15.01.2016, constituted the existing 'Central Adoption Resource Agency' into the 'Central Adoption Resource Authority'. The CARA became a statutory body under this Act. Presently, CARA has its headquarter in New Delhi and no regional offices have been set up so far.

4. Aims and Objectives:

4.1. Under Juvenile Justice (Care & Protection of Children) Act 2015, CARA is assigned to perform the following functions, namely:-

- a) To promote in-country adoption and to facilitate inter-State adoptions in co-ordination with State Agency,
- b) To regulate inter-country adoptions,
- c) To frame regulations on adoption and related matters from time to time as may be necessary,
- d) To carry out the function of the Central Authority under the Hague Convention on Protection of Children and Cooperation in respect of Inter-country Adoption,
- e) Any other function as may be prescribed.

4.2. CARA has a Toll Free Helpline Number 1800 111 1311 with a purpose to separately depute dedicated and trained staff to attend the calls received mostly from PAPs (Potential Adoptive Parents) who call CARA to get information, guidance regarding procedure of registration on CARINGS (Central Adoption Resource Information & Guidance System) and to know their status from time to time. There may be calls from other stakeholders for information.

4.3. Presently the calls on toll free number are being attended by a team of three Tele-counsellors recruited by CARA. In order to streamline the working of the call centre, CARA is looking to outsource this work to an agency which will take responsibility for all aspects like technical, manpower & training and other operations/ day to day functioning of the call centre. The hours of the call centre shall be from 9.00 am to 5.30 pm.

5. **EOI Processing Fees**

A non-refundable processing fee of Rs. 5000/= (Five Thousand Only) in the form of a Demand Draft drawn in favour of Secretary, CARA, New Delhi has to be submitted along with the response. Bids received without or with inadequate EOI processing fee shall be liable to get rejected.

6. **Venue & Deadline for submission of proposal**

Proposals, in its complete form in all respects as specified in the EOI, must be submitted to CARA at the address specified above on or before 09.11.2018 at 04.00 pm. In exceptional circumstances and at its discretion, CARA may extend the deadline for submission of proposals by issuing an amendment to be made available on CARA's website, in which case all rights and obligations of CARA and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

7. **Scope of Work and Services**

7.1. CARA envisages outsourcing its Call Centre operations to suitable bidder, who will be responsible for establishing, operating and managing the end-to-end Call Centre services for CARA. The Call Centre operations should be purely on outsourced model and will be setup at CARA's premises. The bidder should setup the required IT infrastructure (Hardware & Software) and provision for trained manpower as required for operation of Call Centre.

7.2 **Envisaged Call Centre Volumes**

7.2.1 The existing call volume is approx. 200 calls per day on the three lines and a growth of 20 to 25 % annually is envisaged in the forthcoming years. Actual calls may vary from the estimated calls as the number of lines is proposed to be increased to six, which should be scalable to ten or more without any additional requirement of IT infrastructure.

7.2.2 The calls shall mostly relate to providing information and grievance handling. Attending Potential Adoptive Parents' grievances is one of important objectives of CARA's Call Center. The FTE (Call Centre Employee) should be able to:-

- a) Register grievances (received through telephone) and classify them based on the nature of grievance, cause of grievance, location, etc.,
- b) Generate a unique ticket number for each grievance (received through telephone) and this unique number made known to the complainant on call,
- c) Escalate the grievance to the concerned officer in CARA as per the mutually agreed escalation matrix,
- d) Update the PAPs/ stakeholder who have raised the grievance via outbound call.

7.2.3 Bidder needs to propose FTE's according to the load. CARA reserves the right to decrease or increase the FTEs requirement as per call volume or actual requirement of CARA.

7.3 **Features to be provisioned**

- a) Bidder shall provision for six FTEs required for manning the toll free numbers and one supervisory staff as per the requirements mentioned in this document and transaction volumes provided in Section 7.2,
- b) Languages - Hindi, English, Marathi and South Indian language(s) in case required,
- c) Accessible through a Toll Free Number located at Head office of CARA,
- d) The facility to be located in the premises of CARA,
- e) The service window will be available during the working hours (9 am to 6 pm) on all working days,
- f) Bidder shall understand the business processes of CARA and various service requirements at the Call Centre. Call Centre services would be required for - Inbound Calls, Outbound Calls, IVR functions etc.,
- g) Bidder shall leverage the existing PRI line leased by CARA and the same may be upgraded in case required,
- h) A proper application would be provisioned for call management, recording of calls, its monitoring (online and offline) by officials, report generation on receipt of calls of different categories and disposal of grievances. The application should be modular in nature which may be interfaced with the CARINGS application for efficient functioning.

7.4 **Bidder shall design the overall approach for call center operations, which will include but not limited to the following:**

- a) Detailed plan including timelines for setup of call centre,
- b) Defining various procedures linked to call centre like call handling procedure, call routing procedure, interface between AIC and call centre systems,
- c) Reporting requirements,
- d) Designing call scripts for various types of calls.

7.5 **The scope of services that need to be provided by the successful bidder can be broadly classified into the following areas**

- a) Business Services
- b) Call Centre Infrastructure & Technology
- c) Resources on-boarding and training.
- d) Quality Assurance
- e) Monitoring and Reporting.

7.6 **Call Centre Infrastructure and Technology**

- a) Bidder shall be responsible for providing IT hardware and software required along with network connectivity.
- b) Adequate training facilities should also be provided to FTE on CARA Business processes and guidelines including availability of proper training materials like whiteboards, projectors etc.
- c) The Call Centre should have the scalability to accommodate/create the additional number of seats, if so required by CARA and also to get integrated or linked to similar toll free lines established at various

- other locations
- d) Bidder shall arrange for IVRS, Dialler and related hardware, software and network components for running the call centre operations.
- e) IVR features shall have the under-mentioned (but not limited to) features facilities:-
- i) Receive all inbound calls on the telephone number specified by CARA.
 - ii) And prompts the callers to make their selection(s)
 - iii) Identify customer through CLI and support intelligent call routing .
 - iv) Ability to identify state and language based on originating number and IVR should communicate in the same language.
 - v) Ability to direct the calls to a regional language speaking FTE based on originating number.
 - vi) Include speech recognition engine in order to support and interpret multiple languages, especially English
 - vii) Text – to – speech capability must be supported for multiple languages including English and Hindi
 - viii) Provide an easy to configure system that enables the users to change the IVR tree with no hard coding
 - ix) Support messages scheduling
 - x) 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.
 - xi) The IVR must integrate with the rest of the proposed solution to provide seamless call centre performance
 - xii) Bidder shall configure and implement the IVR product & dialler along with any required third party solutions to meet CARA's requirements.
 - xiii) Bidder shall design the IVR tree structure in consultation and with the approval of CARA. CARA may suggest changes and customization in IVR tree structure from time to time, which the bidder shall execute within 15 working days at no additional cost.
 - xiv) There shall also be a provision of ignoring the IVRS and directly landing the call with FTE
 - xv) In case of additional language request from CARA, the bidder should be able to configure the additional language in the IVR.
 - xvi) Bidder should be able to configure important

messages/advertisements on IVR free of cost during the waiting period. The content and time period for such messages/advertisements shall be decided by CARA.

- f) Computer Telephone Integration (CTI)
 - i) Should be able to integrate with call centre solution,
 - ii) It may be interfaced with the Core system of CARA so send/receive data which needs to be populated (as in when developed). CARA will give read access rights to bidders for its current Core solution,
 - iii) Ability to generate service requests and register grievances,
 - iv) On transferring the call to another FTE the screen too should be transferred to that FTE's screen,
 - v) The CARA must be capable of activating the fast dialling feature of the ACD,
 - vi) Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc.
- g) Call centre application
 - i) The software would maintain complete call history of all calls received at the call centre,
 - ii) A unique id/ticket number shall be generated for all service requests, complaints and tracked till closure,
 - iii) It should be able to generate various type of reports related to handling and disposal of requests and grievances received during a specific period as per user selection.

7.7 Resource on-Boarding and Training

- a) Bidder shall select & deploy the skilled and qualified manpower as defined in the EOI required for running the Call Centre.
- b) Bidder shall, in its response, propose all the requirements for the Call Centre as specified in this EOI.
- c) CARA may depute its officials, to supervise the functioning of the call centre in order to ensure quality of service and control over day to day functioning of the Call Centre. The decision of the CARA will prevail in every case of dispute.
- d) Minimum Manpower Profile – Manpower deployed by bidder for CARA Call Centre should comply with minimum qualification as mentioned in following table.

S. No.	Position	Minimum Qualification
i)	FTE	<ul style="list-style-type: none"> • Minimum graduation, preferably in field of Social work or Counseling. • Able to speak, read and write in any one of the languages as required by CARA including English. • Able to communicate confidently and politely, with good speaking skills. • Knowledge and experience in the field of child rights / child protection /child welfare / child development or child education is desirable.
ii)	Team Leaders	<ul style="list-style-type: none"> • Must be a Post Graduate. • Should have good managerial skills and be proficient in IT. • Able to speak, read and write in Hindi and English. • Able to communicate confidently and politely, with good speaking skills • Knowledge and experience in the field of child rights /child protection/child welfare/child development or child education is desirable. • Experience of at least 3 years in a Call Centre involved in counseling children or support services or similar work. • Effective problem-solving and decision-making skills

- e) Manpower profiles could be audited by CARA on an ad hoc basis.
- f) Bidder shall submit an undertaking with the invoice declaring compliance to minimum manpower profile.
- g) Bidder shall take prior approval from CARA before changing the FTE deployed for CARA as mentioned in their proposal. Any increase/decrease in the requirement of manpower shall be mutually agreed to. However, decision of CARA shall be final.

7.8 Resource Training

- a) Considering the nature of the services, training is an important aspect of CARA's Call Centre. The Bidder should make arrangements for imparting proper training in soft skills; call handling, exposure to related application so as to prepare the FTE to answer different types of queries, and on other aspects of Call Centre services.
- b) The bidder should ensure that all the FTEs are put on actual duty only

after providing them proper training on at least the following areas:

S. No.	Training Area	Responsibility
(i)	Soft Skills	Bidder
(ii)	Application (s)	Bidder
(iii)	Call Handling procedures	Bidder
(iv)	CARA Activities- process related/ scripts	Bidder (with support from CARA team)

Note: For such training sessions, arrangement of logistics, travel, etc. for shall be the responsibility of the bidder.

- c) CARA shall assist bidder in preparing training material (which can be further customized) for call centre related trainings.
- d) CARA, at its discretion, may provide refresher training to the Team Leaders as a part of train the trainer methodology. The bidder needs to ensure that their Team Leader(s) provide further in house refresher training to FTEs/Tele-counsellors.

7.9 Quality Assurance

- a) Each call would have a unique identifier i.e. Call ID and in case there is any query/grievance/any other request, member/provider/other stakeholder shall be intimated about the call Id for future tracking purpose. Every call received/done from the call centre would be recorded in the call centre application against the respective FTE and Call Id.
- b) To ensure Customer Service Quality, CARA, at its discretion, may conduct Regular audits, Random audits and call barging
- c) CARA may do a random sample survey of calls on Call Quality as well as be involved into calls without prior notification on a daily basis. For this purpose administration level permissions to access relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc. related to CARA Call Centre Setup)
- d) If it is observed by CARA that a FTE/Team leader has misbehaved with a caller on telephone, or if complaint is received against any of the FTE/Team leader or if his/her performance is found to be lacking in the opinion of CARA, CARA may instruct the bidder to remove such person from CARA Call Centre.
- e) A facility shall be monitored by CARA and its external & internal auditors on regular basis and directions for improvement in its functioning shall be complied with immediately.
- f) Additionally, it should be possible to remotely monitor performance on all SLAs/KPIs and also of all the applications provided by the system i.e. real time statistics, calls in queue, number of FTEs logged in, number of FTEs abandoned answered calls, query of the call logs of a particular customer etc. by designated Call Centre Coordinator or Call Centre in-charge.

g) **Monitoring and Reporting:-**

- i) The successful bidder shall also assist CARA in responding to queries and investigations initiated by the statutory bodies or law enforcement agencies as well as in fulfilling regulatory reporting requirements.
- ii) The Bidder and CARA will mutually agree on the format of the reports to be submitted by the Bidder to CARA. If CARA requests the Bidder to provide customized reports, the Bidder will provide customized reports at no cost to CARA. The following reports, but not limited to, must be provided by the Bidder:-
 - Reports based on time period/ location wise/ office wise
 - Type of grievances/queries/demand/analysis location wise
 - Repeat request or complaints analysis
 - Call waiting time
 - Disposal rate through IVRS and FTE
 - Lost calls/ unanswered calls/abandoned calls.
 - System/position log on off or breakdowns
 - Call time (Average Talk Time/Hold Time/Handle Time)
 - Complaints pending for more than defined time period.
 - Calls handled.
 - Staffing related report.
 - Any other report as requested by CARA.

8. **Transition and Exit Management**

8.1 At the end of the contract period or during the contract period, if any other agency is identified or selected for providing services related to Bidder's scope of work, the bidder needs to ensure a smooth transition to new agency/vendor.

8.2 All risks during transition stage shall be properly documented by Bidder and mitigation measures should be planned in advance so as to ensure smooth transition without any service disruption.

8.3 The transition plan along with period shall be mutually agreed between Bidder and CARA and/or its designated agency when the situation occurs. Bidder shall be released from the project once successful transition is done meeting the parameters defined for successful transition.

Instructions to Consultancy Organizations

9. **Submission requirements**

9.1. The Expression of Interest is to be submitted in a sealed envelope with the under-mentioned details in the format prescribed, in a hard copy:-

- a) Applicant's EOI as per Format-1,
- b) Organizational details and contact details as per Format-2,
- c) Experience of the organization in Related Fields as per Format-3,
- d) List of experts / consultants on payroll as per Format-4,
- e) Financial strength of the Organization as per Format-5,
- f) Additional information as per Format-6,
- g) Declaration as per Format-7,
- h) Power of Attorney in favour of the authorised signatory with attested signatures of the authorised person,
- i) Consultancy organization must have its office at Delhi/ NCR.

9.2. EOI Documents have been uploaded on the website www.cara.nic.in and may be downloaded from the website. The bidders are expected to examine all instructions, forms, and other details in the EOI Document carefully. Failure to furnish complete information as mentioned in the EOI Document or submission of a proposal not substantially responsive to the EOI Document in every respect will be at the bidder's risk and may result in rejection of the proposal.

10. Duration of the Engagement

The engagement shall be for an initial period of two (02) years which may be extended for another one (01) year subject to satisfactory performance and on same terms and conditions.

11. Qualification Criteria

S.No.	Pre-qualification Criteria	Supporting compliance document
11.1.	The applicant shall be a firm/company/partnership/proprietorship firm registered under the Indian Companies Act, 1956/the partnership 1932 and who have their registered office in India and must have an office in National Capital Region of Delhi.	Copy of certificate of Incorporation/ commencement of business and partnership deed.
11.2.	The entity must be in the business of providing similar consultancy services for at least three (03) years as on 31.03.2018	Certificate from the C.A. / Company Secretary of the bidder's organization.
11.3.	The bidder has to be profitable and should not have incurred loss in 3 consecutive financial years. (FY-2015-16, 2016-17 & 2017-18)	CA certified document with name of CA registration number, name and stamp.
11.4.	The Bidder should have an average annual turnover of Rs.15,00,000/= - Rupees Fifteen Lakh in three consecutive Financial Years. (FY-2015-16, 2016-17 & 2017-18)	CA certified document with name of CA registration number, name and stamp.
11.5.	The Bidder's experience of providing similar consultancy services.	Copies of work orders / contacts. Preference will be given to agency having prior experience in handling any query portal in any Central / State Govt. /PSUs / Govt. Autonomous bodies.
11.6.	The entity should not be black-listed by any central Govt. / state Govt./ PSUs / Govt.	Certificate signed by the signed signatory.

	Autonomous bodies in India	
11.7.	PAN No. / GST Registration Certificate	Copy of the certificate to be enclosed.

12. Evaluation Criteria and Method of Evaluation

12.1. Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.

12.2. EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their manpower, financial strength of entity and presentation / proposal to the selection committee whose decision will be final.

12.3. Agencies who qualify as per the eligibility conditions will be provided a brief about the CARA. The agency will be required to make a presentation to a selection committee showcasing their proposals.

12.4. CARA will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience from CARA.

12.5. Short listed agencies (Whose presentations are approved by the selection committee will be issued BID Documents and asked to submit their price proposal / Financial Bid in a sealed envelope.

13. Response

13.1. Bidders must ensure that their EOI /Bid response is submitted as per the formats attached with this document.

13.2. Application in sealed cover super-scribed as **“EOI for Engagement of Agency for Toll Free Number”**.

14. Conflict of Interest

14.1. Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform CARA detailing the conflict in writing as an attachment to this bid.

14.2. CARA will be the final arbiter in cases of potential conflicts of interest. Failure to notify CARA of any potential conflict of interest will invalidate any verbal or written agreement.

14.3. A conflict of interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a bid process.

15. Condition under which EOI is issued

The EOI is not an offer and is issued with no commitment. CARA reserves the right to withdraw the EOI and or vary any part thereof at any stage. CARA further reserves the right to disqualify any bidder, should it be so necessary at any stage.

16. Last date /Time of submission of EOI

16.1. The last date of submission of EOI is: 20.11.2018 at 4.00 pm

16.2. Bid Opening Date & Time: 22.11.2011 at 2.00 pm

17. Pre-Bid Meeting

17.1. All queries/requests for clarification from Bidders must reach us by e-mail or in person as per the schedule of events mentioned in section 1.2. CARA will respond to any request for clarification of the EOI document in the Pre- Bid meeting.

17.2. The representatives of Bidders attending the pre-bid meeting must have proper authority letter to attend the same.

17.3. Any modification to the Bidding documents, which may become necessary as a result of the pre- bid meeting, shall be made by CARA exclusively through the issuance of an Addendum and/or corrigendum and not through the minutes of the pre-bid meeting.

18. **FORMATS FOR SUBMISSION:****FORMAT – 1****APPLICANT'S EXPRESSION OF INTEREST**

To,

The Chief Executive Officer,
Central Adoption Resource Authority,
West Block-VIII, Wing-II,
R. K. Puram, New Delhi-110066.

**Sub: Submission of Expression of Interest to undertake Call Centre Services
& Manage Toll Free Number of CARA**

Dear Sir,

In response to the Invitation for Expressions of Interest (EOI) published on 01.11.2018 for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we attach one set of the following documents in sealed envelope.

- 1) Organizational Details (Format-2)
- 2) Experience in related fields (Format-3)
- 3) List of three (03) experts / consultants on payroll (Format-4)
- 4) Financial strength of the organization (Format-5)
- 5) Additional information (Format-6)
- 6) Declaration (Format-7)

Sincerely Yours,

Signature of the applicant

[Full name of applicant]

Stamp

Date:

Encl: As above.

Note: This is to be furnished on the letter head of the organization.

FORMAT - 2

Organizational Contact Details		
1.	Name of Organization	
2.	Main areas of business	
3.	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932	
4.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.	
5.	Address of registered office with telephone no. & fax	
6.	Address of office in National Capital Region of Delhi	
7.	Contact Person with telephone no. & e-mail ID	

Enclosures:

1. Copy of Certificate of Incorporation.
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 4 above.

Signature of the Applicant

Full Name of the Applicant

(Stamp)

Date:

FORMAT – 3

Experience in Related Fields				
Overview of the past experience of the Organization in all aspects related to Call Centre operations				
Sl. No.	Item	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each Order)	Mention the name of Client/ Organization (Enclose Completion Certificate)
1.	Experience of assignments of similar nature			
1.1	Experience in carrying out similar assignments in Govt.			
1.2	Experience in carrying out similar assignments in Public Sector			

Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.

Signature of the Applicant

Full Name of the Applicant

Date: (Stamp)

FORMAT - 4**List of three (03) experts/consultants on payroll**

S.No.	Name	Designation	Qualification	Relevant Experience
1.				
2.				
3.				

Signature of the Applicant

Full Name of the Applicant

Date: (Stamp)

FORMAT - 5

Financial Strength of the Organization						
1.						
S.No.	Financial Year	Whether Profitable ? (Yes/No)	Annual Net Profit (in crore of Rs.)	Overall Annual Turnover (in crore of Rs.)	Annual turnover from only Consultancy Services rendered in India (in crore of Rs.)	Average Annual Turnover from only Consultancy Services rendered in India [Average of three consecutive financial years 2015-16, 2016-17, 2017-18]
1.	2015-16					
2.	2016-17					
3.	2017-18					

Note: Please enclose Auditor's Certificate in support of your claim.

Signature of the Applicant

Full Name of the Applicant

Date: (Stamp)

FORMAT - 6

Additional Information

1. List all enclosures related to the previous sections.

S.No.	Description	No. of pages

2. Additional information to support the eligibility as per Point No.7 – Scope of work and Services (not more than 2 pages).

Signature of the Applicant

Full Name of the Applicant

Date: (Stamp)

FORMAT - 7**Declaration**

We hereby confirm that we are interested in competing for the Consultancy Services to undertake the task related to Call Centre for Managing the Toll Free Number of CARA

All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization.