JHARKHAND STATE POLLUTION CONTROL BOARD

TOWNSHIP ADMINISTRATION BUILDING, HEC, Complex, Dhurwa, Ranchi 834004

Telephone: 0651- 2400850 (FAX)/2400851, 2400852, 2401847, 2400979, 2400139

EXPRESSION OF INTEREST (EOI)

1.	Name of the Work	Selection of Agency/Firm for Establishment and Operation of integrated Grievance Redressal Cell (GRC) through a Call Center, Internet, e-mail, SMS and Mobile Apps.
2.	Tender Fee & Bid Security/EMD (INR) (In the form of DD, payable at Ranchi)	2% of the value of subject matter in the form of Bank draft/ Bank Guarantee, in favor of Member Secretary, Jharkhand State Pollution Control Board, payable at Ranchi.
3.	Mode of submission of bids	Through Sealed Envelope (2 envelope)
4.	Date of Publication	25/09/2025
5.	Last Date and Time of receipt of EOI	10/10/2025 upto 06:00 PM
6.	Date & Time of Bid Opening	15/10/2025 at 12:30 PM
7.	Bid Opening Place	Head Quarter, Jharkhand State Pollution Control Board, HEC, Dhurwa, Ranchi
8.	Name and Address of Office inviting Tender	Office of The Member Secretary, Jharkhand State Pollution Control Board, HEC Colony, Dhurwa, Ranchi-834004

Sd/-
Member Secretary
Jharkhand State Pollution Control Board,
Ranchi

1. PROJECT OBJECTIVE

As miscellaneous citizen services are being catered by The Jharkhand State Pollution Control Board herein referred as "**Board**", the beneficiaries attached to these services are in million. The Board requires to implement a robust Integrated Grievance Redressal Cell (GRC) as an IT enabled service which will help the citizens of the state to register their grievances related to the department and to track the compliance of their grievance in a more convenient and efficient way. It will also help the department in monitoring and tracking of the expected compliance against the Public Grievances. The Board could also able to closely supervise the delivery of citizen centric service of the department. The GRC also enables efforts by coordinating with the department to bring in excellence in redressal of public grievances as well as public service delivery. Through the GRC, the coordination with the department will be done in a unified manner which brings excellence in redressal of public grievances as well as public service delivery.

2. INVITATION TO PROPOSAL

2.1 Due Diligence

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications and other information in this EOI Document. The bid should be precise, complete and in the prescribed format as per the requirement of the EOI Document. Failure to furnish all information required by the EOI Document or submission of a bid not responsive to the EOI Document in every respect will be at the Bidder's risk and may result in rejection of the bid. The Board shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

2.2 Cost of Bidding

The Bidder will bear all costs associated with the preparation and submission of its bid and the Board will in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.3 Amendment of Tender Document

At any time before the deadline for submission of bids, the Board may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI Document by amending, modifying and/or supplementing the same. Any amendments/modifications in the EOI Document would be displayed on the JSPCB website and all such amendments shall be binding on the bidders without any further act or deed on the Board part. In the event of any amendment, The Board reserves the right to extend the deadline for the submission of the bids, in order to allow

prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

2.4 Cost of the Tender Document

a) The Tender document can be downloaded from the JSPCB Website at https://jspcb.org.in/.

b) While submitting the proposal it must accompany the Tender cost and EMD, both of which shall be submitted in a sealed envelope.

c) The proposal without the EMD will not be considered for evaluation.

2.5 Detailed Instructions for bidding

(a) The bid document is available for download on the official website of the Jharkhand State Pollution Control Board (https://jspcb.org.in/)

(b) Bidders shall submit their bids on or before the due date, accompanied by the Proposal, Earnest Money Deposit (EMD) through the sealed envelope.

(c) EMD of all unsuccessful Applicants would be refunded by the Board within 120 Days of the Applicant being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Applicant would be returned upon submission of Performance Bank guarantee after Award of Contract.

(d) The Proposal submitted without EMD, mentioned above, will be summarily rejected.

2.6 Technical Bid

Technical qualification of information and supporting documents as specified in the document, certificates, undertakings, affidavits declaration as required in technical qualification criteria.

2.7 Financial Bid

Price bid as per the format given.

2.8 Language of Bid

All Proposals and various documents related to these Proposals should be in English Language. All correspondence between the Board and the Bidders would also be in English Language.

2.9 Validity of Proposals

(a) The Bids shall remain valid for at least 180 days from the date of bid opening.

(b) During the period of validity of Bids, the rates quoted shall not change.

(c) In exceptional circumstances, the board may ask for extension of the period of validity.

(d) The Board's request and the response to such a request by various bidders shall be in writing.

(e) A bidder agreeing to such an extension will not be permitted to vary / alter its rates.

2.10 Right to accept Proposal

The Board reserves the right to accept or reject any Proposal, and to annul the Proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the grounds for such decision.

2.11 Proposal Due Date

Bids must be submitted as per the date and time specified in the notice. If the specified date for the submission of tender is declared as a holiday for the Board, the bids will be received up to the appointed time on the next working day.

2.12 Late Submission

Bids submitted after the deadline for submission prescribed by the Board will not be accepted.

2.13 Bid Opening

The Board will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the date and time mentioned in the tender. The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date being declared a holiday, the tender shall be opened at the appointed time and location on the next working day.

2.14 Fraud & Corruption

The Board requires that bidders bidding for this tender must observe the highest standards of ethics during the performance and execution of such contract. In pursuit (pursuance) of this policy.

(a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Board official by any personnel of bidder in procurement process or in contract execution.

(b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the detriment of the Board, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the Board of the benefits of free and open competition.

(c) "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the Board.

(d) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

(e) The Board will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.

(f) The Board will declare a firm ineligible, either indefinitely or for a

stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for, or in executing, the contract.

2.15 Amendments

At any time prior to deadline for submission of proposal, the Board may for any reason, modify the tender. The prospective bidders having received the tender shall be notified the amendments through email, such amendments shall be binding on them.

2.16 Clarifications

During evaluation of the Proposals, the Board may, at its discretion, ask the bidder for clarifications on their proposal. The clarification shall be given in writing.

2.17 Rejection of Bid

The Board reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.

2.18 Authentication of Bid

The bid document shall be signed by a person or persons duly authorized to bind the bidder to the contract. A duly stamped Power-of-Attorney accompanying the bid document shall support such authorization. The person or persons signing the bid document shall initial all pages of the Bid document, including pages where entries or amendments have been made. All the pages of the proposal should be serially numbered.

2.19 Acknowledgement by the Bidder

It shall be deemed that by submitting the Proposal, the bidder has:

(a) Made a complete and careful examination of the tender

(b) Received all relevant information requested from the Board

(c) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the tender or furnished by or on behalf of the Agency or relating to any of the matters Stated in the Tender Document

(d) Acknowledged that it does not have a conflict of Interest; and

(e) Agreed to be bound by the undertaking provided by it under and in terms hereof.

The Agency shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to tender or the Selection Process, including any error or mistake therein or in any information or data given by the Agency.

2.20 Earnest Money Deposit (EMD)

(a) Bidders shall submit an EMD of 2% of the value of subject matter in the form of Bank draft/ Bank Guarantee, in favor of the Member Secretary, Jharkhand State Pollution Control Board, HEC, Dhurwa, 834004 payable at Ranchi.

(b) The EMD would be refunded to all unsuccessful bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD of successful bidder will be returned only after the successful fulfillment of the Contract and submission of Performance Bank Guarantee.

(c) Bids without adequate bid security/ EMD will be liable for rejection without providing any opportunity to the bidder concerned.

(d) The above EMD held by The Board will not earn any interest thereof.

2.21 Forfeiture of EMD

EMD submitted by the vendor may be forfeited under the following conditions. If the bid or its submission is not in conformity with the instruction mentioned herein;

(a) If the vendor withdraws from the tender before the expiry of the validity period including the extended validity period.

(b) In case a successful bidder fails to accept award of work or sign the contract agreement with the Board after acceptance of communication on placement of award or furnish performance security, or the vendor violates any of conditions of this tender document or indulges in any such activities as would jeopardize the interest of the Board in timely finalization of this tender.

The decision of the Board regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black- listing of the vendor by the Board.

2.22 Extension of Period of Validity

In exceptional circumstances, the Board may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting of the EMD. A Bidder approving the request will not be permitted to modify its bid.

2.23 Clarification of Bids

To assist in the evaluation, comparison and an examination of bids, the Board may, at its sole discretion, ask the Bidder for a clarification of its bid

including breakdown of unit rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiry of deadline prescribed in the request, the Board reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

2.24 Completeness of Bids

The Board will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bid Documents are substantially responsive to the requirements of the tender.

2.25 Rectification of Errors

Arithmetical errors will be rectified on the following basis: -

(a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

(b) If there is a discrepancy between the rates in words and figures, the rate in words will govern.

(c) If the bidder does not accept the correction of errors, his/her bid will be rejected.

2.26 Notification to Bidder

The Bidder whose Bid has been accepted shall be notified of the award prior to the expiry of the period of validity of the proposal, by registered letter or by Email. This letter (hereinafter the "Letter of Acceptance") shall state the sum that the Board shall pay the Bidder in consideration of the execution, completion and maintenance of the work as prescribed by the Contract (hereinafter the "Contract Cost") in accordance with Payment Terms. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within seven (15) days from the receipt of the Letter of Acceptance.

2.27 Expenses for the Contract

All incidental expenses of the execution of the Contract shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the Board.

2.28 Failure to abide by the Contract

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of the Agency with such penalties as

specified in the Bid Document and the Contract.

2.29 Period for Furnishing Performance Guarantee

(a) The successful bidder shall at his own expense deposit, within fifteen (15) working days from the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized/scheduled bank, payable on demand to the Board, for the due performance and fulfillment of the contract.

(b) This Performance Bank Guarantee will be for an amount equivalent to 3 % of contract value. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The PBG shall be valid for the entire contract period. The PBG furnished by the bidder in respect of his tender will be returned to him at the end of the contract period subject to satisfaction of the Board.

If the successful bidder fails to furnish the PBG within the above said period, the EMD remitted by them will be forfeited by the Board and their tender will be held void.

(c) If the Bidder fails to act up on to the tender conditions or backs out when his tender is accepted, the EMD mentioned above will also be forfeited.

2.30 Disqualifications

The Board may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

(a) Submitted the Proposal documents after the response deadline.

(b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

(c) Submitted a proposal that is not accompanied by required documentation or is non- responsive.

(d) Failed to provide clarifications related thereto, when sought.

(e) Submitted more than one Proposal.

(f) Declared ineligible by any Government Agency for corrupt and fraudulent practices or blacklisted.

(g) Submitted a proposal with price adjustment/variation provision.

2.31 Terms of payment

The following will be the payment terms to the vendor:

(a) The payment shall be made to the Successful Bidder for GRC on the

basis of quoted rate.

(b) For release of these payments, the successful bidder shall present pre-receipted monthly bills in duplicate for the payment along with all necessary supporting documents. The payment to the bidder shall be made on monthly basis.

* **Note:-** Cost of providing software as service by the bidder for Grievance Redressal Cell (GRC). The department assumes that GRC should be a holistic solution to the client including following :-

- Costing of required Hardware & Application Software.
- Charges for providing adequate manpower as per the Tender documents with the efficiency of handling inbound and outbound calls. This will also include forwarding the call/complaint to the respective Board and providing report on Disposal & Pending Grievances & Periodical Progress.

3. SCOPE OF WORK

3.1 Brief of Scope of Work

The main objectives of this EOI is to:

- Establish a Call Centre and develop a Smart device app
- Depute Manpower resources for operational of Call Centre
- Develop an online application to register complaints
- Define and monitor the process flow of grievances to redress
- Install Computer Hardware
- Infrastructure setup for the Call Centre
- Perception survey

The successful bidder has to establish and operate Integrated Grievance Redressal Cell (GRC) through a Call Centre, Internet, e-mail and Web based portal for Jharkhand State Pollution Control Board, Dhurwa, Ranchi:

(a) The dedicated Call Centre shall be operational on 24x7 mode and shall provide services to the citizens of Jharkhand to register and resolve their issues related with pollution. It shall also act as an information hub of the state to provide information about appropriate support services, government schemes and programmes available in the state of Jharkhand, with respect to Pollution Control Board.

(b) The successful bidder will assist the department in doing Perception Survey to identify polluted areas of the state. The deployed manpower can be utilized for the same as the department may demand from time to time.

(c) The Call Centre will make provision for Citizen to register their grievances received:

(i) By logging into the web application

(ii) By calls received in the Toll free number of the Call Centre

(iii) By e-mail

(iv) By Social media channel (Whatsapp/Facebook/Twitter)

(d) The successful bidder will be responsible for handling end-to-end operations of the Call Centre operations for the Board. The successful bidder shall deploy 09 (Nine) Call Centre Executives and (01) one Supervisor to operate the Call Centre. The Customer Service Executive/Tele caller should be able to handle calls in English and Hindi language both. The successful bidder shall ensure timely replacement of the deputed manpower (if required) as per EOI criteria. The successful bidder shall provide additional manpower if required by the department and the cost of such manpower shall be the same ratio as per the rate quoted by the successful bidder.

(e) The Call Centre Executives shall be responsible for the following activities (but not limited to):

(i) Receive and respond to inbound calls and make outbound calls as required

(ii) Capture all relevant data related to the calls in the CRM software which shall be developed by the successful bidder as per the requirement of Jharkhand State Pollution Control Board

(iii) Forward the registered complaints to the designated Board for resolution of the same

(iv) Follow-up and tracking of complaints/grievances for closure and respond to the citizen

(v) Provide reports on all the above activities to the Nodal Officer/Office of Jharkhand State Pollution Control Board, Ranchi.

(f) The Call Centre will facilitate for inbound, outbound calls of the citizens/public. Majority of the call volume will be inbound calls from the citizens/general public. The Call Centre will offer the following services:

I. Enquiry response

II. Grievance/Complaints registration

III. Citizen feedback

IV. Other relevant services as per the directives of the office of Jharkhand State Pollution Control Board

(g) The successful bidder have to provide the under mentioned equipments for establishment of the Call Centre:

(i) Desktop Computers and Smart device app.

(ii) Headphones having Noise cancelation facility

(iii) UPS for 3-4 hours backup facility

(iv) Network equipments (Switch/IO Box/Network Cables)

(v) Printer

(h) The Call Centre should be located at the space provided by the successful bidder that should be within 10 Km of distance from the Jharkhand State Pollution Control Board Office. The required infrastructure for setting up the Call Centre; should include furniture with seating arrangement for at least 04 (four) persons with a provision for extension up to 06 (six) seats, electricity, light, fans, Air Conditioner, Internet Lease Line, Toll free Number, SIP/Cloud Telephony.

(i) The successful bidder will be responsible for providing a Call Record Management and a CRM for the Grievance Redressal Cell (GRC).

(j) The successful bidder shall recruit, train and maintain the necessary support staff in order to run the Call centre in full capacity at their own cost. The staff should have read/write proficiency in HINDI or ENGLISH language.

(k) All the expenditure pertaining to the man-power deployed for Call Centre operations and maintenance costs of all hardware/software will be borne by the successful bidder including the salaries and other benefits of the staff including Statutory compliance.

(l) The successful bidder will treat as confidential all data and information about the Client, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Board.

(m) The successful bidder shall attend Monthly review meeting as and when decided by the Board.

(n) The Board shall have the right to verify the quantities i.e., no. of seats/ shifts in the Call Center, etc. at the time of award of the contract and/or subsequently at any time during the contract period.

(o) The successful bidder shall ensure proper knowledge transfer of the resources during the transition period under the supervision of Nodal

Officer being deputed by the Jharkhand State Pollution Control Board.

3.2 Specification and functionality of The Software

The successful bidder shall develop and deploy the software for Grievance Management, that shall include:

(a) A simple web application form, with support to contact information and supporting to upload the relevant audio/image complain details. The aforesaid feature shall mandatorily be incorporated into the Smart Application Device.

(b) Information should also be provided in webpage so that any visitors/users may easily know about this Grievance Redressal Cell.

(c) The complainant should get an instant SMS alert with a Grievance registration number on the mobile number provided by him.

(d) Complainant should have an option to track the live status of their Grievance using the Grievance registration number.

(e) Complainant should be able to write the complaint in English as well as Hindi font.

(f) Suggestion option for public to give suggestions.

(g) Print option for each report on portal.

(h) User friendly dashboard with all different types of report.

(i) Live updates section of grievances for admin panel.

(j) One click reminder section to department, for those grievances in which no updates has been added by the related department.

(k) Smart search option for the grievances details.

(l) In department management page, option to add/ edit department Information.

(m) Option to manage/edit message templates (only for admin).

(n) Role based user creation.

(o) The Call Centre should record the Name, Address, Contact details, Queries, Scheme Type, reply to the query etc. in a suitable format which is approved by the Board. The information would be stored in the CRM and would be used for preparing MIS Reports. The information would be required for analysis by the Board at regular intervals.

(p) Upon a response to the complete satisfaction of the caller's query the GRC should also log the details requested in the CRM and then disconnect the call.

(q) The Call Centre should record the complaint with all the necessary

details in the Web Portal/smart device application. The caller information should also be logged in the portal.

(r) The Call Centre should then provide the Unique Grievance ID that is generated by the Web Portal/smart device application. This will be used in tracking the status of the Grievance.

3.3 Process Flow of GRC System

(a) Citizen to register their grievances via different channels.

(b) After receiving the grievances citizen will be asked to provide some of his/her personal information like name, address, mobile no. and his/her grievance. This conversation will be voice recorded and also typed on computer simultaneously by the helpdesk executive while receiving the call.

(c) The Call centre would make/receive the calls from Citizens/Public through a Toll Free Number/ Mobile Number/ Web Based Portal.

(d) The caller should be responded with a welcome message in English or Hindi through an IVRS.

(e) All interactions will be logged and maintained in the Call Centre through Web Based Portal for analysis at a later stage.

(f) The incoming calls from the citizens will be of:-

(i) Grievance Related Calls: Grievances pertaining to noise pollution and related issues

(g) If the grievance submitted via letter then after marking, grievance letters will be forward for data entry on GRC application and generation of Unique Grievance ID.

(h) After registration of a Grievance, the Call Centre should forward the complaints to Nodal Person of concerned department via GRC Web Portal, following up / escalating whenever required on web portal of Grievance Management System.

(i) The Nodal Person of different departments and the Board will have a unique user ID and password provided by Call Centre for accessing the same via Web based portal. The Nodal Person of the departments should be able to view/update the Grievances, severity and their status (i.e. Grievance logged /Work in Progress /Pending/Closed/ Long term pendency etc.) which are specific to their location/district/ department.

(j) The Call Centre will also have to make out bound calls to provide the updated status of (i.e. Grievance logged /Work in Progress/

Pending/Closed/ Long Term pendency etc.) to the Board as appointed by the Pollution Control Board.

(k) Citizens should have the facility to log into the web portal can see the status of the complaints.

(l) In case the Grievance is not closed by the concerned Board within the pre-defined timelines, the system should be capable of issue an auto generated reminder notification on the dashboard of the Nodal Person of the concerned department and auto-escalating the Grievance to the higher Board.

(m) Depending on these verities of the Grievance, the Call Centre may also be required to call the higher officials of the concerned location/district/department notifying the escalation due to non-closure of the Grievance.

3.4 System Administration

(a) The system shall be designed so as to enable detailed and flexible handling of the system administration, maintenance supervision and performance measurements.

(b) It shall be possible to store & retrieve a log of all commands and responses, along with identification of the user in each case.

(c) A user-friendly GUI (Graphical User Interface) based utility shall be provided for easy administration of the system.

(d) System must support online updating changes/modifications in application. It should be dynamically loaded/ assigned without switching off or disturbing the service.

(e) The successful bidder should also provide Voice Logging facility for recording and playing back CSE's conversations so that it can be used to monitor agent performance on random basis and to provide proof of transaction records. Such recordings shall be preserved for at least six (06) months.

3.5 Security through Passwords

(a) The system should be able to provide a critical security against unauthorized access. All functions and data files should be protected. The administrator should be able to control access by assigning security privileges to agents/users. The security codes should grant or deny access according to assigned security levels.

(b) Each user/agent should enter a valid user ID and password to Login. Once validated, the user/agent should be granted access to only those

functions permitted within the prescribed security level.

(c) The systems shall provide for full proof password management system clearly defining the users/agents and their functions and access rights such as super user, departmental staffs, project manager, operator, technical staff etc.

(d) The system should keep all the Audit log of user/agent actions and should present reports of the changes made by individual users.

(e) All logins & logouts should be monitored & reported. Agents should be able to log on from any available desk within the back office centre.

3.6 Consolidated Role Based Dashboard

The application should have a common dashboard where officers can be login and check the status of the grievances which are addressed within their jurisdiction. Whenever officer login to the PGRS system they should be able to see Public Grievance status in a single dashboard.

3.7 MIS Report

The application should have MIS report generation functions based of the following key criteria

i) Department wise grievances status

ii) Sub-Division wise grievance status

iii) Categories wise status

iv) Grievance ageing Report

v) Department wise grievance resolution efficiency Report

vi) Other Customized Reports as required by the Board.

3.8 Training/Capacity Building

(a) The successful bidder must provide a comprehensive training to its staffs and the concerned Government officials.

(b) The successful bidder shall prepare detailed training plan for the different stakeholders of the Board and execute as per the schedule provided by the Pollution Control Board.

3.9 Responsibilities of Bidder

(a) Bidder will depute initially 09 (Nine) trained Customer Service Executive/Tele Callers and 01 (one) Supervisor for execution of Call Centre. The minimum qualification of the required manpower shall be:

Sl. No.	Profile	Qualification and Experience	Number
01.	Supervisor	1)B.E./B. Tech/MCA/MBA/MRD /Master with Computer Diploma /PGDCA/ BCA.	01

		2) Minimum 2 years of experience in leading Call Centre of at least 10 CCE, along with knowledge of handling Desktops/ Networks/ System Administration 3) Working knowledge of Office Packages.	
02.	Call Centre Executives (CCE)	1) 10+2 passed candidate 2) Minimum 01 (one) year experience of working in domestic Call Centres 3) Having knowledge of at least one local language. 4) Typing skills in Hindi/English.	09

(b) Deployment of Call Centre for which the successful bidder will have to arrange IT Infrastructure – PCs, Servers, Network Equipment, Internet, Operating Software, Firewalls & Security Software, Backup and Storage Devices and third party software, Operating System, Database and other required equipments with all requisite redundancy & disaster recovery arrangements for the uninterrupted, optimal running of the GRC. The Board will not provide any equipment or manpower to manage the call center. The specification of the hardware and software shall be as

Sl. No.	Particulars	Specification	Quantity
01.	Desktop Computer	1. Processor - Intel Core i5 or above (8^{th} gen or higher) 2. Memory - RAM 8 GB or above 3. Internal Storage – 256 GB or above 4. Min. 3 USB ports with 1 HDMI port 5. Networking – Ethernet, Wi-Fi, Bluetooth enabled 6. Operating System – MS Windows Licensed Version 7. Anti-Virus Software	04 Sets
02.	USB Headset	Any USB headset having feature of noise cancelling microphone	04 Sets
03.	UPS with Battery	Should have minimum back up of at least three hours so that the operations of the Call Centre can continue uninterrupted even if the electric supply fails.	01 Set
04.	LAN	16 Port switch for establishing LAN between the terminals/PC	01 Set

	Switches		
05.	Networking	As per requirement 1. LAN Port 2. Internal networking with CAT 6 Cable 3. Patch code 4. I/O Box 5. Other required arrangement for the connectivity of LAN infra	As Req.

(c) Implementation at Call Centre using Voice, Internet, Email, and Digital/Social Media.

(d) Provide Call Centre Operations and Maintenance Support.

(e) Do inbound communications with Citizens via various media.

(f) Do outbound communications via various media with Citizen and offices and revert to citizen via Call for detailed information queries received.

(g) Do all outbound communications via various media with Department officials as required.

(h) To do the Social Media handling of the GRC Portal.

3.10 Responsibility of the Board

(a) The helpline number for the Call Centre will be provided by the Jharkhand State Pollution Control Board. All recurring expenses of Toll Free number/SIP will be paid by Jharkhand State Pollution Control Board.

(b) The Board will supervise the GRC project in a timely manner. It will appoint a Nodal officer who will provide information on various services, FAQs, different types of grievances handled and the general time frame for disposal of the same. Once call centre becomes operational, they will also provide answer to those queries for which answers are not in the database.

(c) The participation, adoption and support of the participating departments are a critical success factor of Call Center. Enabling the department officers and other field staff appropriately to access and update GRC on a real-time basis for the particularly grievances addressed / serviced by them on a real-time basis.

(d) To monitor the work of the call centers and take remedial measures as and when needed.

(e) To make payment to the successful bidder for satisfactory services rendered.

3.11 Reporting

(a) The successful bidder will work under the direct supervision of the Board or a person appointed for this.

(b) The successful bidder will submit the following Monthly MIS Reports (in hard & softcopy) "Performance Evaluation Reports" along with monthly payment invoice:

SN	Type of MIS (Management Information System) Report
1	Total Calls received, and Calls answered
2	No. of Grievances registered
3	Pendency of grievance with various departments
4	Grievances disposed of in time and pending beyond stipulated time
5	Average talk time
6	Abandoned Calls
7	Others

3.12 MoU/Agreement/Work order and other terms and conditions

(a) After completion of the short-listing process, the contract would be executed for a period of 03 (three) years of Service period and extension of 02 (two) more years can be given on satisfactory performance with a 5% escalation of amount mentioned in the bid.

(b) On the expiry of the contract, the successful bidder shall hand over all the items/materials/equipment etc provided by them during the contract period in working condition. The successful bidder shall also hand over applications/data bases/Archives/MIS records along with their access rights to the Client. However, the ownership of items shall, in all circumstances whatsoever, remain with the Client from the date of the signing of the Contract. In case the Agency returns the Clients items in non working condition, the Client shall have the right to recover the non working items through appropriation in whole or in part of the Performance Guarantee or through any other permissible means.

3.13 Delivery Schedule

The milestones and deliverables for the implementation of the project would be as follows:

SN	Activity	Timeline (T)
1	Signing of Contract Agreement	T
2	Selection of CCEs for running the helpdesk and deployment of all necessary infrastructure	T+ 2 Weeks
3	Roll Out the Call Centre and incorporate the software with necessary inputs from different	T +6 Weeks
4	Training of CCEs	T +7 Weeks
5	GRC Go-Live	T +8 Weeks
6	Acceptance Test	After Sr. No.5 (Within 15 days)

3.14 Service Level Parameters and Penalties

Poor Call handling as detected in audits of the recorded calls: Calls handled by the CCEs/ Tele Caller will be monitored through checks on the recorded calls. If it is found that a CCE/ Tele Caller is providing wrong/incomplete information or is misbehaving with the caller or is not responding properly, a penalty of Rs. 250/- will be imposed on every such instance.

4. GENERAL TERMS & CONDITIONS

4.1 Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'The Board' and 'the Bidder'. The bidder subject to this contract has complete charge of personnel, performing the services under this project from time to time. The bidder shall be fully (jointly and severally) responsible for the services performed by them or on their behalf hereunder.

4.2 Indemnity

The successful bidder shall indemnify, protect and save the Board against all claims, losses, costs damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respects of all the hardware and software supplied by him.

4.3 Contract Termination

Under this contract, the Board may, by written notice terminate the contract in the following ways:

(a) Termination for default for failing to perform obligations under the contract or if the quality is not up to the specification or in the event of non-adherence to time schedule or for any other valid reason.

(b) In case the contract is terminated for the default or failure on the part of the bidder, then the Board shall have the right to get the work done at the risk & cost of the bidder. Any additional expense in this regard shall be borne by the bidder

Without prejudice to any of its other rights, the Board reserves the right to terminate the contract at any phase of the work by giving 30 days prior notice without assigning any reason thereof.

4.4 Taxes and Duties

The commercial proposal shall clearly indicate the basic rates, taxes of items and the total price shall be inclusive of all taxes, duties and operational expenditures. Any changes in the tax structure by the government will be applicable at the prevailing rate.

4.5 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts at Ranchi. No proceeding in any court other than the court as stated above shall be initiated & continued by any party to the contract.

4.6 Arbitration

In case of any dispute, the matter will be referred to an Arbitrator under "Arbitration and Conciliation Act 1996". The arbitration shall be held in Ranchi only and the Courts at Ranchi only shall have jurisdiction in relation thereto.

4.7 Miscellaneous

(a) The end product of the work assignment carried out by the bidder, in any form, will be the sole property of the Board.

(b) In the event the bidder's company or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with the Board, should be passed on the compliance by the new company new division in the negotiation for their transfer.

5 BID FORMAT & EVALUATION PROCESS

Overall evaluation of the bids will be done in three stages namely Pre-qualification, Technical and Commercial/Financial Evaluation. The final awarding of the contract will be done based on the procedure mentioned below.

All evaluation will be carried out by the Board through its evaluation committee. Evaluation conducted by the committee shall be final and binding on all the bidders.

The evaluation committee may choose to conduct technical negotiations or discussions with any or all the bidders. The decision of the evaluation committee in the evaluation of the Pre- qualification, Technical & Commercial bids shall be final and binding on all the parties. No correspondence will be entertained outside the process of negotiation / discussion with the evaluation committee.

5.1 Preliminary Scrutiny

The Board will prepare a list of firms based on the compliance to all the terms and conditions of the tender. The tenders who do not conform to the tender conditions shall be straight away rejected. All eligible tenders will be considered for further evaluation. The decision of THE BOARD will be final in this regard.

5.2 Pre-qualification Bid

EMD along with duly signed documents by the bidder's authorized representative as mentioned in Para 5.5 (a) Pre Qualification Bid Criteria.

5.3 Technical Bid

The following documents shall be uploaded as part of Technical Bid-

- Technical bid letter in the company letter head as per FORM TECH-1
- Agency profile in the company letter head as per FORM TECH-2
- Details about relevant work experience as per as FORM TECH-3
- Details about Financial Turnover as per FORM TECH-4
- Declaration for not black listed, as per FORM TECH-5
- Description of Approach, Methodology & Work Plan, as per FORM TECH-6

5.4 Commercial Bid

5.4.1 Price Bid as per Form Fin -1 will be submitted.

5.4.2 The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.

5.4.3 Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

5.4.4 The bid price will include all taxes and levies and shall be in Indian Rupees. Type & rate of taxes shall be mentioned separately.

5.4.5 Any conditional financial bid would be summarily rejected.

5.5 Bid Evaluation

(a) **Pre-Qualification Bid**

(i) The documentation furnished by the bidder will be examined prima facie to see if the technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the requirements of this project and meet the eligibility criteria as specified.

(ii) The evaluation committee may ask bidder(s) for additional information, visit to bidders' site and/or arrange discussions with their professional, technical faculties to verify the claims made in bid documentation.

(iii) Any proposal not complying with the under mentioned requirements of the eligibility criteria may not be processed further.

Sl. No.	Criteria	Supporting Documents
01.	The bidder shall be a registered company in India under the Companies Act 1956/2013 or a Registered Partnership Firm under the Partnership Act, 1932 or Registered Proprietary Firm under Shop and Establishment Act or a Limited Liability Partnership firm having more than five (05) years of relevant working experience in the state of Jharkhand as a Call Centre Service Providers as on the date of submission of the proposal/bid. No Joint venture/consortiums/sub-letting shall be allowed.	Copy of Registration certificate along with PAN /TAN/GST/ MOA/AOA documents.
02.	The bidder must possess a valid : (a) GST Registration Certificate (b) PAN Number	Copy of GST Certificate and PAN Card
03.	The bidder must have ISO 9001:2015 and ISO/IEC 27001:2022 Certification which was issued at least 6 months prior to EOI publish date.	Copy of ISO Certificate
04.	The bidder must have deposited Tender Fee and EMD Fee along with duly signed documents.	
05.	The bidder should have experience in similar work or Grievance Management Call Centre in the last 3 years, operated/ presently operating Call centres for any Govt. undertaking	LOI/Work orders or MOU copy/ Work completion certificate.
06.	The average turnover of the organization should be at least Rs. 03 Crore in the last three financial years (FY 2022-23, 2023-24 and 2024-25).	CA certificate mentioning average annual turnover of the last 03 Financial Years (FY 2022-23, 2023-24 and 2024-25).
07.	The bidder should have a positive net worth as on 31st March 2025.	Balance sheet for FY 2024-25 along with CA certificate for

		net worth as on 31st March 2025.
08.	The bidder should not have been blacklisted by any government agency or public sector undertaking in India.	Affidavit duly notarized on INR 100 Non Judicial stamp paper
09.	The bidder should have an office setup in Jharkhand since last 3 years from the date of publish of this RFP.	Trade License /Rent Agreement /Electricity Bill /Telephone Bill

Note :

(i) Any Bid failing to meet any of the above stated eligibility criteria shall be summarily rejected and will not be considered for Technical and Financial Evaluation.

(ii) Even though the bidder may meet the above eligibility criteria, they are subject to be disqualified at any stage, including post award of contract, in case it is found out that the Bidder has made any false representation related to this EOI.

(b) **Technical Bid**

The technical bids of only those bidders, who qualify in the evaluation of the pre - qualification bids, shall be opened. The Technical Bid will be examined by the evaluation committee on the basis of responsiveness to the evaluation criteria and points system specified. Technically qualified bidders shall be called for presentations to allow them to present their proposed solutions to the committee and the key points in their proposals.

The proposal review committee may undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertain ties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.

The bidders, who score a Technical score (TS) of more than 60%, will qualify for the evaluation in the financial process. The Technical Evaluation Criteria shall be done of the basis of the under mentioned criteria:

Sl. No.	Criteria	Basis Of Evaluation	Max. Marks	Supporting Documents
01.	Turnover	Average Annual Turnover for the last 03 (three) financial years 2022-23, 2023-24 and 2024-25 >= 4 Crore and <= 5 Crore : 05 Marks >5 Crore : 10 Marks	10	Copy of CA certificate mentioning average annual turnover and Audited Balance Sheet, P&L Account with DIN
02.	Experience in Call Centre Operations	Operated/ presently operating Call centres related with Grievance Redressal for any Govt. Organization (Different Govt. Departments of Central/State) in last 03 (three) financial year. 2 Call Centre : 05 Marks 3 Call Centres : 10 Marks 4 Call Centres : 15 Marks	15	LOI/Work orders or MOU copy /Work completion certificate.
03.	Office Setup of the Bidder	Office within 10 Km radius of Jharkhand State Pollution Control Board, Jharkhand	05	Address Proof of the bidder before the date of publish of EOI.
04.	Experience in doing Perception Survey	The bidder is having experience in doing Perception survey for any Government department	15	Copy of Experience Certificate
05.	ISO Certifications	• COPC 2014 : 5 Marks • CMMI Level 3 : 5 Marks • ISO/IEC 27001:2022 : 5 Marks	15	Valid ISO certificates issued at least 6 months prior to EOI

				publish date.
06.	Manpower Resources	Number of manpower on Bidder's payroll since last 1 year 0-50 Manpower : 05 Marks > 50 Manpower : 10 Marks	10	Copy of EPF Challan and Payment receipts from Sep '24 to Aug '25
07.	Technical Presentation	The Technical Presentation is mandatory for qualifying in the Technical Bid: • Work Plan Approach & Methodology • Resource Engagement & • Institutional Support • Knowledge Transfer & Training Plan. • Organization Profile	30	Date and Time of technical presentation shall be intimated to the bidders on later stage
		TOTAL MARKS	100	

Note : Minimum qualifying mark for opening of Financial bid is 60 marks. Financial bid of only those bidders will be opened which are technically qualified in the technical evaluation.

i. **Financial Bids-**

The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below-

(i) All the taxes and other levies indicated in the Price Bid will be taken for the Price Bid evaluation as a part of the price as detailed below.

(ii) The list of Bidders will be ranked in ascending order (i.e.) Bidder quoting the lowest price(L1) will be ranked first and so on.

(iii) The L1 bidder will be awarded 100% score in Financial weightage.

(iv) Financial Scores for other than L1 bidders will be evaluated using the following formula

Financial Score of a Bidder (FS) = (Price bid of L1 bidder)/ (Price bid of the Bidder) x 100 % (adjusted to 2 decimals)

However, the Board does not bind itself in any way to select the bidder(s) offering the lowest price.

ii. **Joint technical & financial evaluation**

The Board shall follow a Quality cum Cost Based System (QCBS) for

finalization of the vendor. A composite weightage shall be calculated for those bidders whose bids are found to be in order. The weightage for the composite evaluation is as described below:

(i) Technical – 70% (ii) Financial – 30%

Bidder with the highest composite score (CS) = (Technical & Financial– TS*0.7 + FS*0.3) will be called for negotiating the contract. In case of a tie in the overall score bidder with the superior technical score will be invited for negotiations first.

Proforma of Power of Attorney for Signing of Application

(To be executed on Non-Judicial Stamp Paper of Rs. 100/-)

Whereas the Jharkhand State Pollution Control Board, Dhurwa, Ranchi has invited applications from firms/ agencies for the ***'Selection of Agency/ Firm for Establishment and Operation of Grievance Redressal Cell (GRC) Through a call center, Internet, E-mail, SMS and Web based Portal for Jharkhand State Pollution Control Board, Govt. Of Jharkhand***.

We……(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./Ms. ……son/ daughter/wife of …… and presently residing at who is presently employed with us and holding the position of as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for "Selection of Agency/Firm for establishment and operation of Grievance Redressal Cell through a Call Center, Internet, Email, SMS and Web based Portal for Jharkhand State Pollution Control Board" being implemented by the Board. The attorney is fully authorized for providing information/ responses to the Board, representing us in all matters before the Board including negotiations with the Board, signing and execution of all contracts including the Memorandum of Understanding and undertakings consequent to acceptance of our proposal, and generally dealing with the Board in all matters in connection with or relating to or arising out of our proposal for the said Empanelment.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ……., THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ……DAY OF …….

For.....;

(Signature, name, designation and address)

Accepted

……..…

…… (Signature)

(Name, Title and Address of the

Attorney) Witnesses:

1. _____ 2. _____ 2.

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

Technical Forms

FORM TECH-1: Technical Proposal Submission Form

(To be submitted in Bidder's letterhead)

From:

[Name of Participating Agency with Complete Address of Communication]

To:

The Member Secretary,
Jharkhand State Pollution Control Board
Dhurwa, Ranchi-834004, Jharkhand

Sub: **Submission of Technical Proposal**

Dear Sir/Madam,

I/We the undersigned, offer to provide the services in respect to your Request for Proposal. I/We are hereby submitting our Proposal which includes this Technical Proposal sealed under a separate envelope. Our proposal is valid for acceptance for minimum 120 Days and we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

I/We accept all terms, conditions and stipulations of the EOI unconditionally and hereby declare that all the information's and statements made in this proposal are true and accept that any of our misrepresentation contained in it, may lead to our disqualification from the selection process in addition to imposition of penalty as deemed fit by the EOI.

I/We hereby declare that our company has not been debarred / black listed by any Government /Semi Government organizations/Pvt. sector organization. I further certify that I am the competent Board in my company authorized me to make this declaration and signatory Board on behalf of the organization.

Yours sincerely,

Authorized Signatory
[Signature with Date and Seal]:

FORM TECH-2: Firm/Agency's Details

(To be submitted in Bidder's letterhead)

Name of the Firm/Agency:	
Address of Registered Office of Firm/Agency:	
Contact Number of the Firm/Agency	Office Number : Mobile Number : Name of SPOC :
Email id of the Firm/Agency	
Year of Establishment	
Other Details of the Firm/Agency	PAN Number : TAN Number : GST Number : EPFO Reg. No. : ESIC Reg. No. :
Annual Turnover* of the Firm/Agency in last three years (Rs in Lakhs) FY 2022-23: FY 2023-24: FY 2024-25: Average Annual Turnover for above three Financial Years: *Audited Statements to be enclosed	
Net worth of Firm/Agency : FY 2022-23: FY 2023-24: FY 2024-25:	
Experience of running Call Centre of Central/State Govt. Departments: Number of years: Total assignments: Assignments completed in last 3 years: Similar Assignments in last 3 years:	
Profile of the Organization	
Any Other Relevant Details	

Firm's Name:
Signature of Authorized Representative:

FORM TECH-3: Firm/Agency's Working Experience In Call Centre Projects

(To be submitted in Bidder's letterhead)

[*The following information should be provided in the format below for each reference assignment for which your firm, either individually as a corporate entity or legally contracted by the Employer stated below*.]

Name of the Project/Assignment			
Name of the Client			
Address & Contact details of the client with Contact & email ID			
Project Value (In INR)		Number of Seats	
Project Start Date		Project End Date	
Brief Description about the Project			

*(Copy of LOA/Work Order/MOU/Work Completion Certificate to be furnished)

Firm's Name:
Signature of Authorized Representative:

FORM TECH-4: Firm/Agency's Financial Turnover

(To be submitted in CA letterhead)

Reference: EOI No. _____ for "Selection of Agency/Firm for establishment and operation of Grievance Redressal Cell through a Call Center, Internet, Email, SMS and Web based Portal for Jharkhand State Pollution Control Board".

This is to certify that the annual turnover, Net Worth and Average Annual Turnover of _____ _____ (Name of the organization) of last (03) three financial years (FY 2022-23, 2023-24 and 2024-25) are given as below and the figures given in the statement are true and correct:

Sl. No.	Particulars	FY 2022-23	FY 2023-24	FY 2024-25
01.	Annual Turnover (Figures in INR in Lakhs)			
02.	Net Worth (Figures in INR in Lakhs)			
03.	Average Turnover in last three Financial Year (Figures in INR in Lakhs)			

Name of the CA

FRN No.

Membership No.

UDIN

Name of the CA Firm with Seal

Date :

Place :

Firm's Name:

Signature of Authorized Representative:

FORM TECH-5: Declaration for Not Blacklisted

(Notarized Affidavit on Non-Judicial Stamp Paper)

Reference: EOI No. _____ for "Selection of Agency/Firm for establishment and operation of Grievance Redressal Cell through a Call Center, Internet, Email, SMS and Web based Portal for Jharkhand State Pollution Control Board".

I _____ (Name of the person), the authorized signatory of _____ (Name of the Organization), hereby solemnly declare that our Organization namely _____ (Name of the Organization) is not blacklisted currently by Government of India/any State Government/any Union Territory (UT) Administration/PSU/Govt. Undertaking of India.

Firm's Name:
Signature of Authorized Representative:

FORM TECH-6: Description of Approach, Methodology and Work Plan

(To be submitted in Bidder's letterhead)

Description of Approach, Methodology and Work Plan for Performing the Assignment Technical Approach and Methodology, Work Plan, and Organization and Personnel.

a) **Technical Approach and Methodology**: In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) **Work Plan:** In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-5.

c) **Organization and Personnel**: In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support personnel.

Financial Forms

FORM FIN-1: Price Bid Submission Form
(To be submitted in Bidder's letter head)

From:

[Name of the Bidder with Complete Address of Communication]

To,

The Member Secretary,
Jharkhand State Pollution Control Board
Dhurwa, Ranchi-834004, Jharkhand

Sub: Submission of Financial Proposal

Dear Sir/ Madam,

I/We, herewith enclose the Financial Proposal for selection of my/our firm as bidder for "Selection of Agency/Firm for establishment and operation of Grievance Redressal Cell through a Call Center, Internet, Email, SMS and Web based Portal for Jharkhand State Pollution Control Board"

I/We accept all terms, conditions and stipulations of the TENDER unconditionally and hereby declare that all the information and statements made in this proposal are true and accept that any of our misrepresentation contained in it, may lead to our disqualification from the selection process in addition to imposition of penalty as deemed fit by Board.

I/We agree that this offer shall remain valid for a period of 120 (one hundred and twenty) days from the Proposal Due Date or such further period as may be mutually agreed upon.

Financial Proposal

Sl. No.	Particulars	Amount Per Month for 36 Months Inclusive of All Taxes (Rs. In Figure and Words)
01.	**Cost for Setup and Operation of Grievance Redressal Cell on Per Seat Per Month basis** (Including cost of Manpower, Computer hardware, Call Centre Infrastructure, Call Centre and CRM Software, Maintenance, Management and Operation of Call Centre, Internet Charges)	

Authorized Signature ……
Name/Designation……
Address……