



## Central Board of Secondary Education

(An Autonomous Organisation under the Union Ministry of Human Resource Development, Govt. of India)  
"Shiksha Kendra", 2, Community Centre, Preet Vihar, Delhi-110 301

**F-CBSE/ADMN II/Tele Counselling/2014**

**Date: 21/01/2014**

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**Sub: - Limited Tender for setting of Tele Counselling Call Centre at CBSE, Preet Vihar, Delhi**

Sir,

CBSE intends to set up Tele-Counselling Call Center at CBSE Headquarters, Preet Vihar to provide information and psychological support to students via Tele helpline. Interested agencies having at least 3 years of experience from Delhi & NCR only which are specialized to supply Technical Manpower and who have working knowledge of call centre support works like tele-calling, data gathering through customised software (Management Information system) and setting up of call center support may apply. Experience documents & EMD of Rs. 5, 000/- in the form of DD / Cheque in favour of Secretary, CBSE payable at Delhi must be submitted along with the tender.

The envelope superscribed as "LIMITED TENDER FOR SETTING OF TELE COUNSELLING CALL CENTRE" complete with all tender documents may be dropped in the Tender-Box placed at Reception Counter, HQ Bldg. Preet Vihar, Delhi-110092. The last date for submission of the tender is 27.01.2014 up to 2.30 p.m. and the same shall be opened at 3.00 p.m.

Incomplete and conditional tenders shall be summarily rejected. The CBSE reserves the right to reject any or all the tenders without assigning any reason thereof.

Yours faithfully

-sd-

(S.P. Rana)

Joint Secretary (A&L)

**CENTRAL BOARD OF SECONDARY EDUCATION**  
**"Shiksha Kendra", 2, Community Centre, Preet Vihar, Delhi-110 301**

Tender Form No. CBSE/Tele-counselling/14/

Last date of submission: 27.01.2014

Up to: 02:30 p.m.

**Tender for set up of Tele Call Center at CBSE, Preet Vihar, Delhi**

**Note:** Tender must read the Instructions

Instructions to the Tenderers: before filling the particulars in this part.

1. Credentials of the Tenderers

1.1 Name of the Agency .....

1.2 Office Address and .....

Tel. No. ....

1.3 Name(s) of the Proprietor/ .....

Partners .....

1.4 PAN No. .... (With documentary evidence)

1.6 Annual turnover during last three years (2010-11, 2011-12, 2012-13)

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2. Past Experience (preferable last three years).....

With all necessary documentary evidence.....

Such as copy of work order etc.

SL. Nos.	Year	Name of the Organization	Cost of the work (executed)	Officers Concd. in Organization with T.No.	Period From
2010-11					
2011-12					
2012-13					

2.2 Has the firm been ever debarred/Black

Listed by any organization?

If 'Yes' the details thereof.

2.3 The organizational set-up including

Technical infrastructure/staff strength

in all the categories.

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2.4 Similar work at hand in Delhi/NCR

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2.5 Particulars of Demand Draft paid as Earnest Money:

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Amount : .....

DD NO. : .....

Issuing Bank with date of issue: .....

(Signature of the tenderer)  
With complete address and seal

Tel. No. : .....

Mobile No.: .....

Place : .....

Date : .....

### Terms & Conditions

1. The agency shall have to execute an agreement, on standard parameters.
2. The manpower supplied should have a minimum educational qualification of having passed Class 10 +2 with diploma in computers (at least six months course) or having one year experience in tele-calling/ data entry / working knowledge of MS Office and minimum 6 months work experience.
3. The agency shall provide with customised software (Management Information System) for collection of data regarding the type of calls received on day-to-day basis.
4. The agency should provide Computers and necessary furniture required for set up of call center at CBSE premises.
5. The staff will be deployed in first phase in month of February, 2014 and thereafter for the period of two months in May 2014 and June 2014.
6. A staff of 12 tele-callers may be deployed for 2 shifts i.e. from 08:00 am to 02:00 pm and from 02:00 pm to 10:00 pm. However duty timings can be scattered on the basis of functional needs.
7. The female staff, if deployed, will work only in Morning shift i.e. from 08:00 am to 02:00 pm. The staff shall have to work on 6 days of the week. Sunday/ any other day could be weekly off.
8. After selection, the agency shall have to give complete bio-data of its manpower.
09. The agency shall be solely responsible for any theft, burglary, mischievous deeds committed by its manpower. The manpower deployed should be honest, courteous and well-behaved.
10. No person shall be deemed to be in employment of the Board in any manner.
11. In case of unauthorized absence for more than 3 days the Board reserves the right to replace the incumbent.
12. Concerning any dispute of wages/ arrears pertaining to the workers, the Board shall not be connected in any manner and the agency shall be directly accountable.
13. In case of any accident/ untoward incident, the agency shall be solely responsible.
14. In case the Board is put to any financial loss directly or indirectly by any act of commission or omission by the manpower deployed by the agency, it shall be bound to compensate the loss.
15. Insurance and accident risks of the manpower shall be the responsibility of the agency.
16. The agency shall not further appoint sub-contractor/ agencies.
17. In case of any dispute between the agency and the Board, the Secretary, CBSE, Delhi shall be sole arbitrator and his decision shall be binding on both the parties.

Accepted by me

Sign. of Prop./Manager

Seal of firm

Add. \_\_\_\_\_

Tel./Mob.No. \_\_\_\_\_

## CENTRAL BOARD OF SECONDARY EDUCATION

**Financial Bid Tender for set up of Tele Call Center at CBSE, Preet Vihar, Delhi**

NOTE : TO BE SEALED SEPARATELY

RATES FOR THE WORK INDICATED IN THE TENDER FORM

Rates must be quoted exclusive of all taxes

Sl. No	Requirement	Rates exclusive of all taxes with details of taxes applicable and their rates
1	12 tele-callers	Rs. .... Per month/ Per Person
2	Customised software for data entry	Rs. .... (one time cost)
3	Cost for providing computers (6 nos) for set up of tele call center	Rs. .... (one time cost)
4	Cost for providing furniture for set up of tele call center	Rs. .... (one time cost)