

EXPRESSION OF INTEREST

FOR

“Providing Call Centre Services”

BHARAT PETROLEUM CORPORATION LTD.,

EOI Submission Date: (22.06.2016)

EOI System ID - 13711

EXPRESSION OF INTEREST FOR PROVIDING CALL CENTRE SERVICES FOR BPCL

Bharat Petroleum Corporation Ltd. intends to invite the Expression of Interest from prospective vendors for carrying out the job of "Providing Call Centre Services".

We are enclosing herewith Application Form for the same along with documents/details required for enlistment, which is required to be filled in by you, complete in all respects and submitted to us.

Parties application form duly filled in and containing all information & supporting documents should be submitted, in a sealed envelope clearly super scribing 'Providing Call Centre Services' to

**Team Member (NBI)
Bharat Petroleum Corporation Ltd.,
Bharat Bhavan – 3, Ballard Estate,
Mumbai - 400001.**

on or before 22.06.2016 at 15:00 Hrs.

Application Forms received after the expiry of the above specified date/time shall be rejected outright. BPCL is not responsible for any delay. Incomplete offers shall be rejected outright.

Cost/expenditure incurred by the applicant in submitting the application by way of travel, boarding and lodging or any other manner shall be entirely on the applicant's account.

In case the applicant intends to give additional information for which specified space is not sufficient, the party may do so by adding extra sheets by indicating duly at the appropriate column.

Clarifications could be sought from the Office of the **Team Member (NBI) Bharat Petroleum Corporation Ltd., Bharat Bhavan – 3, Ballard Estate, Mumbai 400001.** (On all working days – Monday to Friday from 10 AM to 5:00 PM).

The applicant should strictly furnish all the information only in the formats given. The applications not complying with this requirement shall be rejected outright.

Any corrigendum on this notification will be published only on the website.

All the supporting documents should be duly attested/notarized.

All the corrections and over writings should be duly countersigned by the applicant.

Bharat Petroleum Corporation Ltd. (BPCL) reserves the right to accept/reject any or all applications for enlistment at its sole discretions without assigning any reasons whatsoever. BPCL reserves the right to decide on the number of agencies to be enlisted.

For any clarification you may please call.

Thanking you,

Yours faithfully,

For Bharat Petroleum Corporation Ltd.,

Team Member (NBI)

Procedure for submission of EOI:

Vendor's EOI document containing all information & supporting documents as mentioned above should be submitted in a sealed envelope clearly super-scribing:

Expression of Interest (EOI) Offer for "Providing Call Centre Services" to the office of:

**Team Member (NBI)
Bharat Petroleum Corporation Ltd.,
Bharat Bhavan – 3, Ballard Estate,
Mumbai - 400001.**

on or before 22.06.2016 (1500 Hrs IST).

BPCL will not be responsible for non-receipt of document due to postal delay/loss in transit etc.

1. Vendors who are already enlisted/registered and doing similar jobs with BPCL also need to apply afresh. Vendors who are on the holiday list with BPCL need not apply.
2. There is no EMD or Security Deposit for submission of EOI documents. BPCL is looking for more participation & competition from the prospective Indian vendors for better services in the field of contact/call centre with respect to inbound and outbound communication.
3. Every page and document of EOI submitted must have signature and seal of a designated competent representative of the prospective vendor.
4. All the documents should be submitted in a proper manner with Index for easy identification and evaluation.
5. Vendors to submit documents/information to satisfy BPCL requirements and should also be in a position to produce further information as and when required by BPCL. Vendors are also required to submit the Integrity Pact on the plain paper in the format attached.
6. Any vendor can participate in the EOI process. However, only vendors, qualifying the Pre-Qualification Criteria mention in this EOI will be registered. BPCL's decision on any matter regarding selection/ registration of vendors shall be final and binding. BPCL will reserve right to narrow down/ add/ modify/ discontinue any pre-qualification criteria depending on the response to this EOI.

7. BPCL will evaluate the proposal based on data / documents provided by vendor and data/ information available with BPCL. Vendors may be enlisted based on the technical documents, competency for providing call centre services, credential of the vendor presented in the EOI documents.

8. Vendors may be required to make a detailed presentation/demonstration at our office in Mumbai after scrutiny of the documents submitted by them. Also, demonstration of client case studies on implementation of few the components might be required.

9. BPCL at its discretion reserves the right to verify/re-verify the information submitted and inspect the vendor facilities to confirm the data submitted/ capabilities.

10. BPCL reserves the right to reject any /all applications without assigning any reason thereof including but not limited to on account of incomplete information, past performance with the other companies etc.

11. Response from any party to this advertisement doesn't entitle them for receipt of tender enquiry for procurement at a later date. Limited tenders will be floated to the registered vendors for this job, who are technically competent for BPCL requirement.

12. Subsequent to this registration, BPCL shall invite all the bids online from the registered vendors thru e-tender route, as and when required. Those tenders shall have to be digitally signed with a class IIB or above digital signature by the authorized signatory. Therefore, as a pre-requisite for participation in the tenders, **vendors shall be required to obtain a valid Digital Certificate of Class IIB and above** as per Indian IT Act from the licensed Certifying Authorities operating under the Root Certifying Authority of India (RCIA), Controller of Certifying Authorities (CCA). **The cost of obtaining the digital certificate shall be borne by the vendor.** All standard procurement terms and conditions will be given in the main tenders.

13. For any query, please contact: **Mr. Deep Arora, Team Member (NBI) Bharat Petroleum Corporation Ltd., Bharat Bhavan – 3, Ballard Estate, Mumbai 400001**

(Office) 022 – 22713036 or 022 - 22713862

14. Any corrigendum on this notification will be published only on the website.

DESCRIPTION OF SCOPE OF WORK

1. A brief about BPCL

Bharat Petroleum Corporation Limited (BPCL) is one of India's leading public sector oil companies engaged in exploration, production, refining and marketing of petroleum products. BPCL is ranked among the top Indian Companies on the prestigious Fortune 500 list and among the PLATTS top 250 energy companies in the world.

Bharat Petroleum Corporation Limited (BPCL) a 'Navratna' Public Sector Enterprise, with a turnover exceeding Rs. 2500 billion produces and markets a diverse range of products, from Solvents to Aircraft Fuel and Specialty Lubricants. BPCL is India's second largest Oil Company in terms of market share with a distribution network encompassing over 13,000+ Petrol Stations, 1000 Kerosene dealers and over 4,300+ LPG distributors.

1. Objectives

This Expression of Interest (EOI) document contains the following high level activities that need to be performed by the prospective vendors.

Purpose: End to end solution which will contain the following works but not limited to:

- Set-up an integrated call centre for BPCL consisting of inbound as well as outbound processes
- Integrating CTI software with BPCL's CRM software. A single screen to be provided to agents to access both CTI as well as BPCL CRM.
- Dialer Integration of CTI with BPCL CRM. There are two parts in dialer integration. The details are as below.
- Receive in-bound voice calls, emails, SMSs, sound files, social media interactions and enter details in BPCL provided web-based CRM package.
- Initiate outbound calls for marketing campaigns and specific promotional offers
- Handling inbound Social Media conversations through a social media workforce tool

2. Contact Centre Technology Infrastructure

The Technology proposed to implement the required solutions for providing call centre services can be from any of the vendors only given below which have been covered under Gartner's Magic Quadrant for Contact Centre Infrastructure 2015 report. It should include software and hardware designed to run a contact/call center comprising of automatic call distributors, integrated voice response units, computer-telephony integration, predictive dialers, and

universal communications or universal queue management, integrating any of the multiple channels for a call/contact center.

- 1) CISCO
- 2) GENESYS
- 3) AVAYA
- 4) INTERACTIVE INTELLIGENCE
- 5) HUAWEI
- 6) UNIFY
- 7) MITEL
- 8) NEC
- 9) ALCATEL-LUCENT ENTERPRISE
- 10) ASPECT
- 11) SAP
- 12) ALTITUDE
- 13) ENGHOUSE INTERACTIVE
- 14) ZTE
- 15) VOCALCOM
- 16) PRESENCE

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REGISTRATION

1.0) PRE-QUALIFICATION CRITERIA

- A) The Bidder must either be (i) an incorporated entity under the Companies Act, 1956 (As per Ministry of Corporate Affairs, Govt of India) or (ii) a registered partnership firm under the Indian Partnership Act, 1932. (Any bidder intending to establish itself as an incorporated entity prospectively through consortium, collaboration or joint venture or such similar arrangement would not be considered.)

The Certificate of incorporation (COI)/ Registration document issued by concerned authority is required to be attached.

- B) The Bidder, by itself must be currently in the business of providing call centre services registered in India, for the last three consecutive financial years i.e. 2013-2014, 2014-2015 and 2015-2016.

Client Certificate from Bidder's clients for call centre services for each of the last 3 financial years 2013-2014, 2014-2015 and 2015-2016.

- C) The bidder should have a minimum 500 operational seats (inbound & outbound or combined) for 12 months in last two financial years i.e. 2014-15 and 2015-16 from any or all of its centers located within India. A seat here is defined in terms of operational workstations/computer terminals where call centre agents/executives can work within a call centre.

Copy of invoices issued to the customers to prove the capability of handling minimum 500 seats for 12 months in last two financial years i.e. 2014-15 and 2015-16 or Reference Certificates/letters from existing clients to prove the capability of handling minimum 500 operational seats (inbound & outbound or combined) in last two financial years i.e. 2014-15 and 2015-16 for full year from any or all of its centers located within India

- D) The bidder should have executed a contract for continuous 12 months period for at least 70 seats from a single client for domestic operations (inbound and outbound or combined) during last two financial years i.e. 2014-15 and 2015-16 at any of its centers within India from where bidder proposes to provide call centre services. A seat here is defined in terms of operational workstations/consales where call centre agents/executives can work within a call centre.

Invoices of any continuous 12 months period during last two financial years 2014-15 and 2015-16 at any of its centers within India from where bidder proposes to provide call centre services with corresponding purchase orders or reference certificates/letters from a single client for at least 70 seats for domestic operations (inbound, outbound or combined).

- E) Net worth of the Bidder should be positive as at the end of the last financial year (i.e. 2014-15). Net worth is defined as Total Assets minus Total Liabilities. (Bidder to submit CA certificate).
- F) Bidder to have experience of one similar work costing not less than Rs. 251 lakhs. (i.e. cost excl. Taxes & telecom expenses) for a continuous period of 12 months, having successfully completed the same, during last 2 years, ending 31st March 2016. The similar work is defined as providing call centre services (inbound, outbound or combined for domestic operations) by the bidder to any of its clients.

Invoices of any continuous 12 months period during last two financial years 2014-15 and 2015-16 at any of its centers within India with corresponding purchase orders or reference certificates/letters
- G) Bidder should not be blacklisted in any Govt. agency / PSU as on the date of tender submission. (Bidder to submit the undertaking for this)
- H) The call centre technology solution deployed by bidder should be one of the solutions as listed in Gartner Magic Quadrant Report for Call Centre Infrastructure 2015.

Declaration letter from Call Centre Technology solution provider stating that the bidder has an existing agreement to deploy the solution.

The bidders meeting the above Pre-Qualification Criteria will be invited for a Limited Tender Process. Response of bidders without the required documents as mentioned above will lead to disqualification. The exact functional and technical requirements would be shared during that process and the Technical Evaluation would be done based on the responses in the Limited Tender.

2.0) APPLICATION FORM

From

Dated:

To
Team Member (NBI),
Bharat Petroleum Corporation Ltd,
Bharat Bhavan – 3, Ballard Estate
Mumbai – 400001

Dear Sir,

SUB: Expression of Interest for “Providing call centre services”

In response to your press advertisement inviting applications for the enlistment of Vendor and after having gone through the documents, I/we hereby submit necessary information/documents, as desired.

The application is made by me/ us on behalf of duly authorized to submit the same.

We understand that The Team Member (NBI), Bharat Petroleum Corporation Ltd. reserves the right to reject any/ all or accept any applications without assigning any reasons whatsoever.

Place: Signature of the Proprietor/ Partner/
Date: Authorized representative

Seal of the Firm:

3.0) PARTICULARS OF THE VENDORS



BHARAT PETROLEUM CORPORATION LTD.

(A GOVT. OF INDIA ENTERPRISE)

Bharat Bhavan -3 , Ballard Estate

Mumbai - 400001.

APPLICATION FORM FOR ENLISTMENT OF VENDORS

1.	Name of the Organization	_____								
2.	a) Full Postal Address of Organization	_____ _____ _____								
	b) Contact Phone / Mobile no.	_____								
	c) Email id	_____								
3.	Type of Organization (Individual / Prop. / Partnership / Pvt. Ltd. / Public Ltd.) & Date of incorporation. (Attach copy of the Memorandum and Articles of Association. / Partnership deed, bio-data or prop./partner/directors, as applicable).	_____ _____ _____								
4.	Place of Business	_____								
5.	Annual Turnover (in Lakhs) (Attach Copies of Audited Balance sheets and P&L account for the last 3 years)	<table><thead><tr><th><u>Financial Year</u></th><th><u>Turnover</u></th></tr></thead><tbody><tr><td>2012-13</td><td></td></tr><tr><td>2013-14</td><td></td></tr><tr><td>2014-15</td><td></td></tr></tbody></table>	<u>Financial Year</u>	<u>Turnover</u>	2012-13		2013-14		2014-15	
<u>Financial Year</u>	<u>Turnover</u>									
2012-13										
2013-14										
2014-15										

6. Details of maximum valued single Job contract completed in last 3 financial years (Attach documentary proof/ client certificate) : _____
 _____ for Rs. _____
 Client M/s _____
 Address : _____

- Contract No. :
7. Details of works executed during last 3 years (Attach documentary proof.) *Please furnish relevant details as per **Annexure-A***
8. Details of Jobs in hand (Attach documentary proofs) *Please furnish relevant details as per **Annexure-B***
9. Details of registration/enlistment with other Companies (Attach documentary proof.) (a) Organization _____
 (b) Financial limit _____
10. Valid PAN No. *Please attach copy for documentary proof.*
11. Bankers Certificate (in original, preferable in sealed cover, issued within last 1 year). *Certificate to cover the requisite details required as per **Annexure-C***
12. Details of Organization and Manpower personnel employed on regular basis _____
Please attach relevant details
14. Whether applicant is already registered in this undertaking? If so, in which class and category? _____

 (Please attach documentary proof)
15. Whether the applicant or any of his partners or shareholders is a / are member of the Indian Parliament or any State Legislatures? _____

16. Whether the applicant have under his employment a dismissed Govt. Servant / employee of the Undertaking.

17. Whether the applicant or any of his partners or shareholders been blacklisted or removed from the approval list of Vendors or demoted to lower class or orders passed, banning or suspending business with the applicant etc by any Dept. In the past

18. A list of those persons who are working with the Applicant in any capacity and who are near relative to any officer in this corporation.

19. Provident Fund No. (enclose copy of evidence)

20. ESIC No. (enclose copy of evidence)

21. Service Tax registration No. (enclose copy of evidence)

22. Works Contract Tax Registration (enclose copy of evidence)

23. Copy of IT returns of last 3 years

24. Remarks, if any

DETAILS OF JOBS EXECUTED FOR LAST 3 YEARS

Documentary proof for each job to be attached.

Sl. No.	Name & Address of the employer	Details of Work	Amount of the work	Remarks
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APPLICATION FOR ENLISTMENT**ANNEXURE-B****DETAILS OF JOBS ON HAND**

Documentary proof for each job to be attached.

Sl. No.	Name & Address of the employer	Details of Work	Amount of the work	Present Status
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BANK SOLVENCY CERTIFICATE

(Format to be furnished on Bank letter head / Stamped by authorized Manager)

1. Name of the party :
2. Address :
3. Account No. :
4. Credit Facility :
5. Overdraft Facility :
6. Current Balance :
7. Average Balance in last year :

8. Party is financially solvent to handle the work upto _____ lakhs.

5.0) ANNEXURES REQUIRED FOR BIDDER – VENDOR CODE REGISTRATION

Annexure - 1 Organisation Details

Sr. No	Description	Vendor Response	Remarks
1	Type of Company (Nature of Entity or Business Concern)	<input type="radio"/> 01 Individual <input type="radio"/> 02 LLP <input type="radio"/> 03 One Person Private Limited <input type="radio"/> 04 Association of Persons (AOP) <input type="radio"/> 05 Body of Individuals (BOI) <input type="radio"/> 06 Co-op. Society <input type="radio"/> 07 Trust <input type="radio"/> 08 Partnership Firm <input type="radio"/> 09 Private Ltd. Company <input type="radio"/> 10 Public Limited Company <input type="radio"/> 11 Central PSU <input type="radio"/> 12 State PSU <input type="radio"/> 13 Central Govt. Authority/Department <input type="radio"/> 14 State Govt. Authority/Department <input type="radio"/> 15 Judicial Authorities	Pls. tick appropriate value
2	Registration No. issued by the relevant body under which your business concern is registered		Pls. provide details in which relevant Registration Certificate

Sr. No	Description	Vendor Response	Remarks
3	E-mail ID		Pls. indicate e-mail id to be used by us for sending electronic updates/information, etc.
4	Name of Contact Person		
5	Mobile No.		
6	Telephone No.	STD Code: Landline No. :	Pls. indicate STD code followed by Telephone No.
7	Communication Address	Building: Street: Village/Town: District/ Taluk/ Zone: State: Pin code:	Pls. provide address details

Note: All certificates submitted should be self-attested.

(We confirm that information provided above is true to my knowledge & belief.)

[Vendor Name]

[Vendor Code as UIC]

(Name & Signature of Authorized signatory)

[Company Seal]

Date: _____

Annexure - 2 Excise Registration Details

Excise Control code No (TCC/No)	Name as appearing on Excise Registration Certificate	Range/Division/Commission area	Remarks
			Provide data as per Excise registration certificate & attach documents for verification (OH Certificates which are not PAN based shall not be accepted)

Note:

1. Your Vendor Name & name on Excise Registration Certificate mentioned above should exactly match.
2. All excise forms submitted should be self-attested.
3. First 10 characters of TCC/No should exactly match with PAN No.

We confirm that information provided above is true to my knowledge & belief.

(Vendor Name)

(Vendor Code or EPC)

(Name & Signature of Authorized signatory)

(Company Seal)

Date

Annexure - 3 VAT/CST Details

Sl. No.	State	VAT Registration Number (TIN No.)	CST Registration Number	Valid From (Date)	Remarks
1					Provide data as per VAT/CST registration certificate & attach documents for verification
2					Provide data as per VAT/CST registration certificate & attach documents for verification
3					Provide data as per VAT/CST registration certificate & attach documents for verification
4					Provide data as per VAT/CST registration certificate & attach documents for verification
5					Provide data as per VAT/CST registration certificate & attach documents for verification
6					Provide data as per VAT/CST registration certificate & attach documents for verification
7					Provide data as per VAT/CST registration certificate & attach documents for verification
8					Provide data as per VAT/CST registration certificate & attach documents for verification
9					Provide data as per VAT/CST registration certificate & attach documents for verification
10					Provide data as per VAT/CST registration certificate & attach documents for verification

Note:

1. Please attach latest VAT/CST registration issued by State govt.
 2. Request you to provide data as per VAT/CST registration certificates issued to you.
 3. All certificates submitted should be self attested.
 4. Pls. provide details as above for all states from where you are making supplies to BPCIL.
- (We confirm the information provided above is true to my knowledge & belief)

 [Vendor Name] [Vendor Code in BPCIL] [Name & Signature of Authorized signatory] [Company Seal]

Date: _____

Annexure -4 Service Tax Details

Sr. No	Office Address	Service Tax Registration No.	Service Tax Registration Category/Description	Valid From (Date)	Remarks
1					Provide data as per Service Tax registration certificate & attach
2					Provide data as per Service Tax registration certificate & attach
3					Provide data as per Service Tax registration certificate & attach
4					Provide data as per Service Tax registration certificate & attach
5					Provide data as per Service Tax registration certificate & attach
6					Provide data as per Service Tax registration certificate & attach
7					Provide data as per Service Tax registration certificate & attach
8					Provide data as per Service Tax registration certificate & attach
9					Provide data as per Service Tax registration certificate & attach
10					Provide data as per Service Tax registration certificate & attach

Note:

1. Request you to provide details on per PAN based (Initial) Service Tax registration certificate record to you.
 2. Pls. provide details as indicated above for services regularly offered to BPCL from your respective office.
 3. All certificates submitted should be self attested.
 4. First 10 characters of Service Tax Registration No should exactly match with PAN No.
 5. Old Certificates which are not PAN based shall not be accepted.
- (We confirm that information provided above is true to my knowledge & belief)*

(Vendor Name)

(Vendor Code as BPCL)

(Duly E. Signature of Authorized signatory)

(Company Seal)

Date: _____

Annexure - 5 PAN Details

PAN No.	Name as appear on PAN Card	Remarks
		Please attach the documents for verification

Note:

1. Vendors belonging to 'Sole Proprietary Concern' category may submit Individual/HUF PAN Card of the Proprietor of the concern.
2. For other categories of Vendors, PAN card issued in the name of the entity/Person should be submitted.
3. Copy of PAN card submitted should be self attested.
4. Corporate Vendors, if using PAN card of a Group Company, please also enclose a declaration stating names of all the units using same PAN.

I/We confirm that information provided above is true to my knowledge & belief

(Vendor Name) (Vendor Code or BPOC) (Name & signature of Authorized signatory) (Company Seal)

Date _____

Annexure - 6 Micro Small edium Enterprises (MSME)

Registration Details

Sr. No.	Description	Vendor Feedback	Remarks
1	MSME Registration Number		Please attach the MSME Registration certificate for verification.
2	MSME Certificate date		As mentioned in Registration Certificate.
3	District of Registration for MSME		As mentioned in Registration Certificate.
4	Registration Category		As mentioned in Registration Certificate. 01 - Micro 02 - Small 03 - Medium
5	Registration activities for MSME		As mentioned in Registration Certificate. 01 - Manufacturing 02 - Services
6	Proprietor/Partner/Partnerses details including to Schedule cast/schedule tribe (SC/ST)	Name: Name: Name:	Please provide details as per SC/ST certificate & attach the same wherever applicable. (Please note that in case no certificate is enclosed for SC/ST, it shall be deemed that the entity concerned does not fall in the category.)

Note 1: All certificates submitted should be self-attached.

Note 2: Please fill in the details only if your entity falls under Micro, Small or Medium Enterprise as per certificate issued by Department of Government, Otherwise mention "Not Applicable"
 Note 3: We confirm that information provided above is true to my knowledge & belief.

 (Vendor Name)

 (Vendor Date in DDMMYY)

 (Name & Signature of authorized signatory)

 (Company Seal)

Doc.:

Annexure -7 National Electronic Fund Transfer (NEFT) Mandate Form

Currently you are receiving payment from BPCL thru NEFT <input type="checkbox"/> Yes <input type="checkbox"/> No (Pls Tick the appropriate box)
If Yes, do you wish to receive payment to same Bank Account: <input type="checkbox"/> Yes <input type="checkbox"/> No (Pls Tick the approp. box)
If No, please fill the below form (Bank Attestation is mandatory)

(Mandate for receiving payments through NEFT from Bharat Petroleum Corp Ltd.)

1	Vendor Name	
2	Vendor Code	
3	Permanent Account Number (PAN)	(to be same as per Annexure - 5)
4	Particulars of Bank Account	
	A. Name of the Bank	
	B. Name of the Branch	
	C. Branch Code	
	D. Address	
	E. City Name	
	F. Telephone No	
	G. NEFT IFSC Code	
	H. 9 digit MICR code appearing on the cheque book	
	I. Type of Account (10- Savings Account/11 – Current Account /13- Cash Credit Account)	
	J. Core Banking Account No.	
5	Vendor's e-mail Id	(to be same as per Annexure- 1)
6	Date of effect/Account opened on	

(Please enclose a photocopy of the cancelled cheque to enable us to verify the details mentioned above)

We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, we would not hold the company responsible

Signature of the Vendor

Bank Certificate

We certify that _____ has an Account No _____ with us and we confirm that the details given above are correct as per our records.

Branch IFSC Code :

Date:
Place:

Authorised Official of Bank