



**MAHANAGAR  
GAS**

**MAHANAGAR GAS LTD.**

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Off. Bandra Kurla Complex,  
LBS Marg, Kurla West,  
Mumbai 400 070

**NOTICE DETAIL: MGL/EMPANELMENT FOR SERVICE PROVIDER  
FOR OUTSOURCING CALL CENTRE OPERATIONS – 2018**

**LAST DATE FOR SUBMISSION OF FORM: 14.08.2018**

**INDEX**

<b>Sr. No.</b>	<b>Description</b>	<b>Page No.</b>
<b>1</b>	<b>Invitation for Empanelment of Service Providers for Call Centre operations.</b>	<b>3</b>
<b>2</b>	<b>Experience Criteria required for Empanelment</b>	<b>4-5</b>
<b>3</b>	<b>Brief Scope of Work</b>	<b>6-14</b>
<b>4</b>	<b>Form for Empanelment</b>	<b>15-17</b>
<b>5</b>	<b>Declaration</b>	<b>18</b>
<b>6</b>	<b>Terms and Conditions</b>	<b>19-21</b>

**Total No. of Pages: 21**

**INVITATION FOR EMPANELMENT OF SERVICE PROVIDER  
FOR CALL CENTRE OPERATIONS**

**JOB DESCRIPTION:**

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|---|
| <ul style="list-style-type: none"><li>• <b>Providing Services for Call Centre operations for Customer Relationship Management for PNG Customers (CRM), Emergency Control Room for Operations and Maintenance (ECR) and Metering Operations.</b></li></ul> |
|---|
- 
- Interested Service Providers shall submit duly filled Empanelment form and relevant documents as sought. The application should be submitted in a **Sealed Envelope** Super scribing it as **"Application for Service Provider for outsourcing Call Centre Operations - 2018"** to **Vice President (Contracts & Procurement )** at above mentioned address **latest by 14.08.2018.**

The empanelment of a Service Provider at MGL shall only entitle them to be considered for issue of relevant tenders. MGL shall issue the Tender for call centre services to all those service providers who will meet the empanelment criteria. It shall not confer any right on them either to be necessarily issued the tender or for award of work. MGL has sole discretion to accept or reject any or all the applications at any stage of the process and/ or modify the process without assigning any reason whatsoever. Applications submitted through Agents / Intermediaries will not be considered.

**Note :** The Service Providers who are currently working with MGL may also participate in the empanelment process in order to have their latest details related to execution capabilities & financial details or any other information like certifications , accreditations in the recent past which have not been furnished to MGL in past.

**Experience Criteria required for Empanelment**

1. The bidder shall meet the following experience Criteria:

- a) The bidder shall be an incorporated entity under the companies Act, 1956 or a registered partnership firm under the Indian Partnership firm act of 1932.
- b) The Bidder shall have at least three years of experience of running a BPO / Call Centre involving Inbound / Outbound call handling activities for services like OMC, Banking, Financial, Insurance, Telecom, power, Gas, Water, etc.
- c) The bidder should have executed a contract for at least 120 Seats for a Single client for domestic operations (inbound and outbound or combined) in and around Mumbai Metropolitan Region which includes Navi Mumbai, Thane, Kalyan, etc.

OR

The bidder should have executed two contracts for at least 70 Seats each simultaneously for domestic operations (inbound and outbound or combined) in and around Mumbai Metropolitan Region which includes Navi Mumbai, Thane, Kalyan, etc.

- d) The bidder should have a valid PF and ESIC registration code (Independent).
- e) The bidder must have a valid "Other Service Provider (OSP) license for domestic call center issued by Department of Telecommunication (DoT), Govt of India as on date of empanelment or any other agency for outbound calling authorized by them. The bidder shall provide an undertaking to renew the above license on expiry of the current one and submit the attested copy to MGL during the contract period.
- f) The bidder shall possess a valid ISO 9001 or PCMM Level 3 (or above) certification for the call center process.
- g) Bidder shall possess valid ISO 27001:2005 or equivalent certificate for Information Security Management System (ISMS) as on date of empanelment.
- h) The bidder shall have foot print of at least two telecom service providers for WAN (Wide Area Network connectivity) for voice and data transmission.
- i) The bidder should operate the call center premises located in and around Mumbai Metropolitan Region which includes Navi Mumbai, Thane, Kalyan, etc.
- j) The Bidder should have minimum Annual turnover of ₹ **20 crores** from its Indian call Center Operations during any of the last three financial years.

In addition to the documents sought in the Empanelment form, the following documents shall mandatorily be submitted along with application form:

- a) Copy of Work Orders for Jobs mentioned at Point (1).
- b) Copy of Work Completion Certificate from client or any other equivalent documents.
- c) Experience Certificate from client if available.
- d) PF & ESIC Registration Certificate
- e) GST Registration details.
- f) Details of Manpower along with Organogram
- g) Copy of Balance Sheet and Profit and Loss account of any one of the three Financial years.

MGL also reserves the right to relax the above criteria in its own Business Interest without assigning any reason. Merely meeting the above criteria shall not entitle applicant for empanelment with MGL. MGL shall consider all other requirement as stipulated under terms and condition & Empanelment form for considering applicant for empanelment.

MGL shall do the evaluation of applicants based on the documents submitted by the applicants and may categorize them based upon execution capability, financial credentials, Performance track record, feedback from clients etc. Once the empanelment process is completed, the applicants who will be empaneled shall be intimated and Limited Tendering process shall be initiated amongst the empaneled service providers.

### **Scope of Work for Call Center Operations**

#### **Introduction:**

Mahanagar Gas Limited (MGL) is providing Piped Natural Gas to Mumbai and its adjoining areas. The past eighteen years have witnessed MGL continuously growing, only to become one of the biggest City Gas Distribution Company in India, in terms of its customer base. It is currently fulfilling the requirement of more than 10 lakh registered domestic customers for PNG.

MGL has built upon a strong CRM (Customer Relationship Management) department, which is proactive in providing customer convenience (continuously takes various proactive measures to enhance its services at every available opportunity). The CRM department plays a significant role in building consumer confidence by attending to the customer's concerns to his utmost satisfaction by:

- (a) Giving due diligence towards resolution of customer complaints within the committed timeframe.
- (b) Conveying the resolution status to the consumers.
- (c) Maintaining the exhaustive database of all consumer interactions.

As of June 2019; MGL will have approximately 10.50 lacs registered domestic PNG customers.

- a) Considering the present trend, we anticipate an increase in the monthly incoming calls in our call center (i.e. from presently 35000 nos. to approx. 46587 nos) in the next three years.
- b) Apart from the above activities, the department has also been making outbound calls to customers for complaint / service closure, feedback on CSE rating provided by the customer and house locked cases, etc. Totaling to approximately 34000 outbound calls per month i.e. approximately 4.07 lac calls per year which is expected to grow at a minimum rate of 10% per year.

Considering the ever-increasing customer expectations and to maintain a competitive edge in the market improving the standard of service and grievance resolution is of paramount importance. We need to strive from "*Customer Satisfaction*" to "*Customer Delight*". The same has also been emphasized by PNGRB in its Quality of Service Standards (QoSS).

#### **CRM Operations:**

The key areas of CRM operations at Mahanagar Gas Limited are as follows:

- a) **Call Center Operations**
  - i. Inbound Process
  - ii. Outbound Process
- b) **Front Office Operations**
  - i. Attending customers at existing walk-in locations of MGL office at Bandra (East), Kandivali (East), Mulund (East), Thane (West), Mira Road, Sanpada, Andheri (West) and other proposed locations in future (from time to time)
- c) **Back Office Operations**

- i. Cases received by letters, fax, web and e-mails
- ii. Escalated Cases (letters received from MD / TD / RTI / Ministry)
- iii. Acknowledgment & Final Response letters/e-mails sent to the customers

**Manpower Requirement for Call Center Operations:**

The projected monthly manpower requirement for 3 years (i.e. from 2018 to 2021) and later if an extension is granted (i.e. from 2021 to 2022):

Particulars	Three Year Contract			4 <sup>th</sup> Year Extension
	FY 18 – 19	FY 19 – 20	FY 20 – 21	FY 21 – 22
CSE *	62	69	75	75
Sr. CSE / Supervisors	3	4	5	5
Trainer	1	1	1	1
Quality Monitor	1	2	2	2
Asst. Team Leader	1	2	2	2
Team Leader	1	1	1	1
Assistant Manager	1	1	1	1
<b>Total</b>	<b>70</b>	<b>80</b>	<b>87</b>	<b>87</b>

\* CSE – Customer Service Executive

The above numbers are indicative for a financial year, however actual number shall be informed intermittently.

**Recruitment & Qualifications**

All pre- requisites for recruitment such as advertisement, interview etc. would have to be carried out by the Service Provider. The Service Provider must ensure that the workforce recruited fulfils all the criteria specified and possess bonafide certificate for the same. No compensation would be paid by MGL for this process.

The minimum qualifications of a Call Center Agent (CSE) should be as follows:

- a) CSEs must be proficient in both spoken and written English. To qualify for the post candidates must pass the language proficiency test (both written and spoken) conducted by the vendor.
- b) The Service Provider must adhere to the following selection process for CSEs:

Criteria I	Educational Qualification	Preferably Graduate (in case of HSC experience should be more than 18 months)
Criteria II	Work Experience	Minimum 12 months in an inbound / outbound process
Criteria III	Language Proficiency	Written & Spoken – English Spoken – Hindi, Marathi (any regional language would have additional advantage)

Criteria IV	Computer Typing Test	All CSEs must have a minimum typing speed of 28 wpm in English language. Only 3 attempts to be given to agents to give the test and average score to be calculated.
Criteria V	Final Interview	MGL reserves the right to conduct a Final Interview of all / any candidate selected / short listed by the vendor, prior to he /she is joining the process.

c) The Service Provider will have to conduct verification of all documents (education + experience) submitted by candidates at time of recruitment, using specific tools, software, etc. If in case any fraudulent activity is found the said employees is liable to be terminated immediately.

**Call Center – Inbound Process (operating from Service Provider location):**

- a) Call Centre Operational hours: **24 Hrs – Daily** (24 hrs x 365 days).
- b) Monitoring Average talk time of CSE (benchmark to be set at less than 5½ minutes).
- c) Reports generated are as per MGL’s requirement and are subject to change from time to time.
- d) Team Leaders along with Assistant Manager to review unresolved cases in coordination with the CRM / other MGL officials.

**Call Center – Outbound Process (operating from Service Provider location):**

- a) Call Centre Operational hours: **09:30 Hrs to 18:00 Hrs – Daily** (8½ hrs x 365 days).
- b) Monitoring Average talk time of CSE (benchmark to be set at less than 6 minutes).
- c) Outbound calling shall normally be done for the following cases:
  - i. Call Closure (in system) confirmation calls
  - ii. Calls to customers who give us Very Bad / Bad feedback
  - iii. Calling customers flagged as 'House Lock' for Conversion Dates or Refund
  - iv. Proactive calling to customers, calling AIC / MIC / contractor for feedback, etc.
  - v. Uploading status of customer complaints & service request (received from all modes) on web site
  - vi. Any other activity as decided by management from time to time

**Documentation:**

- a) The Service Provider is required to maintain all documents for the call center process. It is also expected to document and maintain the following:
  - i. Plan & Process for recruitment
  - ii. CSE Induction Manual
  - iii. Training: Schedule / Manual / Speech script / FAQ document for CSE’s.
  - iv. Bi-monthly Training Schedule on process, soft skills, documentation, etc.
  - v. Monitoring of Training effectiveness of new CSEs at the end of the first quarter
  - vi. Half Yearly Performance Evaluation of CSE’s
  - vii. Details of key contact points & project management team
  - viii. Escalation Procedure available at vendor organization
  - ix. Filing of all reports as per desired frequency (shall be provided after issue of PO)
  - x. Work related targets for CSEs
  - xi. Duty Roster / Attendance Muster
  - xii. System shutdown log book



xiii. Any other document as per client's requirements.

Documents for the above to be prepared and submitted within **60 days** of receipt of work order.

**Roles and Responsibilities:**

**(A) Customer Service Executive (CSE):**

- a) To provide best services on the desired information to customers / prospects approaching the company through the call center.
- b) To address consumer Complaint/Queries/Service request (CQS) in a professional manner and to reply / revert to them in a courteous and time bound manner as per the set SOP & ISO process
- c) To build a lasting Company / Customer relationship.
- d) To follow all the processes, procedures, and protocols in lieu of the duties handled, as decided and amended by the company from time to time.
- e) Entering / updating all customer interactions in the system
- f) If required coordinate with concerned depts. / responsible persons for follow up and feedback.
- g) Filing of all reports daily.
- h) Reporting to shift Supervisor /Asst. Team Leader / Team Leaders.

**(B) Trainer:**

- a) Shall be responsible for conducting product, process and system training for all the CSE's at the time of joining.
- b) Shall be responsible for conducting training for soft skills, for all the CSE's in close co-ordination with the training team of the vendor at time of joining.
- c) Arrange / coordinate Soft Skill Training sessions for all CSEs on a bi-monthly basis, by trainers from the vendor location.
- d) Updating the entire team as & when new services / processes are launched, or existing services / processes are updated.
- e) Preparation & regular updating the Training Manual, schedule and all requisite material.
- f) Maintaining training & performance records of each CSE
- g) Conducting periodic collective & individual refresher training programs on soft skills and product.
- h) Contributing inputs for CSE annual appraisal.
- i) Updating findings to concerned CSE along with Asst. Team Leader / Team Leader.
- j) Reporting to Asst. Manager

**(C) Quality Supervisor:**

- a) Maintaining quality standards & records at the call center.
- b) Call barging, visual inspection and monitoring performance of all the CSE's as per given SLAs
- c) Check the contact logged by CSE and tagging of the same in Asstecs
- d) Conducting periodic tests (verbal & written) across all levels
- e) Maintaining all records / logs as per process / ISO requirements
- f) Contributing inputs for CSE annual appraisal.
- g) Auditing the Call Centre performance as per the set target.
- h) Updating findings to concerned CSE along with Asst. Team Leader / Team Leader.
- i) Reporting to Asst. Manager

**(D) Asst. Team Leader / Team Leader:**

- a) Preparation of following reports as per given schedule:

- i. Agent Test Report (Daily)
- ii. Summary Interval – Half Hourly Report (Daily)
- iii. Agent Log-in / Log-out Report (Daily)
- iv. Daily Auxiliary Report (Daily)
- v. Call Records – Detail Reports (Daily)
- vi. Customer Feedback Report (Daily)
- vii. Customer Request Report on IVRS (Daily)
- viii. Call Summary Report (Daily)
- ix. Outbound Detailed Report – manually maintained (Daily)
- x. Telephone Line Status (Daily)
- xi. Daily Progress Report (Daily)
- xii. Customer Feedback Report (Fortnightly)
- xiii. Call Profile of ACD & Abandoned Calls (Daily & Monthly)
- xiv. Agent Test Report (Monthly)

- b) Preparation of Duty Roster on a fortnightly for the team.
- c) Conducting one to one briefing, counseling sessions with CSE from time to time
- d) Process Change management.
- e) Supervise daily briefings and de-briefings sessions of CSE
- f) Call barging and monitoring of CSE
- g) Attending to first level escalations after CSE
- h) Maintaining of the Shift Log Register
- i) Maintain all documents & records as per set SoP and ISO requirement
- j) Forwarding attendance for CSE and maintaining the muster / salary register.
- k) Team Leaders are also responsible for maintaining decorum in the call center & general office area, team bonding, interacting with CSE on weekly basis or as and when required
- l) Communication with MGL Staff and reporting to CRM in-charge.
- m) Monitoring and providing relevant data for out bound calls.
- n) Managing the Shrinkage (Attrition and Absenteeism)
- o) Scheduling "off line" activities for the night shift CSEs
- p) Responsible for maintaining daily performance as per the set Service Level Agreement (SLA)
- q) Registering technical faults pertaining to work stations, telephones, etc with the IT staff and ensuring timely resolution of the matter.

**(E) Assistant Manager:**

- a) Overall monitoring of the day to day administrative & operational activities of the process
- b) Coordinating with concerned contractors / officials for all the escalated issues.
- c) Attending to irate calls and offering satisfactory resolution.
- d) Monitoring the call trends, analyzing the reports generated by ATL /TL and brief CRM in-charge or designated officer daily on the same.
- e) Evaluating the performance of Team Leaders, counseling & appraising the same to MGL.
- f) Updating the escalated complaints module with proper feedback from the MICs / AICs
- g) Monitoring & tracking of escalated complaints till the final resolution & subsequently updating the customer on the same.
- h) Improving the query resolution system.
- i) Analysis Turn-around-time (TAT) of various categories and put up suggestions if any.
- j) Monthly review & presentation to CRM head.
- k) Ensure that the schedule of procedure for shutdown & the entry of the details of shutdown are entered in the

Log book.

- l) First level escalation for technical faults in the call center in co-ordination with the IT staff
- m) Suggest & implement changes in processes to enhance daily efficiency
- n) Ensure CSE performance registers are updated and maintained regularly.
- o) Regular monitoring of the Shift Log Register
- p) Managing the Shrinkage (Attrition and Absenteeism)
- q) Responsible for maintaining all the Service level Agreement (SLA) parameters on a daily basis on which the monthly calculation shall be derived

**Training**

The Service Provider has to provide mandatory soft-skills (including voice & accent) as well as other necessary trainings to all CSEs before the functional training on MGL process. It is mandatory for the Service Provider only to employ only certified / experienced voice & accent and soft-skills trainers for training the CSEs.

MGL will provide the first-time training to the first batch of CSEs and other staff members recruited by the Service Provider for the MGL process. The Service Provider must adhere to the following:

- a) The shortlisted Service Provider should have adequate / suitable facility for the training of its employees
- b) The training facility must have the audio-video arrangements for execution of training
- c) The training facility must have the shared workstation for training on various modules / software
- d) All CSEs will have to qualify the written test with minimum 90% marks for them to work with the MGL process.
- e) The Service Provider must recruit a Trainer and manage / execute all future trainings to be provided to CSEs and other staff during the duration of contract.

**Facility for MGL Staff at Call Center**

MGL may deploy its own official at the call centre process. The official must be provided with all required infrastructure including internet connectivity, headphone with call barge-in facility, screen / voice / ACD monitoring facility with proper sitting space / cubical near the MGL bay.

MGL officials must be given remote access through Internet to monitor the functioning such as ACD monitoring, floor monitoring, CSE performance, voice recordings, web-based reports and interactive visual dashboards etc. at the Call Center.

**Snap Shot of Call Volume (January to November 2017)**

<b>Time Slot</b>	0.00 to 2:00 AM	2:00 to 4:00 AM	4:00 to 6:00 AM	6:00 to 8:00 AM	8:00 to 10:00 AM	10:00 to 12:00 PM	12:00 to 02:00 PM	02:00 to 04:00 PM	04:00 to 06:00 PM	06:00 to 08:00 PM	08:00 to 10:00 PM	10:00 to 00:00 AM	<b>TOTAL CALLS</b>
<b>%</b>	0.21	0.03	0.09	1.03	7.50	24.00	21.76	16.85	14.72	8.02	4.25	1.54	<b>391546</b>

**Other Mandatory Requirements**

All Team Supervisors, Asst. Team Leaders, Team Leaders, Trainer, Quality Audit Manager, and Process Asst. Manager should have a minimum 2 years of work experience in the same profile. Moreover, minimum 1 year of the 2 years' work experience must be with the bidder in the same profile. This condition is applicable during the transition and Go-Live period.

However, if the candidate is already working for MGL process (in similar capacity) with another vendor, then the above clause is not applicable.

None of the employees working for MGL process shall be transferred to another process / location without prior written approval of the contract coordinator or his representative.

MGL process must be housed in a separate room / partitioned area and should have no disturbance from other processes or work areas etc. The said area needs to be approved by MGL contract coordinator or his authorized representative prior to commencement of the process.

CCTV with recording facility of the entire work bay on 24 x 7 basis

IVRS flow / recordings can be revised by MGL at any given point of time during the period of contract.

Noise attenuating headsets with respect to noise rejection, receiving sensitivity and microphone output to all the CSEs.

To ensure that all latest updates / information / circulars are available to the entire team and the same to be used as Ready Reckoner.

Service Provider to always ensure that valid OSP license for operating of call center services is available with the Service Provider. The Service Provider should renew the license from time to time and submit the attested copy of OSP license to MGL. MGL will not be liable for any charges accruing as a result of non-renewal of OSP license and for renewal of license.

MGL shall provide network connectivity for SAP and other modules after award of contract up to the premise where the Call Centre activity will be carried out. The same will not change during the contract period. In case of any change in location, cost involved in connecting new premises will be borne entirely by the Service Provider.

MGL has the right to audit the entire process or CSE performance directly or by a third party. The Service Provider shall produce all records / reports pertaining to the process as and when demanded for inspection / audit by MGL.

The Service Provider shall ensure that resources inducted and deployed for the MGL process are not used for any other process being run by the vendor. Such activity once observed will be detrimental to the continuity of the contract.

In case of termination of the contract, the same must be notified by either party in writing 90 days prior.

The Service Provider shall have to give an undertaking towards data / information security management.

The Service Provider is required to have an effective Disaster Recovery system in place. In case of any

breakdown of service due to Service Provider 's deliverables and IT infrastructure failure, the functions carried out from the affected location must be made operational at the same location or at the other location in the degraded mode as per the following matrix.

Time Frame	Level of Service
Within 8 hours	25% of incoming calls
Within 24 hours	50% of incoming calls
Within 48 hours	100% (normal operations)

**Computers & Printers:**

All work stations provided to have the following minimum computer specifications or better.

- a) Processor : Core i3 (latest generation) or above.
- b) RAM : 1x4 GB DDR4
- c) HDD : 500 GB SATA 7200 RPM HDD/No ODD
- d) OS : Windows 7 / 8.1 / 10 professional 64 bit – Licensed version
- e) Monitor : 18.5" LED
- f) Others : USB Keyboard & Mouse
- g) Others : Office 2010/2013 licensed version on PCs using outlook/excel and headsets with microphone, of suitable quality, for receiving and making calls.

One Inkjet Printer (Black & White) to print at least 25 to 30 pages per day.

**Note:**

- 1) All PCs to have facility to use MS excel
- 2) At least three PCs to have MS office
- 3) Team Leader & Asst. Manager PCs to have MS Office

**Statutory Compliances:**

It would be mandatory for the Service Provider to fulfill all statutory requirements as per the prevailing labour laws and attach photocopies of the compliances along with the invoices submitted for payment.

S No	Standard Compliance	Condition
1	The Minimum Wage Act 1948	Mandatory
2	Payment of Bonus Act 1965 & Payment of Bonus Rules 1975	Mandatory
4	Maternity Benefit Act 1961	Mandatory
5	The Workman Compensation Act 1923	Mandatory
6	Contract Labour Regulations and Abolition Act	Mandatory
7	Provident Fund	Mandatory
8	ESIC	Mandatory
9	Labour Welfare Fund	Mandatory
10	Profession Tax	Mandatory

The Service Provider undertakes that they shall pay all the taxes in accordance with the applicable laws as and when it becomes due and within 30 (thirty) days of making such payment shall deliver to MGL a duly certified copy of relevant document evidencing that the payment has been duly remitted to the appropriate authority. In case the Service Provider fails to provide the Certificate, MGL reserves the right to retain/hold equivalent amount from any pending or subsequent bills/payments to the Service Provider, till the Service Provider provides a copy of such Certificate to MGL. In case any demand is made to MGL by any statutory authority on account of such default of the Service Provider, MGL shall make the payment directly to the Statutory Authority concerned. The Service Provider waives any right to claim any amount from MGL in this regard.

The Service Provider shall issue an appointment letter with proper terms and condition of employment to persons engaged by them. The Service Provider shall provide Identity Card and ensure issuance of ESIC card (if applicable) from the ESIC Authority to persons engaged by them.

The Service Provider shall provide all common amenities, cafeteria facilities to personal working on the MGL process at their premises. The Service Provider shall engage necessary persons as required by MGL from time to time. The said persons engaged by the Service Provider shall be the employee of the Service Provider and it shall be the duty of the Service Provider to pay their salary/wages in time i.e. before 7th day of every month. There is no master & servant relationship between the employees of the Service Provider & MGL and further the engaged person of the Service Provider shall not claim any absorption in to MGL.

Service Provider shall remit all statutory dues and returns as per the relevant Acts / Rules and submit a monthly certificate / confirmation for having fulfilled all statutory obligations under various Acts / Rules along with the monthly bills.

The Service Provider shall be solely liable for all payments / dues of the workers employed and deployed by him with reliable evidence provided to MGL. In the event, MGL makes any payment or incurs any liability; the Service Provider shall indemnify MGL completely.

MGL reserves its rights to withhold bills, if the Service Provider fails to produce proof for having remitted the statutory dues (like PF, ESIC, etc.) for staff for MGL process.

The Service Provider should maintain all the records and documents under various labour laws applicable to contract labour / personnel and also Shops & Establishment Act / Rules applicable to his/her establishment and make them available to MGL / concerned authorities at all times. Indicative list of such records is given below:

- a) Register for Workmen,
- b) Employment card
- c) Muster Roll,
- d) Register for wages
- e) Wage Slip
- f) OT registers etc.

The Service Provider will have to submit an affidavit / indemnity bond to keep MGL and its officials indemnified and harmless against any loss, cost, damage, suits, claims, challenges, actions and liabilities that may occur due to the violation of any statutory non-compliance / requirement.

**Service Level Agreement:**

Detailed Service Level Agreement and the calculation methodology shall be provided in the tender document.

**FORM FOR EMPANELMENT**

We \_\_\_\_\_ are desirous of being enrolled for operation of Call centers for CRM, ECR and metering operations and hereby apply for the same. We give the following details for your consideration:

<b>Sr. No</b>	<b>Description</b>	<b>Applicant's Confirmation</b>
1.	Name of the Company / Firm	
2.	Full Address of Registered Office / Corporate Office.	
	Telephone No:	
	Fax No.:	
	Contact Person:	
	Mobile No.:	
	E-Mail:	
	Website	
3.	Company's Organizational Structure (Attach Organogram)	
4.	Nature of Company / Firm i.e Proprietorship / Partnership / Private Limited / Government / Public Sector / Contractors / Others	
5.	In case of Proprietorship firm, attach relevant document showing name of proprietor	
6.	In case of Partnership firm, specify names of the Partners and attach copy of partnership deed	
7.	In case of a Company, attach copy of Articles of Association and Memorandum of Association	

Sr. No	Description	Applicant's Confirmation
8.	Year of Establishment & Starting of Production / Shop & Establishment Certificate of premises located in and around Mumbai Metroplitan region including Navi Mumbai, Thane , Kalyan etc. (Attach copies) OR Registration No. of the Company (Attach copy)	
9.	Confirm Following:	
A	Whether registered under SSI / NSIC (Attach copy)/MSME	
10.	Registration Nos. (Whichever is applicable) 1) PAN 2) GST No. 5) PF No. 6) ESIC No. Please attach copies of documents for above.	
11.	Audited Balance Sheets any of the immediately preceding three Financial years including Profit and Loss account statement (to be enclosed)	
12.	If you are already existing Service Provider of MGL, Please indicate the same.	
13.	Whether valid ISO 9001:2008 or PCMM Level 3 (or above) certification for the call center process or equivalent (Attach photo copy, also indicate if under process of certification)	
14.	Whether valid ISO 27001:2005 or equivalent certificate for Information Security Management System (ISMS) or equivalent (Attach photo copy, also indicate if under process of certification)	
15.	Whether valid OSP license for domestic call centre issued by DoT is attached	
16.	Whether bidder has attached documentary proof of having footprint of at least 2 telecom service providers for WAN.	
17.	a) List of Clients (Attach list preferably indicating services involving call center operations. b) Work Order of Clients (Attach photo copies for the same) c) Single largest value of order executed in the last three years (Attach copy of WO / Completion certificate) as stated in eligibility criteria ( point no.1 & 2)	



Sr. No	Description	Applicant's Confirmation
18.	Any other Special / relevant information.	
19.	Whether the Company/Firm is under litigation / arbitration cases during last five years; if yes furnish details.	
20.	Whether the Company / Firm / Director / Partner / Proprietor has been de-listed / debarred / kept on holiday / blacklisted in India. If so, the reason for the same.	
21.	Applicant confirms that the document / information furnished are true and valid for the duration of the empanelment and in case there are any changes / variation, the same shall be immediately brought to the notice of MGL. Applicant also confirms that in case of conflicting version, MGL may consider any version as convenient to MGL.	
22.	Pl. ensure that you have attached copy of PF/ESIC/ Shops and establishment certificates	
23.	We understand and agree that mere empanelment does not entitle us for award of work	

**Note:** It is mandatory to fill in all the columns by the company and submit the same along with all necessary documents / credentials / copies of the certificates etc. Any other relevant information in support of empanelment may be volunteered by the applicant. All pages may be signed in ink with stamp by the authorized signatory of the Company.

Place:

Signature:

Name & Designation:

Date:

Company Seal:

(To be submitted on the Service Provider's Letter Head)

**DECLARATION**

1. I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and MGL, on the basis of the information given by me / us can be treated as invalid by MGL and I / We will be solely responsible for the consequences.
2. I / We agree that the decision of Mahanagar Gas Limited in selection of contractors will be final and binding to me / us.
3. All the information furnished by me hereunder is correct to the best of my knowledge and belief.
4. I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
5. I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.
6. The empanelment of a service Provider shall not confer any right on him either to be necessarily issued the tender or for award of work. MGL has sole discretion to accept or reject any or all the applications at any stage of the process and/ or modify the process without assigning any reason whatsoever. Applications submitted through Agents / Intermediaries will not be considered.
7. I/We hereby declare that we have no objection in MGL visiting our facility for the purpose of evaluation.

PLACE: SIGNATURE  
DATE: NAME & DESIGNATION  
SEAL OF ORGANIZATION

## **TERMS AND CONDITIONS**

1. For empanelment the applications will be evaluated based on experience criteria, financial credentials i.e. Annual Turnover of last three Financial years. MGL may further classify/categorize the Service Provider based on their experience, execution and financial capability. The details of manpower employed, pending litigation, performance on earlier projects with MGL etc. shall also be evaluated for empanelment of the Service Providers. The applications received will be evaluated on the basis of information & documents provided by the applicant and in case the applicant is found to be suitable for MGL, the applicant shall be empanelled for the category of Services i.e. Outsourcing of Call Centre operations depending upon their experience. **The applications shall be accompanied by the required documents indicated in the Empanelment forms such as:**
  - i. Brief about your company.
  - ii. Copies of Certificates (if certified) like ISO 9001, ISO 27001:2005
  - iii. Power of attorney / partnership deed for authorized Signatory.
  - iv. List of Clients to whom similar services are provided.
  - v. List of Current Work Orders of similar nature (Working at Height)
  - vi. Audited Balance Sheet and Profit & Loss statement for last 3 years.
  - vii. Copy of Work Orders & Completion certificates from clients as stated in experience criteria.
  - viii. Manpower details.
  - ix. Details of pending litigation etc.
  - x. Other details asked in the Application forms.
  - xi. Organogram.
2. MGL at any time reserves the right to modify the eligibility criteria, to accept or reject any application, to annual the empanelment or to reject any or all the applications or accept new application at any time without assigning any reason or incurring any liability to the applicants.
3. The Service Providers who are under arbitration/litigation with MGL shall not be considered for empanelment, however, request from the Service Provider may be considered for empanelment upon resolution of dispute.
4. The empanelment of the Service Provider shall be cancelled by MGL in case of poor performance of the Service Provider, abnormal delay in completion of work, abandoning of the allotted work, bankruptcy, for activities detrimental to the interest of MGL and in case empanelment is secured based on false information/documents. In case of cancellation of empanelment, the Service Provider shall be debarred from tendering/taking up works of MGL for the period as decided by MGL. The decision of MGL in this regard shall be final and binding on the Service Provider.
5. MGL reserves the right to call Limited tenders in which the Service Providers not empaneled in this process but meeting the minimum criteria for the tender can

also participate. For such tenders, the empaneled Service Providers under this process meeting the stipulated criteria of tender can also participate.

6. The empaneled Service Providers shall be required to submit EMD and follow tender terms for each tender separately as per the details given in the Tender Documents.
7. MGL reserves the right to reject any application without assigning any reasons thereof and does not bind itself to accept any of the applications.
8. MGL takes no responsibility of applications lost/delayed in postal transit. MGL reserves the right to postpone the date of submissions or issue any amendments.
9. Empanelment does not guarantee for issue of tenders to the Service Provider for a particular job. MGL reserves the right to assess the performance & capabilities of the service Provider before issuing the invitation to tender and limit the number of bidders for a particular job. The empanelled Service Providers shall have no claim on MGL if any invitation for any job is not issued to them.
10. The Service Providers shall submit all the documents as asked in empanelment form. The Service Providers may be asked to produce original documents for verification. The Service Providers may also be called for discussions/clarifications and the Service Providers shall depute their authorized representative for the same.
11. MGL may make inspection at the Offices/Client sites/relevant offices of the applicants as and when required and as deemed fit.
12. Service Providers selected for empanelment shall be empanelled for a period of 3 years. This period can be reduced or increased or the empanelment is scrapped at any time, at the sole discretion of MGL without assigning any reasons. In case of empanelment, the Service Providers shall be required to submit every year the latest Balance sheet, up to date list of work done, works in hand etc. failing which their empanelment is liable to be cancelled.
13. The application/documents submitted to MGL are non-returnable.
14. The applications shall be signed by a duly authorized person of the Service Provider:
  - a. In case of Sole Proprietorship, an affidavit of Sole Proprietorship and if the application is signed by any other person, Power of Attorney issued by the Sole Proprietor, in favour of the signatory.
  - b. In case of partnership, if document is not signed by all the partners, Power of Attorney in favour of the Partner/person signing the documents, authorizing him to sign the documents.

- c. In case of a Company, a copy of the Board resolution, authorizing the signatory to sign on behalf of the Company.
- d. Applications from Joint Ventures/ Consortium may be considered by MGL at its sole discretion.

15. Applications with following discrepancies are liable to be rejected:

- a. Applications, which are incomplete, ambiguous and not accompanied by the documents asked for and the processing fee.
- b. Even though an applicant may satisfy the stated criteria for empanelment, his application is liable for rejection, if he has record of poor performance such as abandoning work, not properly completing the work, delay in completion of work, poor quality of work, financial failure/weakness etc.
- c. Application in respect of which canvassing in any form is resorted to by the applicants.
- d. If the applicant made misleading or false representation or deliberately suppressed the information in the application form and documents etc. or resorts to unfair methods in creating circumstances for the acceptance of his application.

16. The completed applications along with required documents shall be submitted in a sealed envelope **Superscribing it as "Application for Service Provider for outsourcing Call Centre Operations - 2018"**. at following address latest by 14.08.2018 :

**Vice President (Contracts & Procurement)**  
**5th Floor, West Wing, Tower 3**  
**Equinox Business park,**  
**Off. Bandra Kurla Complex,**  
**LBS Marg, Kurla West,**  
**Mumbai 400 070**