



West Bengal State Rural Livelihoods Mission (WBSRLM)  
(A Society under the Panchayats & Rural Development Dept, Govt. of West Bengal)  
Saltee Tech Park, 11<sup>th</sup> Floor, DN-18, Sector-V, Kolkata – 700 091  
Email: [wbsrlm@gmail.com](mailto:wbsrlm@gmail.com)

No. 521 / WBSRLM/MIS/10-MI-05/2015

Date: 29 May, 2015

**CARETEL Infotech Limited,  
124, karaya Road, 1<sup>st</sup> Floor, Unit 1B & 1C,  
Kolkata-700 017.**

**LETTER OF AWARD**

Attn : Smt. Rolly Chakraborty  
Sub : Letter of Award for 'Hiring of Services for Setting up and Maintenance of Help Line for WBSRLM-Anandadhara' for the Year 2015-16, extendable for the year 2016-17 & 2017-18 on the basis of satisfactory performance as per Request for Proposal  
No.: 396 /WBSRLM/MIS/10-MI-05/2015 date 07.05.15 (IDA Credit No.:4978-IN)

Ref : i. Your Technical Proposal, dated 26<sup>th</sup> May, 2015  
ii. Your Financial Proposal, dated 26<sup>th</sup> May, 2015

Dear Sirs,

With reference to your above proposals, we are pleased to award you the work of Carrying out 'Hiring of Services for Setting up and Maintenance of Help Line for WBSRLM-Anandadhara' for the Year 2015-16, extendable for the year 2016-17 & 2017-18 of WBSRLM on the basis of satisfactory performance as per the terms and conditions detailed hereunder:-

**1. Scope of Services**

The scope of services is fully described in the Terms of Reference (TOR) of the RFP dated 07.05.2015 and the Agency shall render services accordance with the TOR.

**2. Contract Price:**

(i) Lump sum one time cost/ Fixed cost : INR 1,90,000/- ( Rupees one lakh ninety thousand) only for installation of CRM software for Help Line & design and development of IVRS and training to 03 (three) Help Line Desk Operator to be deployed by WBSRLM.

(ii) Monthly recurring / variable cost / price: INR 11,000/- (Rupees eleven thousand) per month i.e., INR11,000/- x 12 = INR 1,32,000/- (Rupees one lakh thirty thousand) per year for overhead cost and supervision charge.

(iii) Bulk SMS will be charged @Re.0.18 (Eighteen paise only) each SMS as per actual uses.

The above price is exclusive of service tax and local taxes, if any which shall be payable extra.

We shall deduct income tax from your payments as per prevailing Income Tax Act and provide TDS (Tax Deduction at Source) Certificates.

### 3. PAYMENT TERMS:

This Letter of Award will be governed by the terms of payment as mentioned in the TOR as follows:

Sl.No.	Description of activities	Payment
i. & ii	Lump sum one time cost/ Fixed cost for Installation of CRM Help Line and Design and Development of IVRS System including training to three Help Line Desk Operators to be deployed by WBSRLM	50 % after installation & rest 50% after 3 months of full functioning of Help Line
iii.	Overhead cost per month (including supervision charge)	100 % within 10 days after receiving the claim.
iv.	Bulk SMS charge per month	100 % within 10 days after receiving the claim.

### 4. Completion schedule:

The entire work will be completed as per following time schedule:-

Installation of CRM software Help Lines and Design and Development of IVRS System.	15.06.2015
Training to three Help Line Desk Operators to be deployed by WBSRLM	15.06.2015

### 5. Deliverables

The deliverables shall be submitted as follows:-

- i) Report regarding Installation of CRM software Help Lines and Design and Development of IVRS System by 15.06.2015
- ii) Report regarding Training to three Help Line Desk Operators to be deployed by WBSRLM by 15.06.2015
- iii) Management Letter – At the time of submission of Monthly Reports along with the claim of monthly Overhead cost by 10<sup>th</sup> of the following month.

All deliverables shall be provided in 2 hard copies.



**6. Delay in Performance:**

Performance of services under this Award shall be made strictly in accordance with the time schedule specified above and the RFP.

Any delay unless waived by WBSRLM in writing in the performance shall render you liable for termination of the Contract for default.

**7. Project Staffing:**

In line with the requirements of ToR, the work will be carried out by the key experts as mentioned in your technical proposal. You shall not change the constitution of the Team without written approval of WBSRLM.

**8. Signing of Contract Agreement:**

You shall enter into a Contract Agreement with WBSRLM immediately and in any case within 15 (fifteen) days of this Award.

**9. Acceptance:**

This Letter of Award is being issued to you in duplicate. Please return the duplicate copy duly signed on each page with your Company's seal as a token of your unequivocal acceptance within 05 days.

**10. Coordinating Officer:**

Smt. Nilanjana Das Gupta, Additional Chief Executive Officer and Shri Abani Bhusan Dwari, Procurement Consultant, West Bengal State Rural Livelihoods Mission will act as the Coordinating Officers for this Consulting Service.

**11. Correspondence:**

All correspondence under the Contract should be addressed to the State Mission Director & Chief Executive Officer, West Bengal State Rural Livelihoods Mission.

Yours faithfully,

(Choten D. Lama, IAS)

State Mission Director & Chief Executive Officer  
WBSRLM

29/05/15