

Queries & Clarification - Hiring of Agency to Establish Call Centre for JEEViKA

SN	RFP Reference No.	Queries	Clarifications
1.	Qualification (Section III - Evaluation and Qualification Criteria)	Bidder should have successfully developed at least two software applications for Help desk Management/Grievance Management/Call Centre - We understand that we can provide work order + relevant certificate for the client for whom we have development CRM software. Kindly confirm.	As per para 4 of “Qualification” [Section III - Evaluation and Qualification Criteria] bidder has to submit Work order + relevant certificate from the client.
2.	Qualification (Section III - Evaluation and Qualification Criteria)	The bidder should have experience of software Web Based MIS with Call Centre (24x7) Project Implementation in Government/PSUs (at least one project) – We understand that we can provide work order + completion certificate for the client for whom we have developed web based report of ACD and CRM software. Kindly confirm our understanding. Also we can provide total value of the project and cannot provide separate value of the software.	Will be considered
3.	Qualification (Section III - Evaluation and Qualification Criteria)	Bidder must have the following quality parameters; CMMi Level 5 & CMMi Level 3 We request you to provide ease on the clause of CMMi Level 5 & 3 and change it to ISO 27001:2015 certification.	Weightage for assessment: Only CMMi level 5 – 10marks, Only CMMi Level 3 – 5 marks, Only ISO 27001:2015- 5marks. Only CMMi Level 5 & ISO 27001:2015- 15marks, Only CMMi Level 3 & ISO 27001:2015-10 marks
4.	Section VII - Activity Schedule – Terms of Reference	JEEViKA to specify whether 10 Call Centre Executive and one Technical Supervisor to be deployed on daily basis.	Yes
5.	Section VII - Activity Schedule – Terms of Reference – Language Requirement	Please comment on time required for hiring candidate with the languages mentioned in the clause and also the time required for any other dialects of the state.	30days
6.	Section VII - Activity Schedule – Terms of Reference – Civil Infrastructure	Space and other required infrastructure will be provided by the agency. Please comment on this clause since the duration of contract is minimum 1 year and may be extended up to 3 years on the same monthly rate.	The required infrastructure/hardware, if provided by the agency has to be handed over to JEEViKA by the bidder on the close of contract.
7.	Section VII - Activity Schedule – Terms of Reference – Civil Infrastructure	Whether the infrastructure including premise will be provided by the agency or BRLPS?	It is clarified that both the options is required in the Price Schedule. Accordingly, two price schedules are available on e-proc site. Intended agency has to fill both the price schedules; Price Schedule-I and Price

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			<p>Schedule-II.</p> <p>In case, an agency does not fill and upload both the prices schedules, their proposal will be rejected.</p> <p>Evaluation will be done on any one of the Price Schedule as decided by the BRLPS.</p>
8.	Contract Period	We suggest a 10% YOY (Year Over Year) inflation.	No enhancement in rate will be applicable in three years.
9.	Clause 2.2.2 of SCC	The service provider shall start carrying out the services within 30 days after the date contract becomes effective. Please comment on the time line of 30 days.	The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC (Special condition of Contract)
10.	‘Unjustified Delay’ Clause 3.8.1 of SCC	<p>Please specify/define “unjustified delay” in what type of service parameter.</p> <p>Please also comment on down time.</p>	<p>The liquidated damages:</p> <ul style="list-style-type: none"> ▪ In case of unjustified delay, the CEO, BRLPS will reserve the rights to levy penalties on the service provider: ▪ 0.5% penalty on every one-week delay on the Project component. ▪ Overall penalty will not exceed 5% of total cost of the project component. ▪ The Down time should not exceed by 24 hrs. The deductions of every 12 hrs for down time would be @ 0.5 %. ▪ Refer Pg-69 [clause 3.8.1 - Section IX - Special Conditions of Contract] of the Bid Document.
11.	Information Helpdesk application - Terms of Reference - Section VII - Activity Schedule	No additional man power to be deployed other than 10 Call Centre Executives and 01 Technical Supervisor. Is the understanding correct?	Kindly refer to “Information Helpdesk application” of Terms of Reference – Section VII (Activity Schedule)
12.	Qualification (Section III - Evaluation and Qualification Criteria)	Please confirm if Unified District Helpline with MIS in any Government Organization would also be considered in the said clause as experienced.	District Helpline or Call Centre may also be considered, if it is worked for Govt. project/govt. organization.
13.	Qualification (Section III - Evaluation and Qualification Criteria)	Many Government organizations do not provide completion certificate for completed or ongoing projects. Please allow CA certified self-certificate along with work order as supporting document.	Work Completion Certificate is required. Contract document may also be uploaded with Notarized Certificate of successful completion of such project.
14.	Performance Security	Please confirm the percentage amount for submitting performance Bank Guarantee	<p>Please refer clause 3.9 of SCC of the bid document.</p> <p>“Successful service provider has to submit performance security @ 5% of the contract value in the form of Demand Draft/Bank Guarantee” in favour of Bihar Rural Livelihoods Promotion Society payable at Patna.</p>

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15.	ITB 4.1	Please clarify maximum number of Joint Venture.	Joint Venture is not allowed.
16.	Bid Security	Amount of bid security should be decreased from INR 6,00,000/- to INR 2,00,000/-	The amount of bid security shall be INR 6,00,000/- The bid security is to be paid through e-payment mode.
17.	Invitation for Bids (IFB)	Rs. 5,000/- to be paid through e-payment mode and the bidding document in English may be downloaded by interested eligible bidders from www.eproc.bihar.gov.in upon registration at the portal and online of a non refundable fee of Rs. 1180.00. We understand that both these clauses refer to the Price of Bidding Document.	Once registered on the portal www.eproc.bihar.gov.in , interested bidder has to pay Rs. 1180.00 towards the cost of download of bidding document paid to the site whereas Rs. 5000/- is the cost of bidding document payable to BRLPS.
18.	Section VII- Activity Schedule Scope of work – Interactive Voice Response (IVRS) system	The IVRS system shall integrate with the Web application. Kindly suggest the kind of integration is needed to be done and with what component.	Web app and IVRS is to be provided by agency
19.	Section VII- Activity Schedule Scope of work – Language Requirements	The call centre must initially support English, Hindi, Bhojpuri and Maithili. Please clarify whether these language are to be handled manually or through IVRS as well.	Both
20.	Section VII- Activity Schedule – Scope of Work – Civil Infrastructure	We understand that bidders have to establish and operate helpdesk. We would like to know that proposed call centre shall be established and operated within 03 Kms from BRLPS Office. Kindly confirm.	Yes, the proposed call centre shall be established and operated within 03 Kms from BRLPS Office
21.	Payment Terms	We suggest following payment terms- 1. 90% of establishment cost will be paid after successful establishment of call centre as Capex Expenditure. 2. 10% of the balance amount of the establishment cost will be paid after 6 months of successful operationalization of the call centre.	Payment terms will be as per the RFP. No changes required.
22.	Technical Evaluation [Section VII - Activity Schedule Terms of Reference]	Minimum Technical Evaluation Qualifying Criteria is 75% but in case, less than 03 agencies qualify in technical evaluation, bid Evaluation Committee may reduce the qualifying criteria up to 60%. Request to decrease the qualifying marks in Technical Evaluation from 75% to 60%. It is also requested to kindly freeze the Technical Evaluation Qualifying Criteria to 75%.	It is clarified that the minimum qualifying marks in Technical Evaluation is 75. Agencies that score the minimum qualifying marks would only be considered as qualified to move on to the next stage of financial evaluation.
23.	Eligible Bidders (ITB 4.1)	We understand that we can provide self-declaration with authorized signature as a proof of document for this eligibility	Please refer ITB Reference No. 4.1 of Section-II (Bid Data Sheet). As per

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		clause. Please clarify.	above ITB Reference No. Joint Venture is allowed.
24.	Eligible Bidder (ITB 4.2)	Conflict of Interest We understand that we can provide self-declaration with authorized signature as a proof of document for the eligibility clause. Kindly confirm.	No separate undertaking is required. A declaration to this effect is already mentioned in "Letter of Bid" Section-VI (Bidding Forms) of the bid document.
25.	Eligible Bidders (ITB 4.3)	A firm that is a Bidder (either individually or as a JV member) shall not participate in more than one Bid – Do we require to submit self-declaration.	No separate undertaking is required. A declaration to this effect is already mentioned in "Letter of Bid" Section-VI (Bidding Forms) of the bid document.
26.	Eligible Bidders (ITB 4.4)	Nationality of Bidder	Yes, certificate of incorporation may be uploaded.
27.	Eligible Bidders (ITB 4.5)	A bidder has been sanctioned by Bank – Can we provide self-declaration for the same. Kindly confirm.	No separate undertaking is required. A declaration to this effect is already mentioned in "Letter of Bid" Section-VI (Bidding Forms) of the bid document.
28.	Eligible Bidders (ITB 4.6)	Bidders that are state owned enterprises or institutions in the Employer's Country – Can we provide incorporation certificate. Kindly confirm.	No separate undertaking is required. A declaration to this effect is already mentioned in "Letter of Bid" Section-VI (Bidding Forms) of the bid document.
29.	Eligible Bidders (ITB 4.7)	A Bidder shall not be under suspension from Bidding by the Employer as the result of the operation of a Bid-Securing Declaration – Can we provide Incorporation certificate. Kindly confirm.	No need to submit Incorporation Certificate. "Form of Bid Security Declaration" [Section IV – Bidding Forms] has not been used in the bid document.
30.	Eligible Bidders (ITB 4.8)	Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country – Can we attach Incorporation Certificate. Kindly confirm.	No need to submit Certificate of Incorporation. As per Section V - Eligible Countries, India is not included the prohibited country.
31.	Eligible Bidders (ITB 4.9)	In the event that prequalification of Bidders has been undertaken as stated in ITB 18.4	No prequalification has been made, hence, all bidders who fulfil the eligibility criteria can participate in the bid.
32.	Eligible Bidders (ITB 4,10)	A Bidder shall provide such documentary evidence of eligibility satisfactory to the Employer, as the Employer shall reasonably request. Do we require submitting Incorporation Certificate? Kindly confirm.	No need to submit Incorporation certificate. Bidder has to upload documents as required in "Qualification" of Section III - Evaluation and Qualification Criteria of the bid document.
33.	General Section VII - Activity Schedule	1. Provide detailed ID for support. 2. Regional language split for the better planning on location.	Refer clause number-f (from TOR)
34.	General	Will BRLPS also be a part of the assessment? Kindly confirm.	Yes, as per para 7.1 of the SCC of the bid document.

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35.	Section VII - Activity Schedule – Terms of Reference	<ol style="list-style-type: none"> 1. CBSL Commercial team to factorise the cost 2. JEEViKA to provide list of non-working days of BRLPS. 3. CBSL application/technology team to check the possibility of implementing following clause “The system should also record the call of the callers and save the voice log for the future purpose (For Grievance at least 6 months and for other 3 months)”, since Grievance may lead to RTI which have legal implications. 4. JEEViKA to provide format reports required. 5. How the backup of this voice logs would be provided to BRLPS every month. Please specify whether 100% voice logs needs to be provided. Who would bear the cost of sharing the voice logs? 6. Will the same set of 100 Call Centre Executives be used to make outgoing calls? 7. Is there any specific time to make out calls? 8. CBSL Technology Team to comment on this clause. 9. Please specify the SLA parameters. 10. Commercial team to factorise KPI. 	Not Relevant
36.	Section VII - Activity Schedule – Terms of Reference	JEEViKA to specify complete details of High Speed Internet Facility required.	As per need
37.	Section VII - Activity Schedule – Terms of Reference	<ol style="list-style-type: none"> 1. Computer Technology Integration (CTI) <ol style="list-style-type: none"> (i) Will be able to integrate with hybrid setup of a call centre solution. (ii) It will be interfaced with the Core system and other thirty party application of the skill/Job to send/receive data which needs to be populated (iii) Ability to generate and service request (iv) On transferring the call to another agent the screen too will be transferred to the screen of that agent. (v) The CTI must be capable to activating the fast dialling feature of the ACD. (vi) Call events such as hold, retrieve hold, conference transfer etc. (vii) CTI will be integrated with core call centre system and update the IVR. 	<ol style="list-style-type: none"> (i) N/A (ii) No (iii) N/A (iv) Depends on the software provided (v) N/A (vi) Yes

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		(viii) CBSL Technology team to comment on this clause and checked which application needs to be used for CTI.	
38.	Section VII - Activity Schedule – Terms of Reference – Process Flow	JEEViKA to provide Training Module, Orientation Training and conduct initial NH Training for the pilot batch along with a TTT session for support staff. a) What will be the training duration? b) How would the executives get access to the range of services and from where will the executives get information regarding new updates. c) Will there be any certification required post training?	N/A
39.	Payment Terms	(i) JEEViKA to specify the billing module (ii) JEEViKA to specify exact work that needs to be performed in addition to the information mentioned in 3.8.1 of the SCC. (iii) JEEViKA to specify penalty parameters on which the performance will be judged.	Refer to TOR
40.	Appendix-A	Detailed Appendix A with description of the service is missing.	The detailed description of Service is “Terms of Reference “ in Section VII - Activity Schedule
41.	Appendix C	Detailed Appendix C with description of personnel is missing.	The detailed description of personnel is mentioned in “Terms of Reference “ in Section VII - Activity Schedule
42.	Appendix D & E	Detailed Appendix D & E missing. Kindly share the same.	Appendix D is “ Breakdown of Contract Price in Foreign Currency (ies) ” which has not been used in the bidding document Appendix E is “Breakdown of Contract Price in Breakdown of Contract Price in Local Currency” which is Price Schedule uploaded on https://www.eproc.bihar.gov.in
43.	General	Exact Scope of Work is not mentioned	Scope of work is mentioned in detailed in Terms of Reference - Section VII - Activity Schedule
44.	Terms of Reference - Section VII - Activity Schedule	Same set of agent has to handle incoming calls and make out bound calls as per requirement, is the understanding correct? Please clarify.	Yes
45 pri.	Terms of Reference - Section VII - Activity Schedule	The call centre shall be operation from 9:30 AM to 7:30 PM, Monday to Saturday with Sunday as common weekly off. Is the understanding correct? If no, please share further details.	Yes
45.	Sealing and Marking of Bids	Do we require to submit hardcopy of technical bid also?	No hard copy of technical or financial bid is to be submitted. Bidder has to submit hard copy of only original affidavit regarding correctness of information furnished with bid within Seven (07) days from the date of

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			opening, failing which the bids will be declared non-responsive and will not be considered for evaluation.
46.	Price Schedule	Price schedule define in RFP is open. Please provide revised price schedule asking for component wise price of services as required by the department.	As per TOR
47.	Information Helpdesk application - Terms of Reference - Section VII - Activity Schedule	The system should have to send auto-generated SMS to concerned authority/users. Please confirm if SMS gateway would be provided by the department.	No, it is to be arranged by the bidder.
48.	Qualification (Section III - Evaluation and Qualification Criteria)	The bidder should be an established IT service company and should have been in operation for a period of at least 5 years as on 31 st March 2019. Requesting you to provide us with a relaxation in year.	The requirement will be same as mentioned in serial no. 1 of "Qualification" Section III - Evaluation and Qualification Criteria
49.	Qualification (Section III - Evaluation and Qualification Criteria)	We request you to consider decreasing the Turn Over requirement.	The requirement will be same as mentioned in serial no. 3 of "Qualification" Section III - Evaluation and Qualification Criteria
50.	S.No. 6 of "Qualification" (Section III - Evaluation and Qualification Criteria)	We request to revised the requirement as follows: The bidder should have experience of software web based MIS with Call Centre/ helpdesk project implementation in Government/ PSUs (at least one project minimum of 1 crore)	As per issued RFP
51.	Section VII - Activity Schedule – Terms of Reference – MIS Reports	We understand the pre-defined formats shall be developed with the mutual understanding from both bidder and client; we would like to request you to clarify the number and type of reports BRLPS wants to generate which will help us to calculate the effort accordingly.	To be flexible
52.	Section VII- Activity Schedule Scope of work – SMS gateway integration	Kindly elaborate on "Ready to Use Call Centre"	As per scope of work
53.	Section VII- Activity Schedule Scope of work – Interactive Voice Response (IVRS) system	Text-to-speech capability must be supported for English & Hindi. Please provide some clarity.	Not required
54.	Section-III – Evaluation and Qualification Criteria & Section-VII – Activity Schedule	Section-III and Section-VII – There is a discrepancy between both the evaluation matrices. Kindly clarify.	The evaluation criteria mentioned in Section-III; Bid Data Sheet shall prevail.
55.	Invitation for Bids	The BRLPS invites bids from eligible bidders to establish Call centre for JEEViKA initially for a period of 03 years whereas as	The implementing agency should arrange for hosting of the services, initially for a period of 12 months which may be extended to 36 months

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		per Activity Schedule initially the contract will be made for 01 year and if required it may be extended upto 03 years on same monthly rates.	based on performance from Go-Live.
56.	General	Security Audit We request you to kindly consider and include CERT-IN certified third party security audit.	Not Required. If it will be required, BRLPS will get the security audit done through third party.
57.	General	Timeline for Hardware delivery and Installation	Timeline as proposed in ToR. Call Centre functional within 45 days.
58.	General	For better project implementation, kindly specify the required resource qualification.	Graduate, preference to Diploma in Computer Application
59.	General	We would like to request you to clarify whether bidders has to handover the project call centre infrastructure to BRLPS after the project tenure is over.	YES
60.	General	The implementing agency should provide a web based information management services for online registration of queries of the community. Is this a cloud-based web solution that BRLPS is looking for?	YES
61.	General	Please explain 'one lot' or 'multiple lots'	One lot or multiple lots are not applicable in this service.
62.	Last date for uploading the Tender & Opening [Technical Part]		Last date for uploading the Tender is being extended till 11/09/2019 till 16:00 hrs. through https://www.eproc.bihar.gov.in Accordingly, Time and date of opening of bids - Technical Part will be on 11/09/2019 at 16:30 hrs. through https://www.eproc.bihar.gov.in