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Reply To Prebid Queries- Selection of Implementing Agency (IA)

Date- 30/09/2020

#	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response by department
1	Roles and Responsibilities of WDC	1.5.9 & 12	Make availability of required office space, electricity & electrical fittings, power supply and its cost involved (Fixed & Recurring) for smooth running of the 10 seater call centre	we assume that the office space will be provided by WDC but we want to clear about infrastructure that will be provided by WDC or we have to do we have to arrange furniture, AC, power backup etc.?	Only Space will be provided by WDC. Furniture has to be procured by the successful bidder. AC & Power back up will be shared as common pool available to WDC.
2	Roles and Responsibilities of WDC	1.5.9 & 13	Make availability of required office space, electricity & electrical fittings, power supply and its cost involved (Fixed & Recurring) for smooth running of the 10 seater call centre	We assume that electricity bills will be paid by WDC	Electricity bill for running the call center will be taken care by successful bidder.
3	Pre-Qualification criteria And Technical Evaluation	3.3 & 24 And 3.4 & 27	Should have minimum average annual turnover of Rs. 15 Crore for the past 3 years And Average Annual Turnover in the last 3 financial years: from Call Centre business ☐ >5 cr – 10 marks	We want to confirm about average annual turnover because pre qualification criteria it is showing 15 crore but as per technical evaluation maximum turnover requirement is 5 crore to obtain high score so we are assuming this is only a typing mistake and average annual turnover is 5 crore needed in past 3 years	The prequalification Criteria is for average annual turn over i.e 15 cr. For obtaining marks the criteria is Average Annual Turnover of INR 5cr in the last 3 financial years: from Call Center business.
4	Technical Specification- Hardware & Networking Component	9.5 & 56	Implementation & IP-PBX server, IVRS and CRM software with PRI card including 120 days call recording	PRI lines are not mentioned here, hence we assume it will be provided by WDC and monthly bills will be paid by WDC, Please clarify.	Successful bidder has to procure and maintain the PRI line.
5	Penalty	5.4 & 33	If the call Centre goes down because of reasons other than those envisaged under the force majeure clause, one day's charges shall be deducted for every hour of downtime from the service provider's claim	Please share penalty clauses and SLAs	Please refer to addendum-1
6	Change in Scope of Work	7.2 & 34	General	What type of changes are envisaged in scope of work? Please clarify.	Current scope of work is fixed and in any changes in future will be done with mutual consent between client and the successful bidder.
7	Performance Bank Guarantee (PBG)	4.4 & 29	WDC will require the selected bidder to provide an unconditional and irrevocable Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the contract value	we suggest to provide minimum 25- 30 days to arrange PBG	No changes
8	Change in Scope of Work	7.2 & 34	this clause must be asserted within 6 working days from the date of	We suggest the changes timeline should be mutually agreed and decided.	No changes

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9	Penalty	5.4 & 34	General	Please share penalty clauses and SLAs	Please refer to addendum-1
10	Security/ Earnest Money Deposit	2.3 & 18	General	We are MSME and NSIC registered hence exemption for EMD is requested.	No changes
11	Payment Terms	2.3 & 18	General	We suggest monthly payment cycle.	No changes
12	Fact sheet	Page No. 6	Last date & time and address for submission of RFP proposal: 12.10.2020 till 12 Noon	Please extend the last date of submission by at least a week, having 19.10.2020 as new last date of submission	No changes
13	Scope of Work	Section 1/ page 10	Providing Personnel (all Women) for 24X7 Call center.	Will request following to be added in scope.. Bidder has to provide pick-up drop facility. The same feature is there in ongoing Prohibition Call Center at Beltron Bhawan	Bidder can quote costs of pick up and drop to its employees in mentioned format of the bid document
14	2.3 Bid Security/ Earnest Money Deposit (EMD)	SECTION 2: INSTRUCTION TO BIDDERS / Page # 18	Bidders shall submit, along with their Bids, EMD of Rs 5,00,000 (Rupees Five Lacs only).....	Please provide exemption to Government PSU/ agency, as this is a general trend in E-Governance projects	No changes
15	2.12 Site Visit	SECTION 2: INSTRUCTION TO BIDDERS / Page # 21	It is the responsibility of the bidder to visit the proposed sites at their own cost and assess the feasibility before submitting their technical solution and to get a clear idea about the work and preparation of requirement across the offices. WDC will facilitate bidders to get access to the sites upon prior intimation.	Please share the details of contact person, with whom the bidders will coordinate for site visit, before bidding, if needed.	Contact person- 1. Anupam Prasad Contact No- 9905242576

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16	2.13. Joint Venture, Consortium or Association	SECTION 2: INSTRUCTION TO BIDDERS / Page # 21	Joint venture and consortium are not allowed. The bidder cannot be a part of any consortium for this RFP. Bids received from a consortium of bidders will be summarily rejected. Bidding in consortium is not allowed for this procurement. The definition of consortium and joint ventures does not include any tie-up with OEMs on company's own account	<p>For your kind information:</p> <p>Being a 100% PSU of Karnataka Government, the company governs under the transparency act of Government. For any such project, the company works with its empanelled companies. As per the transparency act, working with own empaneled companies is neither considered sub-contracting nor considered as consortium way of working. Moreover, KEONICS takes complete ownership in all aspects from beginning to completion of project.</p>	Accepted
17	3.4 Technical Evaluation	SECTION 2: Instruction to Bidders / Page # 27	<p>Project Experience: The bidder should have experience of Development of Call Centre/BPO/ Helpline/ Contact Centre and related software in the last 5 years and running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location Cumulative Capacity – 25-seater – 5marks For every additional 15-seater – 3marks (maximum 15 marks)</p>	<p>Please clarify:</p> <p>Whether the experience of Telecom service provider such as Jio/ Airtel will be considered?</p> <p>Also, please accept:</p> <p><u>Maximum marks for project experience should not be more than 15 marks, and remaining 05 marks to be added to Project Understand and Approach</u></p>	<p>1..Experince of telecom service providers will not be considered</p> <p>2.No changes</p>
18	3.4 Technical Evaluation	SECTION 2: Instruction to Bidders / Page # 27	<p>Call Center Experience: No. of similar Integrated call centre projects on women violence issues handled by the bidder in the last five years One Project – 10 marks Additional Two projects – 5 marks each .. Maximum numbers of 20 marks</p>	<p>Please clarify:</p> <p>Whether the experience of women specific other than women violence issues could be accepted as eligible documents for this criteria? Telecom service provider such as Jio/ Airtel will be considered?</p> <p>Also, please accept:</p> <p><u>Maximum marks for project experience should not be more than 10 marks, and remaining 10 marks to be added to Project Understand and Approach.</u> <u>This is very important, as very few bidders could have similar experiences, and so less competition in bidding process may occur</u></p>	<p>1.Experience in all women Specific will be considered.</p> <p>2.Experince of telecom service providers will not be considered</p> <p>3. No chnages</p>

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19	3.4 Technical Evaluation	SECTION 2: Instruction to Bidders / Page # 27 & 28	1. Project Experience: Maximum 20 Marks 2. Call Center Experience: Maximum 20 Marks 3. Turnover: Maximum 10 Marks 4. Project Understanding and Approach: Maximum 30 Marks 5. Key professional staff: Maximum 20 Marks	Please accept the change in marks of criteria: 1. Project Experience: Maximum 15 Marks 2. Call Center Experience: Maximum 10 Marks 3. Turnover: Maximum 10 Marks 4. Project Understanding and Approach: Maximum 45 Marks 5. Key professional staff: Maximum 20 Marks Here, the focus is more to evaluate skills and capabilities of bidders in doing this assignment	No changes
20	Additional Item in OPEX Cost to be added: PART D: Miscellaneous COST: 1. Cab facility for pick up drop 2. Overhead cost for refreshment and other minor cost factors	SECTION 5: PAYMENT TERMS / Page # 31	PART D: Miscellaneous COST: 1. Cab facility for pick up drop 2. Overhead cost for refreshment and other minor cost factors	In this project, all staffs are women only and the call center will work 24/ 7. It is very important to provide safety to these women working as call center executive. <i>In ongoing project of Prohibition Call Center where the resources are both men and women, the Government of Bihar has considered the pick-up drop facility as cost, and the selected bidder (KEONICS) has been providing the same facility since April 2018.</i>	Bidder can quote costs of pick up and drop to its employees in mentioned format of the bid document
21	Call centre Experience No of similar integrated Call centre project on women violence issues handled by the bidder in the last five years One project-10 Additional two project -5 marks	Page number -27 Section-3.4	It is requested to consider the experience of bidder in Health or social sector project in Central or State Government	No of similar integrated Call centre project on Health / women issues/social handled by the bidder in the last five years	Accepted

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