

F.No.24/37/2023-CPU
Government of India
Ministry of Consumer Affairs

Krishi Bhawan, New Delhi
Dated :04.08.2023

Corrigendum-2 along with pre-bid clarification for RFP.

Sub:- Corrigendum to RFP dated 30 June 2023 for Operationalization and maintenance of National Consumer helpline (NCH) for a period of three years

With reference to RFP [No.GEM/2023/B/3632728] issued by this Ministry on date 30.06.2023, the following pre-bid clarification along with necessary corrigendum is issued herewith.

This issues with approval of competent authority.

Dr. A.B.S. Shalini
Deputy Secretary
Ministry of Consumer Affairs, Food & P.D.
D/o Consumer Affairs
Govt. of India
Krishi Bhawan, New Delhi
04/08/23

(Abs Shalini)

Deputy Secretary to the Government of India

Tel:011-23381120

Corrigendum to RFP dated 30 June 2023 for Operationalization and maintenance of National Consumer helpline (NCH) for a period of three years

S.no	Page no and clause	Original clause	Modification /Amended Clause
1.	Page 31	All CCA desktop system should be integrated with CRM, GPS software, Google Map, Dialler, auto call recording and auto generation of ticket for all landed calls. All Outbound calls, Call conferences should be touch enabled and system based with lesser manual activity. All equipment should be as per the call center/ IT industry standard	All CCA desktop system should be integrated with CRM, Dialler, auto call recording and auto generation of ticket for all landed calls. All Outbound calls, Call conferences should be touch enabled and system based with lesser manual activity. All equipment should be as per the call center/ IT industry standard
2.	Page no. 32 xi.	Calls landing at CCA's desk should be audible along with visual alerts. Caller related information such as location with address field, caller's number etc. should be displayed on the desktop screen. Location of caller should reflect on map section of the CRM	The clause stands deleted
3.	Page no. 32 xiii	The Service Provider must offer web based application for sharing data (images, video) and location by caller to call center agents. Location tracking will be used for tracking caller location to very high accuracy by call takers to locate callers	The clause stands deleted
4.	Page no 65	The Bidder should prepare a presentation and provide a copy thereof as a part of this form. The presentation should clearly demonstrate the understanding of the scope of work	Each team will make the presentation (for purpose of technical evaluation) separately. date time and venue will be communicated separately to eligible/ responsive bidders.
5.	Page no 4 Clause no viii	viii. "RFP" shall mean this Request for Proposal dated 5 January 2022,	viii. "RFP" shall mean this Request for Proposal dated 30 June 2023,

		including the written clarifications & corrigendum/Addendum issued y DoCA in respect of the RFP from time to time	including the written clarifications & corrigendum/Addendum issued y DoCA in respect of the RFP from time to time
6.	Page no.31 clause no x	The Service Provider is responsible to deploy necessary software to identify and verify incident location especially through Cell Id location of the caller or other details received from the caller, and GPS/GSM based call positioning software/portal	The clause stands deleted
7.	Page no. 32 clause no. xi	The Service Provider must offer web based application for sharing data (images, video) and location by caller to call center agents. Location tracking will be used for tracking caller location to very high accuracy by call takers to locate callers.	The clause stands deleted
8.	Page 36 Clause :-1.91	Customized IVR solution as per the requirement of DoCA, announce call connect time, flow as per call type. Refer Clause 6.3.3	Customized IVR solution as per the requirement of DoCA, announce call connect time, flow as per call type.
9.	Page no :- 40 clause no :- 1.12	1.12 Confidentiality of Information The Service Provider shall keep all information collected from an accident victim/ user/ volunteers/ paramedics/ Police staff during the course of providing any service under this Agreement completely confidential. No information, in whole or in part, recorded under this Agreement can be shared by the service provider, a sub-contractor or an employee or any person who is not directly concerned with	1.12 Confidentiality of Information The Service Provider shall keep all information collected from consumers during the course of providing any service under this Agreement completely confidential. No information, in whole or in part, recorded under this Agreement can be shared by the service provider, a sub-contractor or an employee or any person who is not directly concerned with providing services to a consumer/User under

		<p>providing services to an accident victim/User under this Agreement. It is hereby clarified that the service provider shall not be permitted to keep any duplicate copies in print, electronic or any other form of the information collected and recorded after the expiry of the Term. At the end of the Term, the Service Provider shall ensure that all information that is collected and recorded including any duplicate copies made of such information under this Agreement is handed/transferred to DOCA in accordance with the terms and conditions of this Agreement.</p>	<p>this Agreement. It is hereby clarified that the service provider shall not be permitted to keep any duplicate copies in print, electronic or any other form of the information collected and recorded after the expiry of the Term. At the end of the Term, the Service Provider shall ensure that all information that is collected and recorded including any duplicate copies made of such information under this Agreement is handed/transferred to DOCA in accordance with the terms and conditions of this Agreement.</p>
10.	<p>Clause-x at Page No. 26 and clause xv at Page No.43</p>	<p>At Page no. 26, manpower attrition should not be more than 5% whereas at Page No. 43 it is mentioned 11%. Normally attrition is higher in call center industry, hence this clause should be removed.</p>	<p>the modified rate is 8 %</p>

**Pre Bid clarification- Request for Proposal for
Operationalization and maintenance of National Consumer
Helpline (NCH) for a period of three years**



उपभोक्ता मामले
विभाग
DEPARTMENT OF
CONSUMER AFFAIRS

S.no	Ref to RFP (Clause, Page no.)	Category of Query (Technical/Legal/General/Others)	Original Clause of RFP	Query by the bidder	Clarification
1.	Page No. 13, Point No. 2 Annual Turnover	4.1 Eligibility/Pre-Qualification criteria	Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). For the purpose of this criterion, the annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	As per the GOI notification for DIIP recognized Start-up companies prior experience of the company and turnover are relaxed under the public procurement policy. We would request you to please consider the same for this tender too.	Already provided in GEM portal. Yes, the start-ups and MSME are eligible for exemptions as per the guidelines of Dept. of Expenditure dated September 2016
2.	Page No. 13, Point No. 4 Technical Capability	4.1 Eligibility/Pre-Qualification criteria	<p>i. The Bidder should have at least Five years of experience in setting up and operationalizing of Call Center Service(s) in India as on bid due date.</p> <p>ii. Bidder should have experience in call center operation with minimum 100 seats for In-bound calls during last 5 years as on bid due date.</p> <p>iii. Bidder should have experience in call center operation with minimum 100 seats for BPO with an Outbound Calls facility and other related work such as non-voice process, tech support, data entry work etc. in the last 5 years as on bid due date.</p> <p>All Above project experience should be</p>	As per the GOI notification for DIIP recognized Start-up companies prior experience of the company and turnover are relaxed under the public procurement policy. We would request you to please consider the same for this tender too.	Already provided in GEM portal. Yes, the start-ups and MSME are eligible for exemptions as per the guidelines of Dept. of Expenditure dated September 2016

			complete or in operation phase as on bid due date.		
3.	Page N0.17, S No. 1	Technical Evaluation Criteria:	<p>Average annual turnover from call center business Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). turnover : more than 30 up to 100 crores- 05 marks More than 100 crores -10 marks For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	Kindly relax the criteria for MSME and Start-up Company and consider the full Mark.	No additional relaxation will be provided. however, the start-ups and MSMEs will be provided the base mark provided in the relevant criteria
4.	Page N0.17, S No. 2,3,4,5	Technical Evaluation Criteria:	Experience related total of four points from 2 to 5	Kindly relax the criteria for MSME and Start-up Company and consider the full Mark.	Refer to RFP
5.	Clause-x at Page No. 26 and clause xv at Page No. 43	General	Manpower Attrition	At Page no. 26, manpower attrition should not be more than 5% whereas at Page No. 43 it is mentioned 11%. Normally attrition is higher in call center industry, hence this clause should be removed.	Refer to the corrigendum
6.	Clause viii at Page No. 28	OPERATONAL REQUIREMENT	Call Center service shall be operational on 365 days basis and it should be operated in 2 working shifts with minimum uptime of	At page no. 28, it has mentioned that Call Center service shall be operational on 365 days basis	The total manpower to be deployed is 80 CCA

			99% per month.	and it should be operated in 2 working shifts . Whereas, at page No. 29, it has mentioned that Call Center service shall be operational on 24x7x365 basis (8 AM to 8 PM) and it should be operated in 3 working shifts with minimum uptime of 99.5% per month. Please clarify the exact requirement.	wherein number of shifts should be as per the requirement /volume of calls in 3 working shifts.
7.	Performance Security, Clause (i), Page No. 7	Performance Security	Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of DoCA for an amount equal to 10% of Total Project Cost.	Performance security should be maximum 3%, please refer to GFR Rules and modified recently vide order No. F.9/4/2020-PPD dated 12/11/2020 by Ministry of Finance. We request you to please amend performance security requirement from 10% to 3%.	Please refer to Clause 6 of order No. F.9/4/2020-PPD dated 12/11/2020. It states that the above instructions will be applicable for all the tenders issued till 31.12.2021
8.	Clause (i), Page No. 9	General	As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: http://eprocure.gov.in). The bidders are required to submit soft copies of their bids	Please confirm whether it is on GeM portal or CPP portal as bid floated on GeM portal.	The documents are to be uploaded on GEM portal.

			electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app		
9.	Clause Sl. No.2, Annual Turnover, Page No. 13	Eligibility/Pre-Qualification criteria	Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22).	Due to pandemic Covid-19, business volume down sized during these period. Hence, we request you to amend average Annual Turnover requirement to minimum 25 Crore from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22).	Please refer to RFP
10.	Clause vii, Page No. 25 (Page no. 4 of Scope of work)	Detailed Scope of Work	The service provider should provide the proposed call center service for 1915 helpline project in a centralized call center set up/premises situated in Delhi- NCR region only. DoCA has rights to review the locality and other factor of provided premises and may ask to change and upgrade the premises. Service provide is	The salary of agent should be prescribed as minimum wages in Delhi is Rs. 20903/- and minimum wages of U.P. is Rs. 12432/-. There is difference of Rs. 8471/-. The difference is huge between Delhi and NCR Region which impact on	As per RFP

			responsible to change and upgrade the same as per the requirement of DoCA.	quality of agents. 1) The salary of regional language agents should also be prescribed as salary demand of regional language caller even is higher than Delhi minimum wages.	
11.	Clause-e, Page No. 48 (Page No. of 27 of Scope of work)	RESPONSIBILITY OF THE "DEPARTMENT OF CONSUMER AFFAIRS	DoCA will provide Toll Free Number and will be responsible for monthly payments of provided Toll Free Numbers.	We understand that the monthly payment of toll free numbers and PRI lines will be paid by Department of Consumer Affairs. Please confirm.	Yes as per RFP
12.	Clause vi at page no. 30	Other Operational Requirement	The service provider should store the recordings for all In-bound and Out-Bound calls for at least 180 days or till settlement of bill for the respective period, whichever is later.	Please clarify the same whether call recording storage required at least 180 days or till the end of the contract.	Till 180 days.
13.	Clause iii at Page No. 57	Service Level Agreement	SLA 03 –Number of Repeat calls	If resolution does not come from convergence / non-convergence partner. We cannot do anything. So this clause should be removed.	Refer to Repeated calls made by the consumer while grievance registration process
14.	Clause Sl. No.1, Page No. 4 of GeM bid document	Price Bid	Number of Seats required per shift 80, Number of Shift 3, Number of Months 36 and Number of working days 30	Please clarify whether 80 agents required in all three shift x 30 days x 36 months or 80 agents will be spread across in	The total manpower to be deployed is 80 CCA wherein number

				three shifts. As total contract price will automatically calculated on GeM portal with this equation. This clause need to amend on GeM accordingly.	of shifts should be as per the requirement /volume of calls in 3 working shifts.
15.	Key Dates For the activities of the bidder Page 2-3	General	Bid Due Date	As per GEM document, bid submission date is mentioned as 28th July 2023 by 06:00 PM, however RFP states 27th July as Submission date. Kindly clarify?	The bid due date is extended up to 11 th August ,2023
16.	Page 2	General	EMD and Document Fee	Document Fee (non-refundable) is mentioned as INR 10,000/- however there is no Tender Fee taken in GEM Bids. Kindly waive off the Tender Fee clause.	Not applicable for documents uploaded on GEM
17.	Clause 4.1, Eligibility/Pre- Qualification criteria, Sub Clause 1 Bidding Entity Page # 13	Technical	b. Should have a valid Other Service Provider (OSP) registration from Department of Telecommunications (DOT), Govt. of India for setting up a call center.	As per chapter 2, point 1 of DOT order # 18-8/2020-CS-I (Dated 5th November 2020), "no registration certificate will be required for OSP centers in India". Kindly update this requirement.	Exemption as per DOT order # 18-8/2020-CS-I (Dated 5th November 2020), applicable
18.	Clause 6.2 Stage-2: Technical Qualification	Technical	No of similar call center projects handled by the bidder mentioned in the RFP in the last Financial three years i.e., 2019- 20,	Financial years mentioned in Clause are 2019-20, 2021-22 & 2022-23,	Last three FY should be read as FY 2020-21, FY

	<p>n, Sub Clause 2 Page # 18</p>		<p>2021-22 & 2022-23</p> <ul style="list-style-type: none"> · 1-2 Project(s) – 05 Marks · 3 or more Projects – 10Marks · Additional 5 marks will be given for handling similar government call center projects Supporting documents including Purchase Orders / work orders & Satisfactory performance Completion certificate should be submitted. 	<p>financial year 2020-21 seems missed. Kindly clarify ?</p>	<p>2021-22, FY 2022-23</p>
<p>19.</p>	<p>Clause 6.2 Stage-2: Technical Qualification, Sub Clause 2 Page # 18</p>	<p>Technical</p>	<p>No of similar call center projects handled by the bidder mentioned in the RFP in the last Financial three years i.e., 2019- 20, 2021-22 & 2022-23</p> <ul style="list-style-type: none"> · 1-2 Project(s) – 05 Marks · 3 or more Projects – 10Marks · Additional 5 marks will be given for handling similar government call center projects Supporting documents including Purchase Orders / work orders & Satisfactory performance Completion certificate should be submitted 	<p>Most of the clients refrain from issuing client certificates on letterhead citing legal and confidentiality reasons, hence they provide project experience in email. Kindly clarify if client email confirmation or certificate issued by Statutory auditor/Chartered Accountant will be accepted as satisfactory performance certificate ?</p>	<p>As per RFP</p>

20.	Clause 6.2 Stage-2: Technical Qualification, Sub Clause 3 Page # 18	Technical	<p>No. of call center projects handling Inputs through Omni channels mentioned in RFP handled by the bidder in last 5 years as on Bid due date</p> <ul style="list-style-type: none"> · 1-2 Projects – 05 Marks 3 or more Projects – 10 Marks · Supporting evidence for handling Inputs through Omni channels including Purchase Orders / work orders & Satisfactory performance Completion certificates should be submitted 	Kindly confirm if "Completed" projects will be considered or project has to be "Ongoing" as on bid submission date?	As per RFP
21.	Clause 6.2 Stage-2: Technical Qualification, Sub Clause 4 Page # 18	Technical	<p>Total No. of Seats in Relevant Project Experience</p> <p>Experience in setting up and operationalizing for In-bound calls during last 5 years as on bid due date.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> · Equal to or more than 100 In-bound Seats, less than 150 Inbound Seats = 10 marks · For every additional 50 Inbound seats, additional 1 mark shall be provided up to maximum 5 additional marks. 	Kindly confirm if the inbound seat count of 400 can be of one project or multiple projects?	As per RFP
22.	Clause 6.2 Stage-2: Technical Qualification, Sub	Technical	Experience in setting up and operationalizing of BPO with Outbound Calls facility and other related work such as non-voice process, tech support, data entry	Kindly confirm if outbound seat count of 400 can be of one project or multiple projects?	As per RFP

	Clause 5 Page # 19		work etc. in last 5 years as on bid due date. Marks shall be allotted as given below: · Equal to or more than 100 Seats, but less than 150 Seats = 10 marks· For every additional 50 seats with Outbound Calls facility beyond 150seats, additional 1 mark shall be provided up to maximum 5 additional marks.		
23.	Clause 1.15 Call Center Manpower, sub clause x Page # 41-42	Technical	All the manpower engaged in NCH project should have Digital Signature Certificate on the cost of call center agency/Service Provider.	Please share the purpose of having Digital Signature Certificate for manpower and confirm on whose name the DSC is required to be made ?	Please refer RFP
24.	Sub clause (i) & (ii) of Clause 1.4 Operational Requirement, Page #28	Technical	i. The Service Provider shall work closely with DOCA in developing the "Process Manual". The Process Manual will be the master document for the complete call center operations and will include but not limited to - SOP (Standard Operating Process), Call Type list/list of call categories, Call Category wise Call/work flow and SOP, Escalation procedures with complete escalation matrix, report formats, reporting mechanism, and SLA matrix etc. ii. The Process Manual should be submitted for approval to DOCA within 30	Sub clause (i) & (ii) of Clause 1.4 Operational Requirement, state that Training SOP and key call types etc will be prepared by Service Provider in consultation with DOCA within 30 days of award of work. However bidder is supposed to submit "Proposed key call types and indicative SOP" in Annexure 6 (page 65, Brief Methodology and Work Plan, sub clause 3). This doesn't seem feasible as we need Department guidance	As per RFP.

			days of award of work.	in preparing SOP & key call types can be decided basis SOP. Kindly remove sub clause 3 from Annexure 6.	
25.	Page 68	Commercial	Annexure 8 : Format for Financial Proposal	GEM portal has asked to upload Financial bid along with Technical bid (please upload financial document indicating price break up). Kindly confirm if actual detailed price should be uploaded in pdf format as per Annexure 8 or should Annexure 8 be uploaded as "Quoted". Please suggest.	The format for the proposal is provided for reference. Pricing / financial bid to be uploaded on GEM Portal. This should not be uploaded as part of the technical bid.
26.	Page No. 5, S No. 5 Key Dates	Other	Due Date for physical submission of the following documents at DoCA office: - · Document Fee · Bid Security/EMD · Power of Attorney	We Request you kindly accept all documents through the GEM portal	The same can be deposited at GEM portal
27.	Page 1/22	Technical	Inbound channels: Mobile phone, Landline phone, SMS, Mobile App, Web Portal,	Can you please clarify how are you using these channels currently? As per RFP, these are the existing channels. So can you please clarify that you already have SMS Gateway and WhatsApp Business	The software should be readily integrated with APIs which will be Provided by the Dept.

				API? You are expecting us to provide them?	
28.	Page 1/22	Technical	WhatsApp	<p>1. What is the monthly volume you expect to send messages over the WhatsApp channel?</p> <p>2. What would be the number of messages you want to push during their peak times (per second)?</p> <p>3. How many phone numbers do you plan to host for What's app?</p> <p>4. Are you currently using What's app?</p>	Please refer to RFP and visit INGRAM portal and department website
29.	Page 1/22	Technical	Chat bot	<p>Can you please clarify the Chat bot scope?</p> <p>Do you need a live agent feature along with Chat bot? Please confirm how many intents/flows are expected to be implemented.</p>	please refer to RFP and visit INGRAM portal and department website
30.	Page 2/23	Technical	The Primary objective is to set up and operationalize an advance call center for National Consumer Helpline (NCH) with quality people, robust system to hear/understand the consumer grievances across all service channels (Call, Web Portal, Mobile App, Whats App Chabot, SMS, Mail, Social Media etc.),	<p>- For SMS, do you have the SMS gateway or do you want the vendor should provide it?</p> <p>- Is SMS going to be used only for sending sms to end consumers? Or system is also going to receive sms from the consumers.</p> <p>What channels are you looking for in social media like Facebook,</p>	Please refer to RFP and visit INGRAM portal and department website

				<p>Instagram? What is the expected volume of interactions per day for each social media channel?</p> <p>Please confirm whether all the agents are working on all the channels mentioned like Voice, Whats app, SMS, Email, social media. If no, Please specify if there is a segregation of agents working on specific channels along with the respective agent count.</p>	
31.	Page 3/23	Technical	CRM software for complaint registration and Toll Free Number for call center operation will be provided by DoCA.	<p>Can you please explain the features and functionalities of the CRM?</p> <p>Are the tickets going to be created in CRM and docket number is going to be generated and maintained in DoCA CRM?</p>	Yes, please visit INGRAM portal and department website
32.	Page 14	Technical	The Call Center Agency/Service Provider should be able to make provision for receiving calls from international locations, where required. Being a Global language, English can be considered for International calls.	<p>Do you want to receive the international calls only or you want to make calls to international locations as well.</p> <p>Please provide the list of the international locations for inbound and outbound calling.</p>	

33.	Page 14	Technical	<p>The IVRS shall support text-to-speech capability for languages English/Hindi/other regional language. It should also support all regional languages at a later date as decided by DOCA. The IVRS shall be able to retrieve information databases, convert it to voice and play it back to the caller in relevant/desired language.</p> <p>Auto Speech. Recognition can be envisaged for Hindi/English and all other regional languages to enhance caller satisfaction.</p>	<p>Please confirm if you have any existing TTS and ASR engines with which IVRS provider needs to integrate. If not, are you expecting vendor should provide these engines?</p> <p>Further please clarify whether this is the current or futuristic requirement.</p>	Please refer to RFP
34.	Page 14	Technical	Service provider to provide Email, Chat & SMS functionality to communication to the callers.	Please confirm whether Email gateway will be provided by you.	Yes
35.		General Query	Email	What is the expected monthly volume of incoming mails?	Please refer to RFP
36.		General Query	Auto dealer for Outbound Calling	Do you need Auto dealer for Outbound Calling like preview, progressive and predictive dealer? This will increase your reach to max end customers as well increase the productivity of agents.	Please refer to RFP
37.		General Query	Web RTC based Calling	Do you want the inbuilt softphone Web RTC-based calling to eliminate the dependency on additional hard phone or softphone? This will bring down your cost.	Please refer to RFP

38.		General Query	OEM	Do you need Contact Center software, Dialler and recording solution to be from the same OEM? This would reduce the dependency on multiple vendors and improve efficiency.	Please refer to RFP
39.		General Query	ISO 27001:2013	Do you want the call center solution OEM to be ISO 27001:2013 certified to ensure security?	Please refer to RFP
40.		General Query	Snoop, whisper	Only bargin feature is mentioned in the RFP. Do you want supervisor to have the capability to snoop, and whisper along with bargin requirement mentioned in RFP for active call monitoring and training purpose?	Please refer to RFP
41.		General Query	Reporting	Please share the duration for which the reporting data needs to be stored/maintained in the envisioned system.	Please refer to RFP
42.		General Query	Internal Chat	Do you want internal chat feature between agent and Supervisor to consult/ message each other?	Please refer to RFP
43.		General Query	Average Handling time	What is the expected average handling time for inbound and outbound calls?	Please refer to RFP
44.		General Query	Voice log Archiving Mechanism	Do you need Voice log Archiving mechanism which will help you to	Please refer to RFP

				download the call recordings in bulk and for longer duration	
45.		General Query	Preferred and Priority Based Routing	Do you need Preferred/sticky or Priority based routing which will help your HNI/VIP/Important customers to directly route to a particular agent rather than following the IVR steps?	Please refer to RFP
46.		General Query	Call Center Support	Do you expect IVRS/ Call centre OEM should also provide a direct support model (24x7).	Please refer to RFP
47.		General Query	Work for Home Model	Do you want the call center solution to support work from home model to cater for emergency situations?	Please refer to RFP
48.		General Query	OEM Certificate	The bidder must provide OEM authorization certificate along with the proposal. Template of the same can be attached as annexure.	Please refer to RFP
49.	Point No. ii. Of Clause No 1.3.1. CALL CENTER SET UP AND INFRASTRUCRTURE, RFP Page No. 24	Detailed Scope of Work	ii. The 4 digit Universal Access Number is toll free for the consumers. Payment to telecom service providers for calls (All inbound and outbound calls) shall be the responsibility of call center service provider.	As per our understanding the bidder will pay all the bills of Toll-Free and PRI and those bills will be reimbursed by the DoCA.	yes
50.	Annexure 4 - Page 63	Annexure 4	Annexure Form 4: Financial Capability (Auditor Certificate with UDIN)	We would request you to please consider the standard format from the C.A showcasing the Turnover and Positive Net Profit	Yes It will be considered

				of last three years and average since last 3 years	
51.	Annexure 5 - Page 64	Annexure 5	Annexure 5: Power of Attorney/Letter of Authorization	<p>1. Please confirm the value of stamp paper required to execute power of attorney.</p> <p>2. Please confirm if board resolution on bidder letter-head will work apart from Power of attorney</p>	As per format provided in RFP
52.	EMD & Document Fee, RFP Page No. 2	GENERAL INSTRUCTIONS FOR BIDDERS	EMD / Bid Security - INR 10,00,000/-	EMD and Tender fee is exempted for Start-up India and MSE companies as per circular Rule 17 (i) of General Financial Rule (GFR), 2017 Dated 25/07/2017. Request you to please incorporate the same for this Tender too. Enclosed in GOI notification for your reference	<p>Already provided in GEM portal.</p> <p>Yes, the start-ups and MSME are eligible for exemptions as per the guidelines of Dept. of expenditure dated September 2016</p>
53.	EMD & Document Fee, RFP Page No. 2	Tender Notice	Document Fee (Non Refundable) - INR 10,000/-	EMD and Tender fee is exempted for Start-up India and MSE companies as per circular Rule 17 (i) of General Financial Rule (GFR), 2017 Dated 25/07/2017. Request you to please incorporate the same for this Tender too. enclosed in GOI notification for your reference	<p>Already provided in GEM portal.</p> <p>Yes, the start-ups and MSME are eligible for exemptions as per the guidelines of Dept. of expenditure dated September 2016</p>

54.	7 clause	5.8 Performance Security	Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of DoCA for an amount equal to 10% of Total Project Cost, issued by a Bank described under this RFP	Kindly revise the PBG amount from 10% to 3%.	Refer to RFP
55.	18	6.2 Stage - 2: Technical Qualification	Average annual turnover from call center business Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). turnover : more than 30 up to 100 crores- 05 marks More than 100 crores -10 marks	Average annual turnover from call center business Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2020-21, 2021-22 and 2022-23). turnover : more than 30 up to 40 crores- 05 marks More than 40 crores -10 marks	Please refer to evaluation criteria provided in RFP
56.	Clause: EMD and Document, Page 2	General	EMD/Bid Security INR 10,00,000/-	We request you to amend the clause as " The bid Security to Rs 5,00,000	As per RFP
57.	Eligibility/Pre-		a. The Bidder should be a Company incorporated under the Companies Act, 2013 with registered office in India for not less than 5 years.	Requesting you to delete the PointB of the clause since as per the Notification No 18-8/2020-CS-1 Chapter 2 from Ministry of Communication DOT "No registration certificate will be required for OSP centers in India. Hence we request you to delete the Point B of the clause.	Point b of the clause stand deleted in view of Notification No 18-8/2020-CS-1 Chapter 2 from Ministry of Communication

	Qualification criteria- BiddingEntity , Page No 13	Technical	and b. Should have a valid Other Service Provider (OSP) registration from Department of Telecommunications (DOT), Govt. of India for setting up a call center. JV/Consortium is Not Allowed.	"a. The Bidder should be a Company incorporated under the Companies Act, 2013 with registered office in India for not less than 5 years. and b. Should have a valid Other Service Provider (OSP) registration from Department of Telecommunications (DOT), Govt. of India for setting up a call center. JV/Consortium is Not Allowed.	
58.	Eligibility/Pre- Qualification criteria- Annual Turnover, Page No 13	Technical	Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	Requesting you to amend the clause as "Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business/ IT/ITES/System Integration Business in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	As per RFP

59.	Technical Evaluation Criteria Average annual turnover from callcenter business, Page No 18	Technical	<p>Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business, in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). turnover : more than 30 upto 100 crores-05 marks More than 100 crores -10 marks For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	<p>Requesting you to amend the clause as Bidder should have an average Annual turnover of minimum INR 30 Crores from Call Center business/IT/ITES/System Integration in the last 3 financial years (FY 2019-20, 2020-21 and 2021-22). turnover : more than 30 upto 100 crores- 05 marks More than 100 crores -10 marks For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related</p>	As per RFP

				entity will not be considered.	
60.	Technical Evaluation Criteria No of similar call center projects handled by the bidder from call center business, Page No 18	Technical	No of similar call center projects handled by the bidder mentioned in the RFP in the last Financial three years i.e., 2019-20, 2021-22 & 2022-23 <ul style="list-style-type: none"> · 1-2 Project(s) – 05 Marks · 3 or more Projects – 10 Marks · Additional 5 marks will be given for handling similar government call center projects Supporting documents including Purchase Orders / work orders	Request you to amend the clause as: No of similar call center projects handled by the bidder mentioned in the RFP in the last Financial three years i.e., 2019-20, 2021-22 & 2022-23 <ul style="list-style-type: none"> · 1-2-Project(s) with valued of more than 30 Crores – 10 Marks · 3 or more Projects with value more than 20 Crores – 5 Marks · Additional 5 marks will be given for handling similar government call center projects Supporting documents including Purchase Orders / work orders	As per RFP
61.	Technical Evaluation Criteria No. of call center projects handling Inputs through Omni channels mentioned, Page No 18	Technical	No. of call center projects handling Inputs through Omni channels mentioned in RFP handled by the bidder in last during last 5 years as on Bid due date <ul style="list-style-type: none"> · 1-2 Projects – 05 Marks · 3 or more Projects – 10 Marks 	Request you to amend the clause as: No. of call center projects handling Inputs through Omni channels mentioned in RFP handled by the bidder in last during last 5 years as on Bid due date	As per RFP

			Supporting evidence for handling Inputs through Omni channels including Purchase Orders.	<ul style="list-style-type: none"> · 1-2 Project(s) with valued of more than 30 Crores – 10 Marks. · 2 or more Projects with value more than 20 Crores – 5 Marks. Supporting evidence for handlingInputs through Omni channels including Purchase Orders. 	
62.	Technical Evaluation Criteria Total No. of Seats in Relevant Project Experience projects handling Inputs through Omni channels mentioned, Page No 18	Technical	<p>Total No. of Seats in Relevant Project Experience Experience in setting up and operationalizing for In-bound calls during last 5 years as on bid due date. Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> · Equal to or more than 100 In-bound Seats, less than 150 Inbound Seats = 10 marks · For every additional 50 Inbound seats, additional 1 marks shall be provided up to maximum 5 additional marks. 	<p>Requesting you to amend the clause as:</p> <p>Total No. of Seats in Relevant Project Experience in setting up and operationalizing for In-bound calls during last 5 years as on bid due date. Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> · Equal to or more than 60 In-bound/Outbound Seats, less than 80 Inbound/Outbound Seats = 20 marks · For every additional 10 Inbound seats, additional 5 marks shall be provided up to maximum 10 additional marks 	As per RFP
63.	Technical Evaluation		Experience in setting up and operationalizing of BPO with Outbound Calls		As per RFP

	CriteriaTotal No. of Seats in Relevant Project Experience projects handling Inputs through Omni channels mentioned, Page No 18	Technical	<p>facility and other related work such as non-voice process, tech support, data entry work etc. in last 5 years as on bid due date.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> · Equal to or more than 100 Seats, but less than 150 Seats = 10 marks · For every additional 50 seats with Outbound Calls facility beyond 150 seats, additional 1 mark shall be provided up to maximum 5 additional marks. 	Requesting you to delete the clause	
64.	5.8 Performance Security, Page no 7	Legal	<p>Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of DoCA for an amount equal to 10% of Total Project Cost, issued by a Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract. The total project cost shall be calculated based on the unit rate quoted by the bidder multiplied by number of CCAs multiplied by number of months in the entire duration of the project (i.e. three years).</p>	Requesting you to amend the clause as " Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of DoCA for an amount equal to 3% of Total Project Cost, issued by a Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract. The total	As per RFP

				project cost shall be calculated based on the unit rate quoted by the bidder multiplied by number of CCAs multiplied by number of months in the entire duration of the project (i.e. three years).	
65.	6.7 Implementation and Payment Schedules Page no: 21	Legal	<p>The total time for full project implementation will be 90 days from the date of signing of the contract. In case your proposal is accepted and order is placed on you, the work as per scope of work mentioned in this RFP against the order should be completed within the period stipulated in the order. DoCA reserves the right to recover any loss sustained due to delayed delivery by the way of penalty. Failure to complete the work within stipulated period shall entitled DoCA for imposition of penalty without assigning any reason at</p> <p>0.25 percent of the total value of the contract as penalty per day subject to a maximum of 10% unless extension is obtained in writing forthe DoCA on valid ground before expiry of delivery period. DOCA expects the serviceprovider to submit a clear road map for achieving the timelines. The</p>	<p>Requesting you to amend the clause as "The total time for full project implementation will be 90 days from the date of signing of the contract. In case your proposal is accepted and order is placed on you, the work as per scope of work mentioned in this RFP against the order should be completed within the period stipulated in the order. DoCA reserves the right to recover any loss sustained due to delayed delivery by the way of penalty. Failure to complete the work within stipulated period shall entitled DoCA for imposition of penalty without assigning any reason at</p> <p>0.01 percent of the total value ofthe contract as penalty per day subject to a maximum of 1% unless extension is</p>	As per RFP

			<p>ownership of customized software and the proposed solutions, its related intellectual property right (IPR) with reference to NCH Helpline will lie with DoCA only. In case DoCA wishes to change the service provider for the scope of work mentioned in this RFP at any time, the existing vender /agency shall handhold and support the new vendor to migrate the existing services and its database within a time bound manner.</p>	<p>obtained inwriting for the DoCA on valid ground before expiry of delivery period. DOCA expects the service provider to submit a clear road map for achieving the timelines. The ownership of customized software and the proposed solutions, its related intellectual property right (IPR) with referenceto NCH Helpline will lie with DoCA only. In case DoCA wishes to change the service provider for the scope of work mentioned in this RFP at any time, the existing vender /agency shall handhold andsupport the new vendor to migrate the existing services and itsdatabase within a time bound manner.</p>	
66.		Technical	OTHER TECHNICAL REQUIREMENTS	Requesting you to provide the clarity that the offered IT Equipment's such as desktop, Laptops, Headphones etc should bebrand new or not ?	As per RFP
67.	SERVICE LEVEL			Request you to amend the clause as SLA01-System uptime	As per RFP

	AGREEMENT Page55	Technical	SLA01-System uptime 99.5%	98% Downtime up to 2%- NIL penalty. Between 2-5%- 0.5% Penalty Between 5- 10% - 1% Penalty	
68.	SLA02- Accessibility of Call Center for all calls (Call Abandoned Rate)Page 56	Technical	SLA02- Accessibility of Call Center for all calls (Call Abandoned Rate)	Request you to amend the clauseas SLA02- Accessibility of Call Center for all calls (Call AbandonedRate) Downtime up to 5%- NIL penalty.Between 5-7%- 0.5% Penalty Between 7- 10% - 1% Penalty	As per RFP
69.	SLA 03 –Number of Repeat calls Page 57	Technical	SLA 03 –Number of Repeat calls	Request you to amend the clause as SLA03- Number of Repeat calls Downtime upto 5%- NIL penalty. Between 5-7%- 0.5% Penalty Between 7- 10% - 1% Penalty	As per RFP
70.	SLA 04-Average Speed to Answer	Technical	SLA 04 – Average Speed to Answer	Requesting you to amend this as Number of calls answered within 60 seconds as well as total numberof calls should be captured by the IT systems/MIS at the Call Center. The SLA achieved levels shall be reported by MIS.	As per RFP
71.				Requesting you to add this clausein the marking system. Industry Standard Certification	As per RFP

	Additional Clause	AdditionalClause	Additional Clause	The bidder should be certified <ul style="list-style-type: none"> • ISO 27001 • ISO 20000 • ISO 9000/9001 a) All certificate= 15 marks b) Any two = 10 marks c) Any three = 5 mark	
72.	1.3 Detailed Scope of work Page 24	Technical	Payment to the telecom service provider will be the responsibility of the Call Center Service Provider	Requesting you to please keep the charges of the telecom service provider. We can quote the best rates of the Toll Free and PRI Lines and the payment for the same should be done directly to the telecom service provider via tripartite agreement.	As per RFP
73.	3 Payment Terms and Timeline Page 51	Technical	The invoice shall be paid by DOCA within 30 days of the invoice	The invoice shall be paid by DOCA within 15 days of the invoice	As per RFP
74.	Page No. 68, S. No. 5	Annexure 8 : Format for Financial Proposal	5. IEC	What is the full form of IEC.	-----
75.	Page No. 28, Para No. viii	OPERATONAL REQUIREMENT	viii. Call Center service shall be operational on 365 days basis and it should be operated in 2 working shifts with minimum uptime of 99% per month.	This statement is contradictory with another statements mentioned in the RFP document. Statement 1: Page No. 24, Para No. xi. which is as below. xi. The Service Provider/Call Center Agency will provide	Minimum uptime as per SLA in RFP The total manpower to be deployed is 80 CCA wherein number of shifts should be as per the requirement

				<p>services in all constitutional languages as included in the 8th Schedule of the Constitution of India on all working days from 8:00 AM to 8:00 PM. The Call center will also facilitate consumers to register their complaints online after office hours and on holidays by offering an automated interface via other channels like WhatsApp, web portal.</p> <p>Statement 2: Page No. 29, Para No. xiii. which is as below. xiii. The deployment could be for prime shift, non- prime shift or on 24x7 basis. The requirement of CCA/Call Center Seat could be periodically reviewed for enhancement. The cell center services may be needed 365 days a year including National holidays.</p> <p>Statement 3: Page No. 29, Para No. xvi. which is as below. xvi. Create proper infrastructure for effective working of the</p>	<p>/volume of calls in 3 working shifts.</p>
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				<p>services on 24 hours by 7 days operations.</p> <p>Statement 4: Page No. 29, Para No. 1.5 (i). which is as below. i. Call Center service shall be operational on 24x7x365 basis (8 AM to 8 PM) and it should be operated in 3 working shifts with minimum uptime of 99.5% per month.</p> <p>Statement 5: Page No. 47, Para No. 1.17 (i). which is as below. i. The call center is envisaged with the initial capacity* of 80 CCA (Call Center Agents) Seat basis, spread across the day for the services to be provided for 08:00 AM to 08:00 PM (7 Days a week and 365 days a year) across shifts decided by DoCA.</p> <p>Need clarity on these statements with correct Working Days (7 days working or 6 days working etc.), Shift timing (2 shift or 3 shift), Working Timings (24*7 or 8 am to 8 pm) and Minimum Up time (99% or 99.5%).</p>	
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76.	Page No. 31, Para No. vii	TECHNOLOGY REQUIREMENT	vii. The Service Provider is responsible for maintenance, up gradation and handling of downtime of CRM software and its server.	As per RFP document, CRM will be provided by DoCA hence this requirement should not be the responsibility of Service Provider.	As Per RFP
77.	Page No. 31, Para No. x	TECHNOLOGY REQUIREMENT	x. The Service Provider is responsible to deploy necessary software to identify and verify incident location especially through Cell Id location of the caller or other details received from the caller, and GPS/GSM based call positioning software/portal.	Why incident location is required in this project also what is the need of GPS/GSM based call positioning software/portal, please clarify.	This requirement stand removed and no longer constitute a part of RFP document
78.	Page No. 32, Para No. xi	TECHNOLOGY REQUIREMENT	xi. Calls landing at CCA's desk should be audible along with visual alerts. Caller related information such as location with address field, caller's number etc. should be displayed on the desktop screen. Location of caller should reflect on map section of the CRM	As per the scope of work, there is no requirement of caller location then why map section is required in CRM also providing CRM is the responsibility of DoCA then why it is mentioned in bidder's responsibility.	This requirement stand removed and no longer constitute a part of RFP document
79.	Page No. 32, Para No. xiii	TECHNOLOGY REQUIREMENT	xiii. The Service Provider must offer web based application for sharing data (images, video) and location by caller to call center agents. Location tracking will be used for tracking caller location to very high accuracy by call takers to locate callers.	Please confirm why location of the caller is required as it is not matching with the scope of work.	This requirement stand removed and no longer constitute a part of RFP document
80.	Page No. 36, Para No. 1.9 (1)	BRIEF DESCRIPTION OF INDICATIVE TECHNOLOGY REQUIRED BUT NOT LIMITED TO FOLLOWING:	Customized IVR solution as per the requirement of DoCA, announce call connect time, flow as per call type. Refer Clause 6.3.3	There is no such clause 6.3.3 in the RFP document.	The relevant clause in RFP may be referred.
81.	Page No. 41, Para No. 1.13 (i)	SCHEDULE FOR START OF CALL CENTER SERVICES BY THE SERVICE PROVIDER	i. The Call Center should be operational within 60 calendar days from the date of signing of contract. The Service Provider shall	This statement is contradictory with another statement mentioned in the RFP document.	The penalty clause in SLA may be referred to Para 6.7

			<p>give a written confirmation to DoCA upon start of service.</p> <p>ii. If the Service Provider is not able to meet the timelines for the deliverables as enumerated above, DOCA may impose Liquidated Damages/Penalty @ Rs.1 (One) lakh per week of delay or part thereof subject to a cap of 5 lakh, unless the delay is due to reasons beyond his control in case of a delay of more than six weeks. DOCA may consider termination of contract and /or forfeit the performance security or both.</p>	<p>Page No. 21, Para No. 6.7. which is as below.</p> <p>6.7 Implementation and Payment Schedules</p> <p>The total time for full project implementation will be 90 days from the date of signing of the contract. In case your proposal is accepted and order is placed on you, the work as per scope of work mentioned in this RFP against the order should be completed within the period stipulated in the order. DoCA reserves the right to recover any loss sustained due to delayed delivery by the way of penalty. Failure to complete the work within stipulated period shall entitled DoCA for imposition of penalty without assigning any reason at 0.25 percent of the total value of the contract as penalty per day subject to a maximum of 10% unless extension is obtained in writing for the DoCA on valid ground before expiry of delivery period.</p>	<p>may please be ignored</p> <p>The Call Center should be operational within 60 calendar days from the date of signing of contract. The Service Provider shall give a written confirmation to DoCA upon start of service.</p> <p>ii. If the Service Provider is not able to meet the timelines for the deliverables as enumerated above, DOCA may impose Liquidated Damages/Penalty @ Rs.1 (One) lakh per week of delay or part thereof subject to a cap of 5 lakh, unless the delay is due to</p>
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				Please confirm the correct timeline and penalty amount.	reasons beyond his control in case of a delay of more than six weeks. DOCA may consider termination of contract and /or forfeit the performance security or both.
82.	Page No. 26, Para No. xi (iii)	Detailed Scope of Work	<p>iii. All the personnel/equipment deployed by the service provider for providing the services shall conform to the statutory requirements. The Bidder shall be responsible to comply with all the Acts/Rules of government of India, the state Governments and Rules Regulations framed by any other Local/Regulatory bodies The Successful bidder shall ensure that statutory dues such as EPF, ESI etc. shall be deposited with the concerned authorities in the assigned time and submit the proof of deposition with the invoice of the next year. Further service provider will be solely responsible to fulfil all the minimum wages and labour law and other statutory compliances.</p>	<p>This statement is contradictory with another statement mentioned in the RFP document.</p> <p>Page No. 43, Para No. xvi. which is as below.</p> <p>xvi. The Successful bidder shall ensure that statutory dues such as EPF, ESI etc. shall be deposited with the concerned authorities in the assigned time and submit the relevant proof with the invoice of the next month. Further service provider will be solely responsible to fulfill all the minimum wages and labour law and other statutory compliances.</p>	To be submitted with the invoice of next month.

				When to submit the proofs, need clarity (next year or next month).	
83.	Page No. 52, Para No.6 (i)	Conditions of Contract	<p>6. Termination</p> <p>i. ON EXPIRY OF THE CONTRACT: Subject to the condition mentioned under Clause 4.2, the Agreement shall be deemed to have been automatically terminated on the expiry of the Contract Period unless DOCA has exercised its option to further renew the Contract Period in accordance with the provisions, if any, of the Contract.</p>	<p>Clause 4.2 mentioned in this statement is for a different point, please recheck this statement.</p> <p>Page No. 15, Para No. 4.2 is as below.</p> <p>4.2 The Bidders must provide all supporting documents specified above in support of each eligibility requirement in line with the criteria stipulated in Clause 4.1 Only those Bidders who meet all the above pre-qualification criteria shall be considered for further evaluation of their Technical Proposals.</p>	Typographical error Relevant Clause in the RFP document may please be referred
84.	Page No. 52, Para No.6 (ii)	Conditions of Contract	<p>ii. ON ACCOUNT OF FORCE MAJEURE: Either Party shall have the right to terminate the Contract on account of Force Majeure, as set forth in Clause 5.2.</p>	<p>Clause 5.2 mentioned in this statement is for a different point, please recheck this statement.</p> <p>Page No. 6, Para No. 5.2 is as below.</p> <p>5.2 DOCA may, at its discretion, extend the deadline for submission of Bids by issuing an amendment in which case all rights and obligations of DOCA and the Bidders previously subject to the original deadline</p>	Typographical error Relevant Clause in the RFP document may please be referred

				will thereafter be subject to the deadline extended.	
85.	Page No. 53, Para No.6 (v)	Conditions of Contract	v. Upon Termination (except on account of expiry of Term of this Agreement, Force Majeure or under clause 5.6.6 above), DOCA shall be entitled at the sole discretion to:	There is no such clause 5.6.6 in the RFP document.	Typographical error Relevant Clause in the RFP document may please be referred
86.	Page No. 68, Para No. Annexure 8	Annexure 8 : Format for Financial Proposal	Bid Invitation Date: xx.0x.2023	Here bid invitation date is not correct also this cell is not highlighted by yellow so that Bidder can fill the date. Please share Annexure with correct date.	Same annexure with correct date as per RFP
87.	Page No. 4, Para No.viii	Definition	"RFP" shall mean this Request for Proposal dated 5 January 2022, including the written clarifications & Corrigendum/Addendum issued by DOCA in respect of the RFP from time to time.	Date of RFP is incorrect	Typographical error
88.	Page No. 41, Para No. 1.15 (i)	CALL CENTER MANPOWER	1.15 CALL CENTER MANPOWER i. The service provider will be responsible for providing all manpower for the call center services viz. Call Center Agents (CCA's), Team Leaders, Project Manager, Trainer, Quality assurance team, , Other Management and support staff and any other required skilled manpower for operations and maintenance of the call center as per the requirement of Do CA's National Consumer Helpline. The minimum qualification required for manpower	The last line in this statement is incomplete "The minimum qualification required for manpower deployed by the Service Provider is mentioned at". Please confirm where this is mentioned.	Refer to RFP

			deployed by the Service Provider is mentioned at		
89.	Page No. 52, Para No. 6(h)	Conditions of Contract	h. Repeated occurrence of any SLA parameter as mentioned in Section 6 of this RFP.	Section 6 is not for SLA parameter, we need to correct the reference in this statement.	Relevant of SLA may be referred to
90.	General	General	General Query	Please inform us if DOCA will offer a train the trainer program	Yes
91.	General	General	General Query-Operations	What will be DOCA training days?	As per RFP
92.	General	General	General Query – Transition Plan and Management Plan	Q1. What is the expected Transition start date? Q2 What is the expected Training start date?	As per RFP
93.	General	General - Others	General Query-Training & Quality	Kindly share training duration for the project.	As per RFP
94.	General	General - Others	General Query	Is Support staff billable or not?	As per RFP
95.	1.4 OPERATIONAL REQUIREMENT Page No. 7	Technical Query	Call Center Operation	Can we get the hourly call flow pattern and language wise call count	Please visit INGRAM portal and refer to RFP
96.	RFP Clause No. 1.11 REPORTING OBLIGATIONS: MIS and REPORTS	Technical Query	Average time spent by callers in IVR tree before being transferred to agent (seat)	Can we get the IVR tree from the client	As per RFP
97.	RFP Clause No. 1.17 Call Center Capacity* and Pricing Structure	Technical Query	Call volumes and performance measures Applicants should anticipate the provision of services to a minimum of Yearly Expected daily call load (approx.)	Can we get the non voice volumes like emails, SMS, WhatsApp chats received	As per RFP
98.	Termination	General Query	DOCA shall provide 30 days" notice period to the Successful Bidder [hereinafter referred to as "Cure Period Notice"].	Can replacement of resource criteria be changed from 15 days notice to 30 days notice	As per RFP

99.	Scope of Work - Clause No. 1.2. Objective Page No. 2	Technical Query	The Primary objective is to set up and operationalize an advance call center for National Consumer Helpline (NCH) with quality people, robust system to hear/understand the consumer grievances across all service channels (Call, Web Portal, Mobile App, Whats App Chabot, SMS, Mail, Social Media etc.)	Is social media also in scope, if yes, which social media sites	As per RFP
100.	1.7 OTHER TECHNICAL REQUIREMENTS Page No. 12	Technical Query	The Call Center Agency/Service Provider should be able to make provision for receiving calls from international locations, where required.	Customized SMS Services & Integration with WhatsApp . F13Please confirm that no outbound calls can be made to these international numbers	As per RFP
101.	General	General Query	General Query	This tender is not available on the mentioned website in the RFP i.e. : http://eprocure.gov.in . We check RFP on Gem portal also but this tender is not visible on both portals. Please clarify and suggest.	The bid is available on GEM portal. the document are to be submitted in GEM portal.
102.	Page no. 41 clause no. 1.15			The service provider will be responsible for providing all manpower for the call center services viz. Call Center Agents (CCA's), Team Leaders, Project Manager, Trainer, Quality assurance team, , Other Management and support staff and any other required skilled manpower for operations and	Mentioned at page no Page no. 44

				maintenance of the call center as per requirement of DoCA's National Consumer Helpline. The minimum qualification required for manpower deployed by the Service Provider is mentioned at	
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