

Corrigendum -02

Request for Proposal for Selection of call center agency for Operation and Maintenance of
Madhya Pradesh Integrated Citizens Facilitation Service (CM Helpline)

RFP NO: 02/SAPS/2019

State Agency for Public Services, Public Service Management Department

A. Bidding Data Sheet

S. No	Particulars	Details
10.	Earnest Money Deposit (EMD)	<p>INR 10,00,000/- (INR Ten Lakh) to be paid online through e- Procurement portal only. (EMD in the form of Bank Guarantee shall not be accepted.)</p> <p>“Firms having MSME registration are exempted from paying EMD. To avail this exemption, they have to submit a valid MSME/NSIC registration certificate.”</p> <p>Note: During the bid evaluation, EMD exemption shall be granted to the NSIC/MSME registered firm. In case the NISC/MSME registration certificate is found invalid during evaluation, the bid of such bidder shall be rejected.</p>

PART A- (Section-II) Eligibility and Techno Evaluation Criteria

1. Eligibility Criteria

1.8 The invitation to bid is open to all bidders who qualify the eligibility criteria given below:

S.No.	Criteria	Supporting Document
2.	The Bidder should have a minimum average annual turnover (AAT) of INR 10 Crores in BPO/Call center services in the last three financial years (FY 15-16, FY 16-17 and FY 17-18)	<ul style="list-style-type: none">a) Audited Profit and Loss Statement and Balance sheets.b) Statutory Auditor Certificate or Certificate from the Company Secretary/Chartered Accountant of the Bidder clearly specifying the Annual Turnover for the specified years.c) Contract agreement from the client clearly mentioning project cost and project duration.d) Invoices of 1st three & last three months from the client.

2. Technical Evaluation

The process intends to select Business Processes Outsourcing [BPO] companies who have domestic call center experience, so that this prestigious work goes to the best companies offering competitive rates. The process of selection will be in two stages; the first stage will be Prequalification. The second stage will be the price bid in which the offer of the prequalified bidders will be opened.

Marks for prequalification will be allotted on the following basis:

Technical Evaluation Criteria			
(i)	Organizational Strength	25 Marks	Supporting document Required
a.	<p>The Bidder should have a minimum average annual turnover (AAT) of INR 10 Crores in BPO/Call center services in the last three financial years (FY 15-16, FY 16-17 and FY 17-18)</p> <p>INR > 20 Crore AAT : 25 Marks INR >15 Crore to INR 20 Crore: 15 Marks INR 10 Crore to INR 15 Crore: 10 Marks</p>	25	Certificate from the Statutory Auditor, Company Secretary/Chartered Accountant of the Bidder clearly specifying the Annual Turnover
(ii)	Past Experience	45 Marks	Supporting document Required
a.	<p>The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 150 seats (seats=no. of seating capacity in a shift) with private/ government/PSUs clients in India.</p> <p>3 >= No. of project : 45 Marks No. of projects =2: 30 Marks No. of project = 1: 15 Marks</p>	45	Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement. (The no. of seats/agents shall be clearly mentioned in supporting documents).
(iii)	Manpower/Key resources	30 Marks	Supporting document Required
a	<p>Operational Manager 12 >= Years of Call Center experience: 10 Marks</p>	10	Experience certificate/joining letter/relieving letter

	10 >=Years of Call Center experience 8 Marks 6 >= Years of Call Center experience : 5 Marks		
b	Call Center Manager 10 >= Years of Call Center experience: 10 Marks 8 >=Years of Call Center experience 8 Marks 5 >= Years of Call Center experience : 5 Marks	10	Experience certificate/joining letter/relieving letter
c	Data Analyst With any globally recognized certificate in analytics with more than 5 year of experience : 10 Marks With any globally recognized in analytics with more than 3 years of experience : 5 Marks	10	Experience certificate/joining letter/relieving letter and copy of globally recognized certificate

Note:

- i. **If a bidder acquires marks below 55% in technical evaluation then the bidder will be considered as technically disqualified and will not be considered further for financial evaluation.**
- ii. **If Bidders are found to propose the same key resources / manpower, then all such bidders will not get any marks against the key resources/ manpower, during technical evaluation.**

4. Evaluation of Final score and Tie breaking

4.1 The QCBS (Quality and Cost Based Selection) procedure shall be adopted for selection of bidder. The weightage for technical and financial proposal shall be as follows: -

Technical weightage (Wt) = 70%

Financial weightage (Wf) = 30%

PART B- (SCOPE OF WORK)

1. The vendor will be responsible for the creation of well-furnished workspace (at the rate of 30 Sq.ft. per executive/CCE) provides hardware, software, manpower, maintenance, management, development of web-based packages and web enabling databases. The initial period of contract will be for five years from the date of signing the agreement. Further, the agreement can be extended for another period of maximum 5 years which will be one year at a time upon satisfactory performance by the contractor on mutually agreeable terms or as deemed by the client
2. The call centre will have 230 physical seats equivalent to 460 person shifts.
3. The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM with 10 CCEs initially and later increased to 20 CCEs respectively and all these reshuffling will be conducted under the 460 CCEs.) of 8 hours as desired by the client daily and will remain open on all days during the period of contract. Each shift will have number of call agents as desired by the client and agreed by the vendor. The client may require the call centre to operate round the clock, in which case, the vendor shall make required arrangements. The client may require the vendor to deploy more than 460 call center executives (CCE) and in such a case additional amount will be paid to the vendor as per the rate applicable as per the financial bid. The distribution of person shifts or shift timings may vary as per requirement of the client and in all such situations the basis of payment shall be the agreed rates for person shifts. The CCA will have to build seating arrangement for at least 250 CCEs in a shift.

48. Minimum Manpower

S.No.	Profile	Minimum Qualification (Original RFP)	Minimum Qualification (Revised)	No.
1	Operation Manager	(MBA/ PGDBA with 8 Years Call Center Experience)	(<u>MBA/ PGDBA with 6 Years of Call Center Experience</u>)	1
2	Call Center Manager	(MBA/ PGDBA with 6 Years Call Center Experience)	(<u>MBA/ PGDBA with 5 Years of Call Center Experience</u>)	1

Note:

- I. Above mentioned manpower are dedicated to CM Helpline Call center only. Involvement in any task other than CM Helpline call center will be liable for penalty of Rs. 1000/- per instance. The seating premise of all this manpower is CM Helpline only. The distribution/bifurcation of above mentioned manpower for each shift will be decided by the client based on the requirement.
- II. Manpower experience letter should be required
- III. Physical CCE/manpower head Count/Presence may verified by client on daily basis
- IV. Seating capacity for manpower other than Call Center Executive is need to be setup by CCA/agency.
- V. All manpower needs to be deployed on full time basis.
- VI. If the manpower (Call Center Operation Manager, Call Center Manager and Data Analyst) proposed by the bidder in their bid for evaluation is replaced during joining, the bidder will replace the said manpower with same or higher qualification with required experience as proposed in the bid earlier, and will be deployed after the approval of MPSAPS/CM Helpline officials.
- VII. First time deployment of all the resources excluding CCE within 6 weeks after the agreement is signed. Penalty of Rs. 1,000/- per day per resources will be imposed if not deployed.
- VIII. 25% of relaxation in the abandoned calls penalty will be granted for maximum 5 days in a year on mutual decision, for which approval has to be taken by the CCA, 7 days in advance.

PART C- (Instructions to Bidder)

13. Price

This clause has been removed from the RFP.

PART D- (TERMS AND CONDITIONS OF THE CONTRACT)

- 1. Security Deposit / Performance Bank Guarantee (PBG).** The successful bidder/Vendor shall furnish Security Deposit as a performance bank guarantee of 10% of annual billing amount, in the form of Bank Guarantee for the contract within Ten days of the receipt of notification of award / Letter of intent from SAPS. This bank guarantee should be valid for a period of 66 (sixty six) months from the date of issue of such notification or letter. On extension of the contract the successful Bidder will have to extend the validity of this bank guarantee up to 6 months beyond the period for which extension has been awarded. The proforma of the performance guarantee is given at **Annexure G**.

Annexure D – (Financial Quote)

(Should be submitted online only in the financial bid envelope

In response to Tender No..... dated for **Operation and Maintenance of Madhya Pradesh Integrated Citizens Facilitation Service (CM Helpline “181)** I/We hereby offer to execute the work and provide services for the centre described in 'Scope of Work' & "Obligations of the Vendor" of the bid document and appurtenant tasks within the meaning of scope of the work at the following rates on per person shift basis:-

Description of work	Unit	Rate (in INR)
Operation & maintenance of call centre of 230 physical seats equivalent to 460 person shift as given in 'Scope of Work', 'Obligations of the Vendor' and 'Specifications for Operation and Maintenance of Madhya Pradesh Integrated Citizens Facilitation Service (CM Helpline “181) etc. including manpower, supply installation, commissioning of new hardware, system maintenance and updating of software/hardware, furniture, fixtures, electricity charges, water charges, routine maintenance and other requirements complete as per contract document.	Per person shift Per Month	Rs. (In figures) Rs. (In words) Exclusive of all applicable taxes, duties etc.

Note-1 There may be variations in shift timings, number of staff/call agents in particular shifts. In such situation the vender will be paid only for number of sanctioned person shifts on above rates. No extra payment shall be allowed due to such changes.

Note-2 Deleted

Note-3 All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.

Note-4 Deduction of taxes at source will be made as per applicable laws from the payments to be made to the vendor.

Note-5 The bidders may kindly ensure that the rate quoted is exclusive of the building premise rent.

Note – 6 CCA shall bear all personnel taxes levied or imposed on its personnel, or any other member of CCA’s Team, etc. on account of payment received under the Contract

Note – 7 The price quoted by the bidder will include everything (Except PRI, Internet connection (leased line) and Premises charges) which comes under this RFP

Note – 8 Price quoted by the bidder without applicable taxes/duties will be considered for financial evaluation

Note - 9 The bidder has to submit the financial quotes only on the online format provided on the e-Procurement portal.

Signatures

Name of Authorized signatory

Annexure J-(Quality Audit Parameter)

Quality Audit for Call Centre Agents and Trainer

Audit of Real Time Agent's Call - Client will select minimum 500 inbound calls or 1% of daily received calls of the month from live data as sample (on random) which are audited and logged complaints are verified for the mentioned 20 parameters in Call Audit.

Compliance Status on Agents Call Quality Parameters

Agents Performance	Penalty %
Excellent (200 marks)	Nil
Good (160 to 199 marks)	Nil
Average (159 to 120 marks)	0.1%
Poor (below 120 marks)	0.25%

Call Audit Parameters:

Sl. No.	Agents Call Quality Parameters	Marks per Calls (1 to 10)
1	Appropriate greetings and Introduction.	1/10
2	Is Voice Quality fine?	1/10
3	Providing customers relevant information.	1/10
4	Average Handling Time.	<200 Sec. - 10 Marks 200 - 300 Sec.- 5 Marks >300 Sec. - 1 Marks
5	Polite on call / Unfriendly Nature /Avoidance / Avoided Support.	1/10
6	Asked/Announce for the caller's name / Aadhaar Card Number/ Samagra ID Number.	1/10
7	Service knowledge	1/10
8	Correct / Accurate Data Capture / Documentation of the Complain.	1/10
9	Arguing With Citizen / Use of Hold or Dead Air.	1/10
10	Interruption due to technical issue/Outage/system failure	1/10
11	Enthusiasm / Active Listening.	1/10
12	Call Disconnection by CCEs / Waited for caller end-up and appropriately closed the call.	1/10
13	Feel acknowledged/Accepted and understood/ listening behaviors were effective.	1/10
14	Tone & Rate of Speech Rude / Dullness.	1/10

15	Correct Tagging of Complaints / Out Of Department by CCEs.	1/10
16	Delay in Data Capturing / Repetitive questions.	1/10
17	Call Summarization.	1/10
18	The CCEs adequately addressed the citizen's needs.	1/10
19	Provided Complaint Number (Where required).	1/10
20	Informed Citizen Minimum Timeline.	1/10
	Total Marks	200

Annexure – K

Approximate Furniture/Non IT Work for CCA

S.No.	Profile	Manpower Requirement	Required Seats (Seating Capacity in a shift)
1.	Operation Manager	1	1
2.	Call Center Manager	1	1
3.	Internal Call Quality auditor	6	3 (in each shift)
4.	Trainer	4	2 (in each shift)
5.	Team Lead	1 TL for every 25 CCEs	10 (in each shift)
6.	IT Team	4	2 (in each shift)
7.	Software Developer	2	2
8.	MIS expert	3	3
9.	DBA Expert	1	1
10.	Data Analyst	1	1
11.	Backend support	16	8 (in each shift)
12.	CM Helpline Call center executives(CCE)	460	230 (in each shift) + 20 (Reserve seats for peak hours reshuffling)
13.	Security Guard	2	-
14.	House Keeping	6	-
15.	Peon	4	-
Total:		520	284

Current Standard Seats Available for CCEs (at 3rd floor): 110 NOs

Modification Needed:

1. Carpet for noise absorption
2. Noise absorb sheet for partition between two agents (currently partitioned by glass sheet)
3. Noise absorb walls fittings
4. Overall compliance as per floor plan (Attached)

Required Seats to be reconstructed for CCEs (at 2nd floor): 60 NOs (CCA have to reconstruct these 60 seats (30 sqft for each seat) with noise cancelling environment for CCE)

Required new seats to be constructed for CCEs: 80 NOs (in 30 sqft for each CCE)

Required new seats to be constructed for Supporting Manpower: 34 NOs

Required RO/UV water purifier and water cooler: 01 No

Required Tea/Coffee Vending machine: 01 No

Available Chairs for CCEs: 180 NOs, these available chairs are not in good condition and need

to replace all.

Available Chairs for Training: 35 NOs

Required Chairs for CCEs: 250 NOs (Required Features: Adjustable Seat Height, Armrest, Locking Mechanism, Seat Lock, Swivel, Wheels, and Durable)

Required Chairs for Supporting Manpower: 40 NOs (Required Features: Adjustable Seat Height, Armrest, Head Support, Locking Mechanism, Seat Lock, Swivel, Wheels, Durable, Comfort)

Available ACs: 15 NOs

Available Ceiling Fans: 30 NOs

Available Wall Fans: 5 NOs

Available Table Fans: 2 NOs

Available Exhaust Fans: 5 NOs

Required ACs and Fans: As per actual requirement

Renovation of all existing toilets: 07 NOs

Approximate Hardware/System/IT Equipment's Requirement

Current Systems available for CCEs (Thin-Client): 162 Nos (Dell-FX170: 124, WYSE - Rx0L: 38)

Current Systems available: 38 Nos (Please see list below for systems detail).

New Systems needed for CCEs (Thin- Client): 100 NOs Approx.

New Systems needed for supporting manpower: 40 NOs Approx. (as per system configuration specified in the RFP)

Current Headset Available for CCEs: 165 Nos (Lenovo jack 3.5: 80, Zebronic jack 3.5: 85). These available headsets are not in good condition and need to replace all.

New Headset needed for CCEs: 250 Nos (Required Features: Zero Noise Cancelation, Zero Eco effect, Good cushion, Gimbaled speaker for a perfect fit, Company: Vonio/Jabra/Plantronics).

Available Biometric Devices: 2 Nos

Available CCTV Cameras: 21 NOs

Required CCTV Cameras: as per Client/Project requirement

Available Projector: 1 No (Epson EB-S03)

Required Projector: 1 No (Required Approx. Features: Color Light Output 2,500 Lumen

Resolution Full HD 1080p, 1920 x 1080, 16:9

Projection Ratio 1.35 - 2.84:1

Zoom Motorized, Factor: 2.1

Lens Optical

Lens Shift Motorized - Vertical $\pm 96.3\%$, horizontal $\pm 47.1\%$

Lens position memory 10 positions

Image Size 50 inches - 300 inches

Projection Distance Wide/Tele 3 m - 6.3 m (100 inch screen)

Projection Lens F Number 2 - 3

Focal Distance 22.5 mm - 46.7 mm

Focus Motorized

Interfaces USB 2.0 Type A, USB 2.0 Type B (Service Only), RS-232C, Wireless Network (optional), Trigger out, VGA in, HDMI in (4x), HDMI (HDCP 2.2) (4x), HDMI out, Wireless, HD, MHL, Ethernet Interface (1000 Base-T/ 100-Base TX/ 10-Base-T))

Required Smart TVs: 3 NOs Approx. for Monitoring Purpose (Required Features: 164 CM, Full HD, HDMI, USB, Bluetooth, Wi-Fi and Company: Samsung/Sony/Philips/Panasonic)

Approximate Software Requirement

Available Calling Licenses: 165 Nos (Drishti: AMC till May_19)

Required Calling Licenses: 250 Nos (Required Features: Full Redundancy, Easy full Integrations and Customization, Multi-level Report Generation Process, Multiple Recording formats, Multi-lingual IVR, Call center analytics dashboard, Easy call routing, Unified agent desktop, Inbound & outbound calling, Supervisor interface, CRM integrations, capable in Social Media Integration, Campaign Management, Campaign Planning, Customizable Reporting, Queue Manager, Resource Allocation, Call Transfer, SMS Integration, Real Time Monitoring, Real Time Reporting)

Required Administrative Supervisor/Monitoring Licenses: 10 no Approx.

Available License of SQL Server and windows server:

License Product	License Version	Effective Quantity
SQL Server - Developer	2014	1
SQL Server - Standard	2014	1
Windows Server - Device CAL	2012	1
Windows Server - Standard	2012 R2	1
Windows	8.1 Professional Get Genuine	1

Required License of SQL Server 2017 Enterprise Edition or higher: 2 Nos with software assurance, 8 Core or as per hardware dependent (for Active server and failover server)

Required Windows Servers 2019: 2 Nos with software assurance or as per hardware dependent (for Active server and failover server)

CRM: Existing CRM will be used by CCA and CCA have to update the same as per requirement.

Current/Existing IT infrastructure details

Available IT Center Equipment:-

Sr. #	Particulars	Specifications	Model	Quantity
1	Servers	HP Proliant DL380 Gen 8, 2 processor 8 core.16 GB DIMM (RAM). 4x600GB=2.4 TB HDD, RAID 5 configure. OS CentOS 6.5	HP Proliant DL380 Gen 8	4
2	Server	Active Server: HP Proliant DL180 Gen 6, 2 processor 8 core.64 GB DIMM (RAM). 4x600GB=2.4 TB HDD,OS Windows Server 2012 R2 Standard edition.Replica(Failover) Server: IBM x3650 m4, 2 processor 8 core.32 GB DIMM (RAM). 3x600GB=1.8 TB HDD, OS Windows Server 2012 R2 Standard edition.	HP Proliant DL180 Gen 6 & G9	2
3	Server	HP Proliant DL380 Gen 7	HP Proliant DL380 Gen 7	1
4	Server	HP Proliant DL580 Gen 7	HP Proliant DL580 Gen 7	2
5	Firewall	UTM is using as Router and Firewall	Future ready CR 50iNG	1
6	Gateway	NA	SANGOM Vega 400G	1
7	Switches	24 Port Gigabit	NetGear Prosafe	6
8	Switches	24 Port Gigabit Ethernet	Digisol (DG GS1024D-E)	1
9	UPS	Emerson Liebert with 28 batteries (12V 42AH), EATON Powerware with 32 batteries (12V 26AH)	Emerson Network Power & EATON Powerware	2
10	CCTV	HIK Vision (CCTV)-DVR	HIK Vision (CCTV)-DVR	3

Available Thin Client:-

Sr. #	Particulars	Quantity (Device+Monitor)
1	Dell-FX170	124
2	WYSE - RxOL	38

Available Desktop PCs:-

Sr. #	Operating System(OS)	CPU/Monitor	Processor	HDD(GB)	RAM (GB)	QTY.
1	Windows 8.1	HP/Dell	AMD 2.0 GHz	500	4	1
2	Windows 8.1 Pro	Dell/Simmtronics	Core 2 Dual 2.80 GHz	160	4	1
3	Windows 7	Zebronic/Dell	Pentium 2.70 GHz	160	2	1

4	Windows 7	Dell/Dell	i3 3.50 GHz	1500	4	1
5	Windows 8.1	Zebronic/Acer	Celeron 2.0 GHz	160	4	1
6	Windows 8.1	Dell/HP	Core 2 Dual 2.93 GHz	160	4	1
7	Windows 7	Dell/Dell	i3 3.50 GHz	500	4	1
8	Windows 7	Dell/Dell	Core 2 Dual 2.93 GHz	1000	4	1
9	Windows 8.1	Zebronic/NOC	intel 2.7 GHz	500	4	1
10	Windows 8.1	Zebronic/NOC	i3 3.60 GHz	1000	8	1
11	Windows 7	Dell/NOC	Core 2 Dual 2.80 GHz	160	3	1
12	Windows 7	Dell/NOC	Core 2 Dual 2.93 GHz	160	4	1
13	Windows 7	Dell/Dell	Core 2 Dual 2.93 GHz	250	2	1
14	Windows 8.1	Zebronic/Dell	i3 3.60 GHz	80	8	1
15	Windows 8.1	Zebronic/Dell	Pentium 2.90 GHz	80	2	1
16	Windows 7	Zebronic/Dell/HP/Viewsonic etc	Celeron/Intel/AMD	80/160/250	2	23
Total PCs						38

Note: This information provided to bidders for estimation purpose only, actual requirement and upgradation may vary and will be dependent on the Client/Project requirements.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
1	6	2	3.1	Whether Power of Attorney from the Bidder certifying that the Bid signatory is authorized by competent authority, is submitted?	Its submit by hard copy or soft copy?	Hard Copy (in original)
2	33	Annexure E	8	Bidders are required to give a online Bank Guarantee through the mentioned e-Procurement portal valid up to six months from the date of submission of bids for Rs 10 Lakh (Rupees Ten Lakh) as Bid Security along with their offer. Offers made without Bid Security will be rejected. The Bank Guarantee must be of a Scheduled Bank/Nationalized Bank/Foreign Bank.	Its submit by hard copy or soft copy?	No Hard Copy required. Online generated Receipt should be accompanied with the technical Bid
3	8	2	1.2	The Bidder should have a minimum average turnover of 10 Crores in the last three financial years (FY 15-16, FY 16-17 and FY 17-18)	The Bidder should have a minimum average turnover of 6 Crores in the last 3 financial years (FY 15-16, FY 16-17, FY 17-18)	As per RFP
4	10	2	I(a)	Average annual Turnover (AAT) of bidder for last three financial years (FY 15-16,FY 16-17, FY 17-18)	Average annual Turnover (AAT) of bidder for last three financial years (FY 14-15,FY 15-16, FY 16-17)	As per RFP
				INR > 20 Crore AAT : 25 Marks	INR > 6 Crore AAT : 25 Marks	
				INR >15 Crore to INR 20 Crore: 15 Marks	INR > 5 Crore to INR 6 Crore: 15 Marks	
				INR 10 Crore to INR 15 Crore: 10 Marks	INR 4 Crore to INR 5 Crore: 10 Marks	

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
5	10	2	II(a)	The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 150 seats (seats=no. of seating capacity in a shift) with private/government/PSUs clients in India	The Bidder must have experience of at least single running or successfully completed call center for at least One years in last five years with minimum 50 seats (seats=no. of seating capacity in a shift) with private/government/PSUs clients in India	As per RFP
				3 >= No. of project : 45 Marks	3 >= No. of project : 45 Marks	
				No. of projects =2: 30 Marks	No. of projects =2: 30 Marks	
				No. of project = 1: 15 Marks	No. of project = 1: 15 Marks	
6	11	2	III(C)	Any global certificate in analytics with more than 5 year of Exp : 10 Marks	Continuous services provided to a single reputed client inbound and outbound minimum 100 seats for years: 10 and above 10 Marks	As per RFP
				Any global certificate in analytics with more than 3 year of Exp : 5 Marks	7 – 10 years: 7 Marks	
					4 – 7 years : 4 Marks	

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
7	14	Part B - Scope of work	1	The period of contract will be five years from the date of signing the agreement. The agreement can be extended one year at a time, for a period of maximum 5 years upon satisfactory performance by the Contractor on mutually agreeable terms or as deemed by the client	We understand that the entire tenure is 10 years, initial 5 years and extended 5 yrs. Pl. clarify if our understanding is correct. If otherwise the initial contract is for 1 year and extendable year on Year, we request to have an initial tenure of minimum 3 years and then extendable by 2 years, as lot of investment and effort goes into setting up the contact centre.	1) The initial period of contract will be for five years from the date of signing the agreement. 2) Further, the agreement can be extended for maximum 5 years, which will be one year at a time upon satisfactory performance by the contractor on mutually agreeable terms or as deemed by the client
8	14	Part B - Scope of work	2	2. The call centre will be 230 physical seats equivalent to 460 person shifts.	Is this inclusive of the seats required for support staff also?	Please see corrigendum
9	14	Part B - Scope of work	3	The client may require the call centre to operate round the clock, in which case, the vendor shall make required arrangements. The additional payment for this will be made for additional person shifts at the agreed rates of accepted Financial Bid.	Please advise on the number of seats to be manned for each shift. Need the details on the shift start and end timings also. The transport requirements and the night shift allowance details have to be accurately factored into the overall price.	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
10	14	Part B - Scope of work	3	The distribution of person shifts or shift timings may vary as per requirement of the client and in all such situations the basis of payment shall be the agreed rates for person shifts.	What will be the notice period for any such change intimation & how much Beta period will be offered to implement	From minimum 1 Day to Maximum 7 days' notice period will be given
11	14	Part B - Scope of work	4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement	Request for the Bill of Material and Bill of Quantity for entire existing infra. Request for permission to conduct a thorough due-diligence on the condition of the existing infra., before we submit the quotes.	Bidders are requested to visit the CM Helpline Call center premises and physically acquaint themselves with the existing and required infrastructure (IT/Non-IT) as mentioned in the RFP. For Bill of Material kindly see Corrigendum.
12	14	Scope of work	Point 4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement.	Can we have list of assets, hardware, software etc. taken over from previous vendor with make/model/version/year of purchase etc. for actual evaluation?	Please see the Corrigendum

● **Response to Pre- Bid Queries:**

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
13	15	Scope of work	Point 13	In special cases such as the launch of a new scheme by the government the call load increases. To handle this, informative SMS messages are to be sent out about the scheme to citizens using the SMS Gateway to pre-empt the increased load. The bidder is required to develop application for sending bulk SMS. Bulk Recorded Voice Messages can also be sent out to relay information. The system also capable to received citizen's feedback through SMS and update the complaints status automatically in the database.	Is SMS Gateway to be provided by bidder or there is any existing account owned by MPSAPS needs to be integrated with bidder system?	Existing account owned by MPSAPS needs to be integrated with bidder system
14	15	Scope of work			How many IVR Ports are required to play recorded messages to citizens?	As per requirement
15	15	PART B- (SCOPE OF WORK)	Point 13	In special cases such as the launch of a new scheme by the government the call load increases. To handle this, informative SMS messages are to be sent out about the scheme to citizens using the SMS Gateway to pre-empt the increased load. The bidder is required to develop application for sending bulk SMS. Bulk Recorded Voice Messages can also be sent out to relay information. The system also capable to received citizen's feedback through SMS and update the complaints status automatically in the database.	Request you to provide any existing flow chart or historic data if available	Currently not available. The successful bidder has to study and prepare the same with mutual decision.

● **Response to Pre- Bid Queries:**

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
16	15	PART B- (SCOPE OF WORK)	Point 14	Bidder is required to made available MIS reports to the administrators/SAPS on live basis for evaluating the performance, and the call statistics at any point of time. In case of high inbound load, bidder is required to provide facility so that outbound callers can be switched to take inbound calls.	Thus we have any specific defined ratio for inbound & outbound seats	As per RFP.
17	15	PART B- (SCOPE OF WORK)	Point 17	The Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) call center shall have adequate redundancy options for smooth operation of the call Centre.	Request you to provide any historic data which can help us to plan redundancy	As per RFP.
18	15	PART B- (SCOPE OF WORK)	Point 18	The CCA shall deploy adequate Data Analytics tool and work with GoMP and other stakeholders for integration of Data Analytics application with Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline data base.	Any specific requirement	Power BI/R/Python etc. based solutions
19	16	Part B - Scope of work	21	21. CCA shall have robust business continuity plan and get verified every year from GoMP	Need more clarity on the scope of the BCP. Will GoMP provide the secondary site? If yes, where? How many seats will be factored into the BCP plan. Does infra already exist at the secondary site?	The plan will be mutually decided with successful bidder.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
20	16	Part B - Scope of work	22	CCA to setup fully furnished office (including civil, electrical, LAN, PC, Printer, furniture, attached toilet etc.) in rooms for all nodal officers of State Government who will oversee the operations of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline	Will this be setup with the call centre premises? How many such rooms need to be setup? Does each room require an attached toilet??	1) Yes Following facilities i.e. Civil, LAN, PC, Printer, furniture, attached toilet etc. needs to be arranged for the following (3) existing rooms Director, Dy. Director and consultants room. 2) Please refer corrigendum for the floor plan 3) Bidders to check feasibility
21	16	PART B- (SCOPE OF WORK)	Point 24	Noise cancellation and furniture requirement should be as per the existing infrastructure or better at first floor of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) and approval should take from SAPS for the same.	Request you to provide further details	Bidders are requested to visit the CM Helpline Call center premises and physically acquaint themselves with the existing and required infrastructure (IT/Non-IT) as mentioned in RFP. Please see corrigendum for further details.
22	17	Part B - Scope of work	34	34. Capacity building & training related to ICFS for the govt. department officials/others across the state with no additional cost as required by client and will come within the scope of this contract	Need details on the number of persons to be trained and the number of training programs to be conducted.	As of now most of the users are trained on the existing CM Helpline application functionality/process. However, the requirement of training for the officials proposed by department/district as required, needs to be provided by bidder.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
23	17	Part B - Scope of work	36	36. The development/upgradation/maintenance of Mobile App in Android and IOS platform will comes under the scope of CCA	Request for scope of work for the APP and technical specifications	Currently both website and mobile app are available and bidder have to incorporate new functionalities as per the client requirement
24	17	PART B- (SCOPE OF WORK)	37.6	Change the hardware if the same are declared end of life during the duration of the agreement.	Request you to provide detailed list of the existing hardware infrastructure with life cycle details	Please see Corrigendum
25	21	Part B - Scope of work	48 - Minimum Manpower	Backend support - Graduate with 2 year experience in Call Center	What job activity will this team perform?	Officers Mapping, MIS Reports, Departments Mapping, PPTs, and any other task assigned by CM Helpline Officials.
26	22	Part B - Scope of work	48 - Minimum Manpower	II. Manpower experience letter should be required	Many employers do not issue experience letters. Suggest that we look at employment letter and 3-month salary slips	Documents Required: 1. Joining Letter, 2. Bank Statement, 3. 1st and Last 3 months Salary slip
27	22	Part B - Scope of work	48 - Minimum Manpower	VI. If the manpower (Call Center Operation Manager, Call Center Manager and Data Analyst) proposed by the bidder in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to CCA @ 50,000 Rs. Per resource for replacement .	Names cannot be shared in advance. We will go with Job Description and Experience requirements.	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
28	25	PART B- (SCOPE OF WORK)	50.1.(2)	Average Call Response Time / Average Speed of Answer (ASA) 85% of incoming calls within 10 Seconds	Industry benchmark is 5% and we need to deploy excessive manpower & it will be cost extensive too, to achieve the given target (Answer (ASA) 85% of incoming calls within 10 Seconds) request you to review and revise it to 5%	As per RFP
29	25	PART B- (SCOPE OF WORK)	50.1.(3)	Abandoned Call Rate (%)	Industry benchmark is 5% and we need to deploy excessive manpower & it will be cost extensive too to achieve the given target (Abandoned Call Rate (%) Less than 1%) request you to review and provide some relaxation	As per RFP
30	27	PART B- (SCOPE OF WORK)	50.1.(6)	IVRS/Fuctionality/website/ other IT related Updation time should be updated modified within defined time frame as per the requirements from GoMP Within 24 Hrs. Penalty of INR 2500 for every additional 24 hour slot beyond the target,	Request you to review and revise the Updation time to 48/72 hours except urgent/emergency cases Aside request you to provide some relaxation in penalty	As per RFP
31	27	PART B- (SCOPE OF WORK)	50.1.(8)	System Availability - > 99% monthly - The Proposed rate of penalty would be 1% of value of total cost payable per month for non- compliance to the service levels for every percentage below the expected levels of services.	Request you to review & revise the penalty	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
32	28	PART B- (SCOPE OF WORK)	50. Note - F (Page 28)	If CCE reshuffle from Inbound to Outbound requirement, than revised SLA will be applicable as decided by the committee constituted by SAPS.	Request you to provide further details on applicable revised SLA, If CCE reshuffle from Inbound to Outbound requirement	As per RFP
33	29	PART B- (SCOPE OF WORK)	50.2.2	Agent performance matrix - Customer survey results (call satisfaction levels).	Request you to provide further details on this SLA Customer survey results (call satisfaction levels)	As per RFP
34	30	PART B- (SCOPE OF WORK)	50.2.4	Quality Assurance - minimum score of 95% on quality of service evaluation (service metrics and service parameters)	Request you to review and revise it to 85% which is used as a best practise in industry	As per RFP
35	61	Annexure F	2	Upon breach by the contractor of any of the conditions of the agreement, SAPS may issue a notice in writing, determine to put an end to this agreement without prejudice to the right of SAPS to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfill the agreement as certified in writing by SAPS which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the SAPS.	Cure period of 30 days to be provided for rectifying the said breach. Termination of agreement itself is a deterred and therefore would suggest no further compensation must be payable.	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
36	61	Annexure F	3	This agreement shall remain in force until the expiry of 60 months from the date of signing of agreement but SAPS may cancel the contract at any time upon giving one months' notice in writing. The agreement can be extended one year at a time, for a period of maximum 5 (five) years upon satisfactory performance by the Contractor on mutually agreeable terms or as deemed by the client.	<p>For termination of contract at least three months' notice to be provided since we would be recruiting many resources and one month would not be sufficient for closure of business.</p> <p>The phrase "or as deemed by the client" to be deleted since renewal can be done only on mutually agreed terms and not at the sole discretion of the client.</p>	<p>This agreement shall remain in force until the expiry of 60 months from the date of signing of agreement but SAPS may cancel the contract at any time upon giving Three (3) months' notice in writing.</p> <p>The agreement further can be extended one year at a time, for a period of maximum 5 (five) years upon satisfactory performance by the Contractor on mutually agreeable terms or as deemed by the client.</p>
37	40	Part D- Terms and conditions of contract	5 – Termination of Contract		Bidder to also have termination right in case of default in payment of fees beyond 15 days from the due date.	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
38	40	Part D- Terms and conditions of contract	6 – Limitation of Liability	Limitation of Liability on Termination. If the contract is terminated except on expiration of contract, because of any of the reason stated above, SAPS will forfeit any payment due to vendor from the date of termination of contract. Any hardware/Software/Equipment installed in the campus will be forfeited and become SAPS' property. Any loss to SAPS will be recovered from the due payments, security deposits. This liability will be limited to the amount of security deposits & due payments.	Liability has been limited to the total amount payable under this agreement including the amount of security deposit. However, would suggest limiting liability to 10% of three months fee as per our standard process. Business team can further confirm on this.	As per RFP
39	41	Part D- Terms and conditions of contract	8 – Intellectual Property Rights	Intellectual Property Rights: - The vendor will have to submit source code required documentations to SAPS and SAPS will have full rights over the source code and IPR shall belong to SAPS and vendor will not possess any rights. On changes in the source code or documentation the vendor will have to provide source code / documentation to SAPS from time to time.	Kindly review and confirm if we would be giving the source code as well to the client and the entire IPR on the software. I understand we would be using the same software for other clients as well.	As per RFP
40	41		11.1- Arbitration	Third arbitrator shall be appointed by the Secretary, Govt. of Madhya Pradesh, Department of Public Service Management.	The third arbitrator should be appointed mutually by the two appointed arbitrator and not by the bidder so+G8 that there is no conflict of interest or favoritism.	The third arbitrator will be appointed mutually by the two appointed arbitrator.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
41	46		13 (i)(9)	The vendor shall at his own cost protect personnel, hardware, software, structures & assets etc., against any likely damage. He (i) shall acquire insurance covers at his own cost to safeguard against loss, damage and threat to life and (ii) shall provide evidence to the client immediately on his demand, showing such insurance policies and that the premiums due there for have been paid.	This clause requires us to maintain insurances. Business team to confirm whether we would be taking such insurances for the equipment.	As per RFP
42	8		13 (i)(11)	The vendor shall establish, maintain and operate the call centre in compliance to best in class specifications and norms. He is required to submit details of the arrangements made for safety/security of employees including their conveyance arrangements and other amenities viz. breakfast, lunch, dinner tea/coffee etc. as may be required; the entire cost of which would be borne by the vendor. The breaks for lunch and breakfast etc. shall not in any way adversely affect the services provided to the callers under this agreement.	Need clarity please	As per RFP
43	18			The vendor will appoint a person to be the nodal officer for coordinating with the client. The person identified must be available over phone at all times.	Availability of the person at peak production hours can be ensured, all times is not possible	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
44	12	Financial Evaluation	3.6	The UNIT of measurement for quoting rate of the tasks specified in the Price Bid should be noted carefully before quoting rate(s). The unit shall remain un-changed & applicable as per the price schedule and quoted rate shall be considered only as per the specified unit(s) for purpose of comparison as well as placement of order. The bidder shall be bound to accept the same; else EMD shall be forfeited	Please clarify Unit Rates Methodology and calculation of per manhour shift timing for billing purpose.	As per RFP
45	12	Financial Evaluation	3.8	In respect of taxes, duties and other levies indicated by the Bidder in the Bid, which are reimbursable in line with the provisions of the Bid document, the applicable rate and amount thereof shall be ascertained by the Purchaser based on which, if required, necessary rectification and arithmetical correction shall be carried out by the Purchaser. The rate and amount so ascertained by the Purchaser shall prevail.	Please clarify applicable taxes , duties and other levies, please also clarify if this is paid over and above the quoted rates ? As per industry practice al GST is paid over and above quoted rates in CC operations.	As per RFP
46	14	Part B - Scope Of work	5	Best specifications shall be adopted (with latest technology/best in the industry) by the vendor for commissioning, operating and maintaining the call center, though the minimum specifications in this regard are attached as Annexure - H. The vendor shall obtain Department of Telecommunications (DOT) certifications and submit copies thereof to the SAPS.	Please share the specification of existing equipment available at the center, also update which certificate is to be obtained from DOT.	Please see Corrigendum for existing equipment. DOT certificate as applicable for the Call Center Industry

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
47	14	Part B - Scope Of work	4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor	Please share list of existing assets , software , hardware & IT equipments which will taken over from previous vendor.	Please see Corrigendum
48	15	Part B - Scope Of work	13	informative SMS messages are to be sent out about the scheme to citizens using the SMS Gateway to pre-empt the increased load.	Please confirm if SMS Gateway will be provided by GoMP?	Yes
49	15	Part B - Scope Of work	17	The Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) call center shall have adequate redundancy options for smooth operation of the call Centre.	Since Voice and data connectivity shall be provided by GoMP, redundant connectivity shall also will be provided by GoMP ?	Only connectivity required for redundancy will be provided by client
50	16	Part B - Scope Of work	17	All Software licenses provided by the CCA to GoMP shall be perpetual in nature and should be on the name of client.	Please confirm, If the licenses are in name of client, how CCA take the cost in their account ?	As per RFP
51	16	Part B - Scope Of work	22	CCA to setup fully furnished office (including civil, electrical, LAN, PC, Printer, furniture, attached toilet etc.) in rooms for all nodal officers of State Government who will oversee the operations	How many such rooms are to be prepared and is it currently available at the existing premise.	1) Following facilities i.e. Civil, LAN, PC, Printer, furniture, attached toilet etc. needs to be arranged for the following (3) existing rooms Director, Dy. Director and consultants room. 2) Please refer corrigendum for the floor plan

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
52	16	Part B - Scope Of work	32	The Call Center Agency shall provide Manufacturer's Authorization Form (MAF) from OEM for all software as well as hardware equipment/IT/NonIT/Laptop/systems/Server supplied for the Call Center.	in case of In-house software Development what is the process to be followed ?	Not applicable in case of in house software development it is the responsibility of the bidder to certify the same.
53	21	Part B - Scope Of work	48	Min Manpower	A deserving candidates with relevant experience but non graduate can be considered for supervisory position other than managers ?	As per RFP
54	22	Part B - Scope Of work	48 VI	If the manpower (Call Center Operation Manager, Call Center Manager and Data Analyst) proposed by the bidder in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to CCA @ 50,000 Rs. Per resource for replacement .	In case of any unfortunate event or for valid reason otherwise, if the declared team member can not join, still the penalty will be imposed or it will be considered basis situation	As per RFP
55	22	Part B - Scope Of work	48 VII	First time deployment of all the resources excluding CCE within 20 days after the agreement is signed. Penalty of Rs. 1,000/- per day per resources if not deployed.	Is there any scope to increase this time line ? As 20 days time span post agreement is signed is less, as all the supervisors may have to serve notice periods for their previous jobs. Hence request to reconsider this clause.	Please see corrigendum
56	24	Part B - Scope Of work	49	Project timeline	Do we have scope to revisit the Period of 6 weeks, basis review of requirement of existing infra ?	As per RFP

● **Response to Pre- Bid Queries:**

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
57	25	Part B - Scope Of work	50	SLA	Do we have scope to discuss the SLAs and Penalty clauses as per industry standards ?	As per RFP
58	31	Part B - Scope Of work	50.2.7	Shift time	Is shift time of 8 hours is inclusive of 40 mins of break + training timing ?	Yes
59	39	Part D - Terms & Condition	1	Security Deposit	10% of contract amount , is the contract amount calculated for a year or for 5 years ?	Please see corrigendum
60	46	Part D - Terms & Condition	13. (i) 11	conveyance arrangements and other amenities viz. breakfast, lunch, dinner tea/coffee etc. as may be required; the entire cost of which would be borne by the vendor	Can bidder award a contract for canteen & conveyance facilities ?	As per RFP
61	52	Part D - Terms & Condition	16 r	All the working equipment's and movable infrastructure will be transferred in the name of GoMP as highlighted above and the new CCA will have the complete responsibility of establishing the new Centre for functioning of the service in the city.	Please confirm in the scope of current bid and as mentioned earlier, the bidder shall be using existing call center set up along with hardware / Software & fixture and furniture.	Bidders are requested to visit the CM Helpline Call center premises and physically acquaint themselves with the existing and required infrastructure (IT/Non-IT) as mentioned in the RFP. Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
62	57	Annexure D - Financial Quote	NA	quote to be Inclusive of all applicable taxes, duties etc.	Since Govt Taxes may differ from FY to FY, we propose that other than quoted rate per person shift per month , all other applicable taxes should be excluded from quotes and to be paid at actuals as per Govt Norms.	Quote to be Exclusive of all applicable taxes, duties etc. Please see corrigendum
63	58	Annexure E - Bid Security	NA	What is difference between Bid and Performance Security ?	CCA to provide two different bank guarantee for Bid and Performance Security ? Year mentioned on page - 65 is to be changed to 2019 from 2010.	EMD/Bid Security needs to be submitted at the time of bid submission by the bidder who intends to participate in the bid. Whereas, PBG or Performance Bank Guarantee will be submitted by successful bidder.
64	65	Annexure G - Performance Security	NA			
65	14	Part - B	2	2. The call centre will be 230 physical seats equivalent to 460 person shifts	Please specify the numbers & data Volumes	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs)

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
66	14	Part - B	3	3. The call centre will operate in number of shifts (i.e. maximum 3 shifts) of 8 hours as desired by the client daily and will remain open on all days during the period of contract. Each shift will have number of call agents as desired by the client and agreed by the vendor. The client may require the call centre to operate round the clock, in which case, the vendor shall make required arrangements. The additional payment for this will be made for additional person shifts at the agreed rates of accepted Financial Bid. The distribution of person shifts or shift timings may vary as per requirement of the client and in all such situations the basis of payment shall be the agreed rates for person shifts.	If 3 shifts has to considered the person shifts will increase. Please specify	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs)
67	4	A	7	7. Cost of RFP	Has to paid online or DD	As per RFP
68	5	A	10	10. Earnest Money Deposit	it says EMD in the form of BG not accepted. Let me know on the procedure (Annexure E BG format is given)	To be paid online through e-Procurement portal only. Online generated Receipt should be accompanied with the technical Bid
69	15	Part - B	20	20. All Software licenses provided by the CCA to GoMP shall be perpetual in nature and should be on the name of client		-

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response																		
70	14	Part - B	4	4. The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement	Existing details of hardware, software , application is available ?	Please see Corrigendum																		
71	15	Part - B	13	In special cases such as the launch of a new scheme by the government the call load increases. To handle this, informative SMS messages are to be sent out about the scheme to citizens using the SMS Gateway to pre-empt the increased load. The bidder is required to develop application for sending bulk SMS. Bulk Recorded Voice Messages can also be sent out to relay information. The system also capable to received citizen's feedback through SMS and update the complaints status automatically in the database.	Voice recordings will be provided by SAPS	As per RFP																		
72	15	Part - B	14	Bidder is required to made available MIS reports to the administrators/SAPS on live basis for evaluating the performance, and the call statistics at any point of time. In case of high inbound load, bidder is required to provide facility so that outbound callers can be switched to take inbound calls	What is current call load trend and volume per day ?	<p>Call Volume for Last Six months is -</p> <table> <tr> <td>Sep-18</td> <td>-</td> <td>12,30,974</td> </tr> <tr> <td>Oct-18</td> <td>-</td> <td>12,92,143</td> </tr> <tr> <td>Nov-18</td> <td>-</td> <td>10,89,673</td> </tr> <tr> <td>Dec-18</td> <td>-</td> <td>9,13,876</td> </tr> <tr> <td>Jan-19</td> <td>-</td> <td>9,23,530</td> </tr> <tr> <td>Feb-19</td> <td>-</td> <td>11,46,519</td> </tr> </table>	Sep-18	-	12,30,974	Oct-18	-	12,92,143	Nov-18	-	10,89,673	Dec-18	-	9,13,876	Jan-19	-	9,23,530	Feb-19	-	11,46,519
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● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
73	15	Part - B	18	The CCA shall deploy adequate Data Analytics tool and work with GoMP and other stakeholders for integration of Data Analytics application with Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline data base	What sort of data analytical tool	Power BI/R/Python etc. based solutions
74	16	Part - B	29		Monitoring only on online?	Online and offline both
75	5	A. Bidding Data Sheet	Pre-Bid Meeting	19/03/2019 at 02:00 PM at CM Helpline office, C-21 Mall Misrod, Bhopal	Request for extention of pre-bid meeting as the date is close to Holi occasion. Request that it is held on March 26, 2019.	As per RFP
76	55	1	1.8 The invitation to bid is open to all bidders who qualify the eligibility criteria given below	The Bidder should have a minimum average turnover of 10 Crores in the last three financial years (FY 15-16, FY 16-17 and FY 17-18)	Please clarify if the criteria is for total turnover of the organisation or turnover from Domestic BPO Operation?	Please see corrigendum
77	39	PART D- (TERMS AND CONDITIONS OF THE CONTRACT)	1. Security Deposit / Performance Bank Guarantee (PBG).	The successful bidder/Vendor shall furnish Security Deposit as a performance bank guarantee of 10% of contract amount, in the form of Bank Guarantee for the contract within Ten days of the receipt of notification of award / Letter of intent from SAPS.	Please amend PBG value to 5% of the Annual Contract Value.	Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
78	5	A Bidding Data Sheet	Point 10 Earnest Money Deposit (EMD)	INR 10,00,000/- (INR Ten Lakh) to be paid onlinethrough e- Procurement portal only.(Please note that no exemption for EMD will beaccepted. EMD in the form of Bank Guarantee shall not be accepted.)	Please allow EMD to be paid in the form of Bank Guarantee.	As per RFP
79	55	Annexure C	(Performance Statement) Qualifying Criteria	1. Number of Seats Established 2. Number of Seats for a Client	Please elaborate exactly what data is required in these two points?	Established - Seats at Bidder's premises Clients - Seating capacity at clients site/premises
80	10	Technical Evaluation	II (a) Past Experience	The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 150 seats (seats=no. of seating capacity in a shift) with private/ government/PSUs clients in India 3 >= No. of project : 45 Marks No. of projects =2: 30 Marks No. of project = 1: 15 Marks	Request to reduce the number of seats from 150 to 75 seats in each shift at least for Two years in last five years. Also CVC guidelines stipulates the eligibility criterion of the bidder in relation to the size of the contract and the same needs to be adhered to,	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
81	14	PART B- (SCOPE OF WORK)	3	The call centre will operate in number of shifts (i.e. maximum 3 shifts) of 8 hours as desired by the client daily and will remain open on all days during the period of contract. Each shift will have number of call agents as desired by the client and agreed by the vendor. The client may require the call centre to operate round the clock, in which case, the vendor shall make required arrangements. The additional payment for this will be made for additional person shifts at the agreed rates of accepted Financial Bid. The distribution of person shifts or shift timings may vary as per requirement of the client and in all such situations the basis of payment shall be the agreed rates for person shifts.	please specify the exact No of shifts, mentioning as maximum does not give a clear picture and becomes difficult to bid.	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs)
82	14	PART B- (SCOPE OF WORK)	4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement.	Will the CAPEX cost of the upgradation and other capex cost will it be reimbursed to service provider, or will it be procured directly by the TIA	As per RFP
83	16	PART B- (SCOPE OF WORK)	20	All Software licenses provided by the CCA to GoMP shall be perpetual in nature and should be on the name of client.	We understood that all the s/w is the part of CAPEX. Does this include package s/w as well	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
84	17	PART B- (SCOPE OF WORK)	37.3	Upgrade the software/hardware/antivirus etc to the latest version whenever the changes in the IT systems require, the up-gradation of the software/hardware of the call centre systems at no additional cost to the client.	Cost should be reimbursed	As per RFP
85	21-22	48. Minimum Manpower	12	Minimum Higher Secondary or equivalent and Good in Hindi Typing (Google Input) and Speaking	For three shifts with 230 seats and requesting only 460 CCE. Need to consider three shift count and back up for weekly off and Leave	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs)

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
86	23	VIII. Manpower /Support staff Penalty	Substitution/Replacement/ absent of manpower from Sr. no. 1, 2, 7, 9, 10 as specified in above table	<p>Manpower 0 – 2nd replacement - Nil 3rd– 4th replacement – Rs. 10,000 per replacement. 5th – 6th replacement – Rs. 15,000 per replacement. >= 7th replacement – Rs. 25,000 per replacement.</p> <p>I. The Client reserves the right to demand replacement of the manpower deployed by vendor, on account of non-performance or unprofessional conduct of the resource at Client site. Such replacement shall be carried out by the vendor within 4 weeks of written communication by the client, failing which the client shall invoke penalty of Rs. 1000/- per week of delay.</p> <p>II. If a resource need to be replaced due to unforeseen circumstances, the bidder need to give it in written to the client and only upon agreement, the replacement with the same or better profile, as indicated in the technical bid, may be carried out.</p> <p>III. If manpower/support staff will be absent for 3 consecutive day without the prior approval of client. Per day Rs. 500 penalty will be levied on manpower/support staff for that particular day. and will be deducted from monthly invoices.</p>	Request to please remove this clause	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
87	23	VIII. Manpower /Support staff Penalty	Substitution/Replacement/Absent of manpower from Sr. no. other than 1, 2, 7, 9, 10 and except 12, 13 ,14 and 15 as specified in above table	<p>Manpower0 – 2nd replacement - Nil3rd– 4th replacement – Rs. 10,000 per replacement.5th – 6th replacement – Rs. 15,000 per replacement.>= 7th replacement – Rs. 25,000 per replacement. I. The Client reserves the right to demand replacement of the manpower deployed by vendor, on account of non-performance or unprofessional conduct of the resource at Client site. Such replacement shall be carried out by the vendor within 4 weeks of written communication by the client, failing which the client shall invoke penalty of Rs. 1000/- per week of delay.II. If a resource need to be replaced due to unforeseen circumstances, the bidder need to give it in written to the client and only upon agreement, the replacement with the same or better profile, as indicated in the technical bid, may be carried out.III. If manpower/support staff will be absent for 3 consecutive day without the prior approval of client.Per day Rs. 500 penalty will be levied on manpower/support staff for that particular day. and will be deducted from monthly invoices.</p>	Request to please remove this clause	As per RFP
88	25	50. Service Level Agreement (SLA)	2	Not more than 200 seconds	Request to increase the AHT to 300 Sec	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
89	25	50. Service Level Agreement (SLA)	3	Less than 1%	Request to increase the Abandon to 5%	As per RFP
90	27	50. Service Level Agreement (SLA)	8	> 99% monthly	Request to decrease it to 90%	As per RFP
91	28	50. Service Level Agreement (SLA)	10	Manpower Deployment (CCE)	Request to remove this penalty parameter as the service provider will manage the manpower planning and shrinkage	As per RFP
92	29	50.2.2 Agent performance matrix	1	Average Call Response Time / Average Speed of Answer	Request to consider 80% of the call to be answered in 10 Sec	As per RFP
93	29	50.2.2 Agent performance matrix	2	Average Call Handling Time	Request to increase the AHT to 300 Sec	As per RFP
94	29	50.2.2 Agent performance matrix	3	Abandoned Call Rate	Request to increase the Abandon to 5%	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
95	14	PART B- (SCOPE OF WORK)	3	3. The call centre will operate in number of shifts (i.e. maximum 3 shifts) of 8 hours as desired by the client daily and will remain open on all days during the period of contract. Each shift will have number of call agents as desired by the client and agreed by the vendor. The client may require the call centre to operate round the clock, in which case, the vendor shall make required arrangements. The additional payment for this will be made for additional person shifts at the agreed rates of accepted Financial Bid. The distribution of person shifts or shift timings may vary as per requirement of the client and in all such situations the basis of payment shall be the agreed rates for person shifts.	What would be minimum Person Shifts required?	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs)
96	15	PART B- (SCOPE OF WORK)	10	10. The CCA shall be responsible for appropriate insurance coverage of the personnel engaged by the Agency for the job at his own cost as may be required for successful completion of the job	If person already insured under ESIC scheme, then whether this would be seperately required?	As per RFP
97	16	PART B- (SCOPE OF WORK)	22	22. CCA to setup fully furnished office (including civil, electrical, LAN, PC, Printer, furniture, attached toilet etc.) in rooms for all nodal officers of State Government who will oversee the operations of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline	How many Govt officers being planned to be working from 181 Call centre?	1) Following facilities i.e. Civil, LAN, PC, Printer, furniture, attached toilet etc. needs to be arranged for the following (3) existing rooms Director, Dy. Director and consultants room.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
						2) Please refer corrigendum for the floor plan
98	17	PART B- (SCOPE OF WORK)	34	34. Capacity building & training related to ICFS for the govt. department officials/others across the state with no additional cost as required by client and will come within the scope of this contract	This training cost should be borne by Govt.	Training is in the scope of bidder and all the related cost will be borne by the bidder/vendor only
99	22	PART B- (SCOPE OF WORK)	48	Note : ii. Manpower experience letter should be required	This should not be required since Seating capacity experience will be validated/attested for.	Experience certificates for support manpower only.
100	22	PART B- (SCOPE OF WORK)	48	VII. First time deployment of all the resources excluding CCE within 20 days after the agreement is signed. Penalty of Rs. 1,000/- per day per resources if not deployed.	Please extend this to 45 days since person may need to spend generally 30 days notice period in their previous organisation and need basic training with bidder before final deployment.	Please see corrigendum
101	24	PART B- (SCOPE OF WORK)	49	If there is delay beyond 6 weeks the client may levy a penalty of 1% of the monthly payment for every week of delay. It may be noted that there is no maximum cap on penalty for any delays in achieving go live date.	Project of such nature must be given at least 3 months deployment time and hence penalty can be imposed after that. Opportunity to be heard before any penalty is passed on should be given to the bidder to present the limitations which may be beyond control of bidder.	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
102	28	PART B- (SCOPE OF WORK)	50.I	<ul style="list-style-type: none"> Penalty for the absent of CCE/Agent will be calculated on daily basis. If the CCE/Agents are absent for the particular day penalty of that day will be levied and will be deducted on monthly invoice. 	Agent on whome penalty is calculated on monthly basis should be excluded from calculation of daily penalty.	As per RFP
103	35	13 Prices		The contractor shall be paid on the basis of this rate up to 1 year from the date of opening of Financial Bids. Thereafter price-escalation will be paid on yearly basis depending upon variation in price indices published in 'Reserve Bank of India Bulletin' a Monthly publication for materials and by Labour Bureau, Shimla for labour.	MP Labour Bureau rate for labour component to be considered. No separate material/labour component should be considered since helpline is part of service industry and labour component to be considered fully.	As per RFP
104	39	Part D - Terms and Conditions of the Contract	1	1. Security Deposit / Performance Bank Guarantee (PBG). The successful bidder/Vendor shall furnish Security Deposit as a performance bank guarantee of 10% of contract amount, in the form of Bank Guarantee for the contract within Ten days of the receipt of notification of award / Letter of intent from SAPS. This bank guarantee should be valid for a period of 66 (sixty six) months from the date of issue of such notification or letter. On extension of the contract the successful Bidder will have to extend the validity of this bank guarantee upto 6 months beyond the period for which extension has been awarded. The proforma of the performance guarantee is given at Annexure G	Performance Bank guarantee should be taken for annual contract value and same to be renewed annually.	Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
105	40	Termination of contract		The SAPS may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Vendor:-The SAPS may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Vendor:-5.1 If the value of the penalty for different services together exceeds 10% of the contract amount for 1 year.	The limit of 10% should be revised to 50%	As per RFP
106	44	Force Majeure	12.7	Allocation of costs arising out of Force Majeure: Neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, cost, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereto.	Need clarification here since one of the party must reimburse the cost of bidder due to force majeure event loss which is beyond control.	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
107	Page No 10	Point 2 Technical Evaluation	Point No (ii) A	The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 150 seats (seats=no. of seating capacity in a shift) with private/government/PSUs clients in India 3 >= No. of project : 45 Marks No. of projects =2: 30 Marks No. of project = 1: 15 Marks	Please change this clause from single running call center to consolidated count of running seats of all call centers in india. We are successfully handling 110 seats of MP Dial 100 Call center since more than 3.5 years for MP state and also running 108 Medical emergency call center (60 seats) for Maharashtra states since more than 5 years. Also recently we have awarded with medical emergency 108 call center for telangana state	As per RFP
108	Page No 14	Part B- Scope of Work	Point No 4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement.	Do we required to deploy altogether a new software	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
109	Page No 14	Part B- Scope of Work	Point No 5	Best specifications shall be adopted (with latest technology/best in the industry) by the vendor for commissioning, operating and maintaining the call centre, though the minimum specifications in this regard are attached as Annexure - H. The vendor shall obtain Department of Telecommunications (DOT) certifications and submit copies thereof to the SAPS.	Please clarify what exactly the certification required for this? "The vendor shall obtain Department of Telecommunications (DOT) certifications and submit copies thereof to the SAPS."	DOT Certificate as applicable for the Call Center industry
110	Page No 15	Part B- Scope of Work	Point No 10	The CCA shall be responsible for appropriate insurance coverage of the personnel engaged by the Agency for the job at his own cost as may be required for successful completion of the job	Is it required along with the ESIC Benefits?	Yes
111	Page No 16	Part B- Scope of Work	Point No 22	CCA to setup fully furnished office (including civil, electrical, LAN, PC, Printer, furniture, attached toilet etc.) in rooms for all nodal officers of State Government who will oversee the operations of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline.	Place or premise will provided by tenderer or it needs to be procured by vendor?	As per RFP
112	Page No 16	Part B- Scope of Work	Point No 23	CCA has to setup Archival policy system with online/live access at their own cost at the location decided by the client. The archival l	Location will be in bhopal only or it will be out side bhopal?	Bhopal Only
113	Page No 17	Part B- Scope of Work	Point No 34	Capacity building & training related to ICFS for the govt. department officials/others across the state with no additional cost as required by client and will comes within the scope of this contract	It should be paid or minimum count for department officials should be defined for training.	Training is in the scope of bidder and all the related cost will be borne by the bidder/vendor only

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
114	Page No 18	Part B- Scope of Work	Point No 38.3	When the agent answers the call, the subscriber's relevant information shall be presented on the agent's computer screen, eliminating the need for the agent to repeat the questions.	Subscriber details like name & relevant address will be provided by ICFS or it should be arranged by vendor only. As it is a confidential details of a subscriber and need to be arranged from all telecom operators. Hence required an intervention of ICFS in it.	If the citizen is a first time caller then the details of the caller need to be captured in the CRM software. Otherwise details of the caller will be prompted on the agents/CCEs screen.
115	14	PART B- (SCOPE OF WORK		The vendor (the Tenderer or whose tender is accepted and who signs the agreement) shall be responsible for operation and maintenance of the existing call centre Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline 181)) with required up-gradation, customization, integration and testing etc.	In Point no.1 it is mentioned that vendor have to create the entire INFRA / HARDWARE	As per RFP
116	14	PART B- (SCOPE OF WORK	Point no -4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement.	Please clarify about the provision of INFRASTRUCTURE by vendor	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
117	14	PART B- (SCOPE OF WORK	Point no-2	The call centre will be 230 physical seats equivalent to 460 person shifts.	Please clarify allocation of seats per shift and the required manpower. How is the figure of 460 derived from 230 seats.	The call centre will operate in 3 (three) shifts (i.e. First shift from 07:00 AM to 03:00 PM with 240 CCEs, Second shift from 03:00 PM to 11:00 PM with 210 CCEs, and Third shift from 11:00 PM to 07:00 AM which will start with 10 CCEs & will be increased up to 20 CCEs respectively these reshuffling will be under the 460 CCEs)
118	17	PART B- (SCOPE OF WORK	Point - 37.1	Provide physical infrastructure, hardware, software and manpower as specified in the tender document. He shall also provide business flow adherence & monitoring, monitoring tools to government officials including implementation of changes in the business flow, as & when communicated by SAPS.	Please clarify whether the space will be provided by the Govt. or it will be owned by the Vendor.	Premises rent will be reimbursed as per actual by the client
119				Connectivity (PRI/Lease Line/SMS gate way)	Will connectivity be provided by the vendor or by the Govt.	Connectivity (PRI/Lease Line/SMS gate way) will be provided by the Client
120	16	PART B- (SCOPE OF WORK	Point No- 22	CCA to setup fully furnished office (including civil, electrical, LAN, PC, Printer, furniture, attached toilet etc.) in rooms for all nodal officers of State Government who will oversee the operations of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline.	Please clarify the number of Nodal Officers for which the entire INFRA will be provided by the vendor.	1) Following facilities i.e. Civil, LAN, PC, Printer, furniture, attached toilet etc. needs to be arranged for the following (3) existing rooms Director, Dy. Director and consultants room.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
						2) Please refer corrigendum for the floor plan
121	83	Server Type B for CRM / Database		Currently call center is using call management solution, Aspect 5.2. The successful bidder may choose to either upgrade the existing solution to latest version or may deploy an equivalent solution after seeking prior approval of SAPS Currently call center is using call management solution, Aspect 5.2. The successful bidder may choose to either upgrade the existing solution to latest version or may deploy an equivalent solution after seeking prior approval of SAPS	We are using C-Zentrix solution in Rajasthan Sam park helpline . Our experience is excellent working with it till now. So is it equivalent to your need or not?	As per RFP
122	18	PART B- (SCOPE OF WORK	Point No- 37.7	The CCA shall build a FAQ database / knowledge bank, and step by step workflow for day to day operations and for any special cases. CCA shall be required to provide & update knowledge base & FAQ database	Will The FAQ and Complaints go through the any specific CRM or directly to the CM Helpline portal (cmhelpline.mp.gov.in)?	Same as existing
123	15	PART B- (SCOPE OF WORK	Point No- 18	The CCA shall deploy adequate Data Analytics tool and work with GoMP and other stakeholders for integration of Data Analytics application with Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline data base.	Call center would be integrated with only cmhelpline.mp.gov.in or any other portal?	Yes, with other department as well i.e. Jan Suvidha portal, Samagra Portal etc. or as per requirement
124	24	Minimum Requirement		The following System/Laptop configuration for above manpower i.e. sr. no 1-10 is required:-Processor Brand Intel Processor Name Core i7	System Configuration for CM Helpline CCE is not mentioned for point no 12 on page no 21-22. Any specification?	Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
125	15	PART B- (SCOPE OF WORK	Point No- 13	In special cases such as the launch of a new scheme by the government the call load increases. To handle this, informative SMS messages are to be sent out about the scheme to citizens using the SMS Gateway to pre-empt the increased load. The bidder is required to develop application for sending bulk SMS.	Who will provide SMS Gateway and per SMS Charges?	Client will provide SMS service & Charges
126	4,5	A. Bidding Data Sheet	10	Earnest Money Deposit (EMD)	Can NSIC (National Small Industries Corporation) or MSME registered companies will be given exemption from EMD ?	Firms having MSME registration are exempted from paying EMD. To avail this exemption, they have to submit a valid MSME/NSIC registration certificate." Please see corrigendum
127	8,9	Eligibility Criteria	1.8	New point	The Vendor already engaged in handling the outbound call center for Madhya Pradesh CM Helpline for the redressal of complaints registered in CM Helpline shall not be part of this tender, as it will go against the checker maker policy.	As per RFP
128	10	2. Technical Evaluation	(ii) Past Experience Point no a.	The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 150 seats (seats=no. of seating capacity in a shift) with private/ government/PSUs clients in India 3 >= No. of project : 45 Marks	Only one point of Past experience weightage given is on higher side i.e. 45 marks. Evaluation criteria suggested as per attached sheet (past experience sheet)	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
				No. of projects =2: 30 Marks No. of project = 1: 15 Marks		
129	10,11	2. Technical Evaluation.	Point (iii)	a) Operations Manager (supporting document :Experience certificate/joining letter/ relieving letter) b) Call Center Manager (supporting document :Experience certificate/joining letter/ relieving letter) c) Data Analyst (supporting document :Experience certificate/joining letter/ relieving letter)	Since candidate will be selected specific to the requirement of the project, we can provided the candidate as per the skill asked for. Shortlisted candidate's CV can be given as of now. With regards to the ask of experience certificate/ joining letter/releiving letter, document can be given post receiving the LOI.	As per RFP
130	13	4. Evaluation of Final score and Tie breaking	4.1	The QCBS (Quality and Cost Based Selection) procedure shall be adopted for selection of bidder. The weightage for technical and financial proposal shall be as follows: - Technical weightage (Wt) = 60% Financial weightage (Wf) = 40%	It is a critical process of state importance , technical weightage of partner selection shall be on higher side. Suggestion given below- Technical weightage (Wt) = 70% Financial weightage (Wf) = 30%	Please see corrigendum
131	21	Profile Minimum Qualification No.	1	Operation Manager - (MBA/ PGDBA with 8 Years Call Center Experience)	Can we consider Graduate/MBA/PGDBA who is a subject matter expert.	Please see corrigendum
132	21	Profile Minimum Qualification No.	2	Call Center Manager (MBA/ PGDBA with 6 Years Call Center Experience)	Can we consider Graduate/MBA/PGDBA who is a subject matter expert.	Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
133	22	48. Minimum Manpower	Note: VI.	If the manpower (Call Center Operation Manager, Call Center Manager and Data Analyst) proposed by the bidder in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to CCA @ 50,000 Rs. Per resource for replacement .	Specific CV of the shortlisted candidate as per the RFP requirement can be provided, but ensuring that the same person joins may not be possible since 1. we can make the offer only once we win the tender. 2. there could be a delay in selection of partner/getting LOI 2. being a competitive market, the shortlisted candidate may not be available to join us. 3. there may be other circumstantial reasons for the candidate not able to join	Please see corrigendum
134	23	Manpower /Support staff Penalty:	VIII - 1st	The Client reserves the right to demand replacement of the manpower deployed by vendor, on account of non-performance or unprofessional conduct of the resource at Client site. Such replacement shall be carried out by the vendor within 4 weeks of written communication by the client, failing which the client shall invoke penalty of Rs. 1000/- per week of delay.	replacement clause of 4 weeks should be revised to 45 days. Since it will 15 days to get suitable candidate and post offer 1 month to join since the candidate may have to serve notice period	As per RFP

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
135	23	Manpower /Support staff Penalty:	VIII .- 2nd	The Client reserves the right to demand replacement of the manpower deployed by vendor, on account of non-performance or unprofessional conduct of the resource at Client site. Such replacement shall be carried out by the vendor within 4 weeks of written communication by the client, failing which the client shall invoke penalty of Rs. 1000/- per week of delay.	replacement clause of 4 weeks should be revised to 45 days. : Since it will 15 days to get suitable candidate and post offer 1 month to join since the candidate may have to serve notice period	As per RFP
136	57	Annexure D – (Financial Quote)	Note – 7	The price quoted by the bidder will include everything (Except PRI, Internet connection (leased line) and Premises charges) which comes under this RFP	Please clarify, Who will be bear the SMS Charge ?	Client will provide SMS service and charges
137	66	Annexure H- (Specification)		The below minimum specifications are only for the reference purpose and the bidder have to upgrade existing infrastructure (IT/Non-IT) as per latest technology /best in the Industry	Please share the complete list for upgrading existing infrastructure (IT/Non-IT).	<ol style="list-style-type: none"> 1) Bidders are requested to visit the CM Helpline Call center premises and physically acquaint themselves with the existing and required infrastructure (IT/Non-IT) as mentioned in the RFP. 2) Please see corrigendum for existing infrastructure

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
138	14	Part B	Scope of work	The vendor (the Tenderer or whose tender is accepted and who signs the agreement) shall be responsible for operation and maintenance of the existing call centre Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline 181)) with required up-gradation, customization, integration and testing etc. The vendor will also integrate the call centre components write or update application software to integrate with Madhya Pradesh Government's database (if available and as required).	We request you to provide configuration, infrastructure, area and furniture details of the existing setup and hard ware(Desktop,routers, Switches,Serveres, UPS , CCTV,Fire exinguishers etc.) for us to develop an understanding on the cost and effort of upgradation or replacement	Please see corrigendum
139	14	Part B - Scope of work	Clause number 1	The vendor will be responsible for creation of well-furnished space (at the rate of 50 Sq.ft. per executive or as per standard)	1. As per our understanding, requirement of total space per CCE is 50 Sq Feet. Since requirement of 230 seats (230*50= 11500 S.F). We request you to please provide us an estimate of the current available space. 2. In addition to this, please mention the standards that Bidders need to take into consideration in order to create the well-furnished space	Please see corrigendum & floor plan

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
140	15	Part B - Scope of work	Clause number 2	The vendor will be responsible for creation of well-furnished space (at the rate of 50 Sq.ft. per executive or as per standard)	We would need to have a thorough understanding of the down-time of the call center process that would be permissible for renovation work	The downtime will only be permissible after completion of day's shift, with prior approval of client.
141	14	Part B - Scope of work	Clause number 4	The vendor will use the existing infrastructure i.e. assets, hardware, software etc. taken over from the previous vendor and shall upgrade/update/purchase (with latest technology/best in the industry) as required and asked by the client as per the agreement.	We will require Complete details of the existing infrastructure i.e. assets, Hard ware, software etc. so as to assess the upgrade, update and purchase requirement of the same.	Please see corrigendum
142	15	Part B - Scope of work	Clause number 13	The bidder is required to develop application for sending bulk SMS.	We would like to know if there is any application being used at present. If yes, does it need any upgradation or renewal of license. Also, kindly let us know if the bidder needs to develop the application from scratch.	As per RFP
143	15	Part B - Scope of work	Clause number 13	Bulk Recorded Voice Messages can also be sent out to relay information	We would like to know if there is any application being used at present. If yes, does it need any upgradation or renewal of license. Also, kindly let us know if the bidder needs to develop the application from scratch.	As per RFP

● **Response to Pre- Bid Queries:**

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
144	16	Part B - Scope of work	Clause number 20	All Software licenses provided by the CCA to GoMP shall be perpetual in nature and should be on the name of client.	We request you to kindly share the List of existing softwares and number of licenses being used at present.	Please see corrigendum
145	16	Part B - Scope of work	Clause number 22	CCA to setup fully furnished office (including civil, electrical, LAN, PC, Printer, furniture, attached toilet etc.) in rooms for all nodal officers of State Government who will oversee the operations of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS) or CM Helpline.	We would like to know if the existing infrastructure already has all the facilities for nodal officers. If no then please share a comprehensive list of all the facilities to be created	Please see corrigendum
146	16	Part B - Scope of work	Clause number 23	CCA has to setup Archival policy system with online/live access at their own cost at the location decided by the client.	Kindly provide and exhaustive overview of current arrangement and location of the archival facility. Also, please let us know the details of the current archival policy.	As per RFP
147	16	Part B - Scope of work	Clause number 29	Call Center Monitoring and Analytics – The Call Center Agency shall provide minimum 5 online monitoring credentials for client to monitor KPI, SLA, agents performance on live basis with the analytical reports. Also the system should have the functionality to monitor the agents system activeness in every 30 minutes through automatic screen monitoring software which needs to be shared with the client.	We request you to please provide an insight on the location of the Monitoring Authorities. This data is needed because depending on the location of the authorities, the bidders will be required to make necessary arrangements for the same.	Physical location is not required as the required functionality (Call Center Monitoring and Analytics) is based on online/web based access.

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
148	16	Part B - Scope of work	Clause number 30	Call Transfer and 3-Way Calling - Being able to transfer a caller to another call center, department, or permit access to a third party	We need clarity on the requirement of call transfers and the list of departments that fall under this category.	As per requirement (ex. Call transfer from CM Helpline to 108, 104, Dial 100, etc.)
149	19	Part B - Scope of work	Clause number 40	The Customer Relationship Management (CRM) shall make use of the existing databases of Madhya Pradesh Integrated Citizens Facilitation Service (ICFS), keep it secret and will not allow to anyone else to use it and/or for any other purpose	We would need to know if the scope of the CCA is also to develop a CRM or will it be provided by GOMP.	It is in the scope of CCA
150	48	Section 13 - I (i)	Clause number 20	The vendor shall bear the monthly rent, electricity and water charges of the call center premises. The vendor will pay the rent of the call centre premises which will be reimbursed on actuals by SAPS. He will also carry out the routine maintenance i.e. color wash etc. as per norms fixed for the building works. He will also provide fixtures; fittings & materials etc. vide Annexure H – Specification for ICFS. The vendor shall comply with the rules / norms of building maintenance prevailing in public works department of Madhya Pradesh. Especially he will provide fire extinguishers with fire alarm systems and install other safety devices such as CCTV systems etc. as per directions of the SAPS.	<p>We request you to please disclose the monthly rental of the premises and the average Electricity and water charges. Also, kindly share the montly maintainance charges if any.</p> <p>Please also disclose current health status of fixtures, fitting or maintainance like CCTV, Fire extinguishers installed.</p> <p>We would like to get further clarity on which expenses are reimbursible and which not.</p>	<p>Only rent charges of premises will be reimbursed by the Client</p> <p>Bidders are requested to visit the CM Helpline Call center premises and physically acquaint themselves with the existing and required infrastructure (IT/Non-IT) as mentioned in the RFP.</p> <p>Average Monthly electricity for the last four months (Dec-18, Jan-19, Feb-19, March-19) is Rs. 1,96,840/-</p> <p>Please see corrigendum</p>

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
151	50	Section 16 (b)	Clause number (i)	The Successful Bidder shall be entitled to use the Assets for the duration of the exit management period, which shall be the four-month period from the date of expiry of contract, or termination of the SLA.	According to this clause, do assets mentioned include utilization of existing manpower also. We need clarity on the re-utilization policy.	NA
152	5	Section A - Bidding Data Sheet	Clause number (10)	Earnest Money Deposit (EMD) ::::: INR 10,00,000/- (INR Ten Lakh) to be paid online through e- Procurement portal only. (Please note that no exemption for EMD will be accepted. EMD in the form of Bank Guarantee shall not be accepted.)	According to the Rule of Department of Electronics & IT (DeitY), NSIC certificate holders are exempted for the payment of EMD and Tender fee. Kindly refer to the following URL for NSIC guidelines: http://www.nsicsonline.com/home.aspx MAP-IT (nodal agency of Government of M.P.) consider this exemption in their tenders. Also, other State and Central Government departments provide NSIC exemption in their tenders. By allowing the exemption of EMD in tender, more bidders can participate in the tender and it will increase the transparency of the tender.	"Firms having MSME registration are exempted from paying EMD. To avail this exemption, they have to submit a valid MSME/NSIC registration certificate."Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
153	39	Part D (Terms and Conditions of the Contract)	Clause Number 1	Security Deposit / Performance Bank Guarantee (PBG). The successful bidder/Vendor shall furnish Security Deposit as a performance bank guarantee of 10% of contract amount, in the form of Bank Guarantee for the contract within Ten days of the receipt of notification of award / Letter of intent from SAPS. This bank guarantee should be valid for a period of 66 (sixty six) months from the date of issue of such notification or letter. On extension of the contract the successful Bidder will have to extend the validity of this bank guarantee upto 6 months beyond the period for which extension has been awarded.	We request the department to please amend the PBG calculation: The numerical value of the PBG as mentioned in the tender document is 10% of the contract amount, valid for 66 months and is to be paid upfront by the bidder at the time of award of contract. Since pay-outs will happen on monthly basis, we request the department to kindly calculate the PBG on monthly invoice amount only or yearly contract value	Please see corrigendum

● Response to Pre- Bid Queries:

Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
154	10	Technical Evaluation Criteria	Clause Number 2 (a)	The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 150 seats (seats=no. of seating capacity in a shift) with private/government/PSUs clients in India 3 >= No. of project : 45 Marks No. of projects =2: 30 Marks No. of project = 1: 15 Marks	As this is the requirement of single call center of 230 seats, kindly change the criteria as follows: The Bidder must have experience of at least single running or successfully completed call center for at least three years in last five years with minimum 100 seats (seats=no. of seating capacity in a shift) with private/government/PSUs clients in India No. of seats > 200 = 45 marks No. of seats > 150 = 30 marks No. of seats > 100 = 15 marks	As per RFP
155	10	Technical Evaluation Criteria	Clause Number 3 (c)	Data Analyst Any global certificate in analytics with more than 5 year of Exp : 10 Marks Any global certificate in analytics with more than 3 year of Exp : 5 Marks	Kindly change the criteria as follows: Data Analyst/Business Intelligence Professional Any global certificate in analytics with more than 5 year of Exp : 10 Marks Any global certificate in analytics with more than 3 year of Exp : 5 Marks	As per RFP

• Response to Pre- Bid Queries:

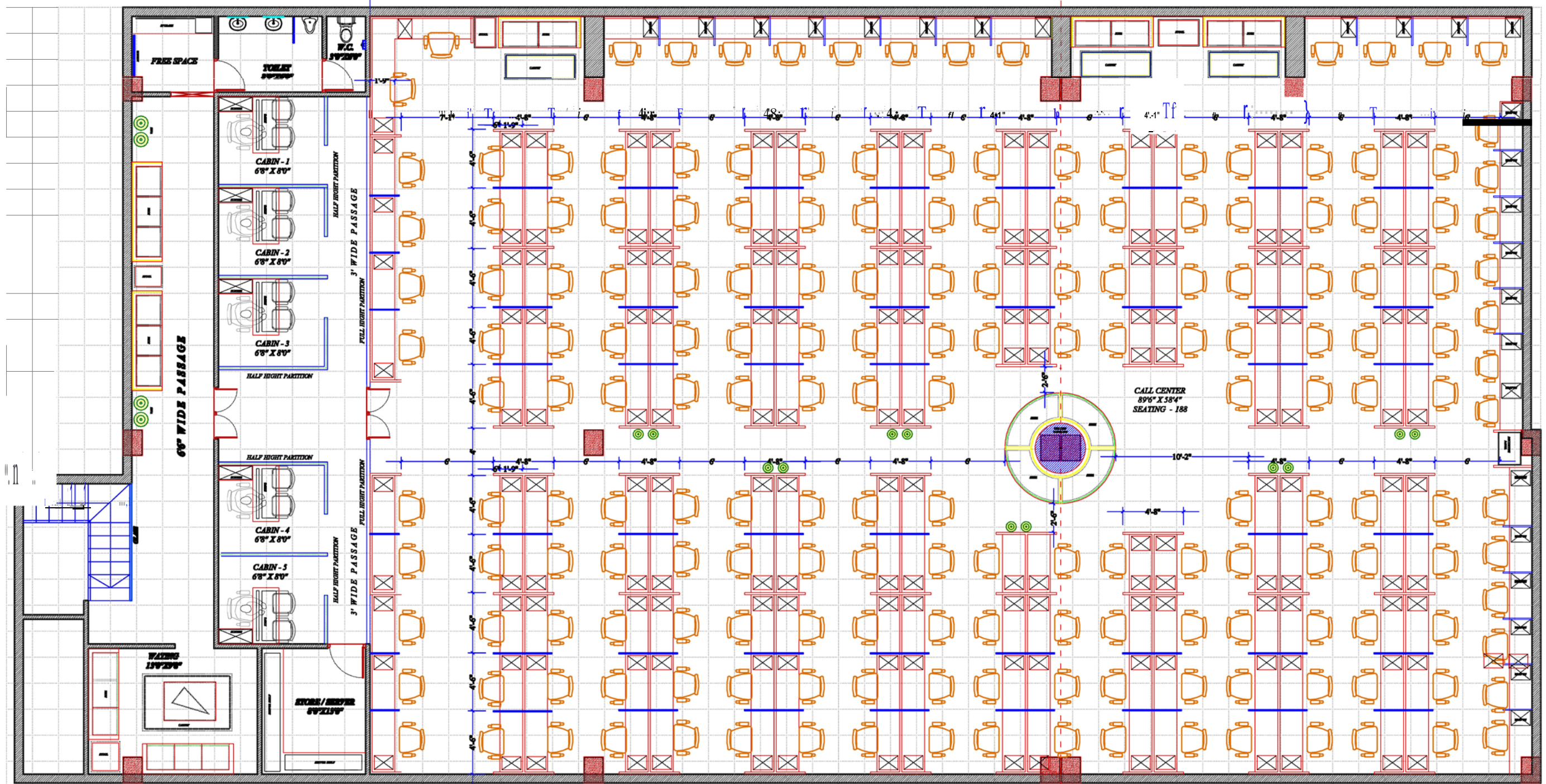
Sr. #	Page #	Section	Sub-section	Details	Query/Clarification required	SAPS Response
156			Additional Clause	General	Kindly maintain the minimum scores for qualifying criteria and change the evaluation mechanism from QCBS to L1 method. By adopting L1 method the department stands to gain more competitive bids.	As per RFP



PROPOSED SECOND FLOOR PLAN

TOTAL AREA : 3046 SQFT.
CALL CENTER AREA : 2302.50 SQFT.
SEATING : 102 PERSONS

PRODUCED BY ANAUTODESK EDUCATIONAL PRODUCT



PROPOSED THIRD
FLOOR OPTION - 1 PLAN

TOTAL AREA : 6680 SQFT.
CALL CENTER AREA : 5149.00.
SEATING : 188 PERSONS