

506

Response to Pre-bid Queries received for the RFP titled "Selection of Agency for Operation and Maintenance of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS)

Pre-bid Meeting Date & Time : 28.01.2026 at 11:00 AM

RFP Reference No. : BPSMS/Procurement/01/2025

E-Proc. Tender ID : 123289

Name of Agency : Alankit Assignments Limited

Sl. No.	Query Sl.	RFP Document Reference(s) (Section & Page Number(s))	Content of Tender requiring clarification(s)	Points of clarification	Response/Clarification
1	2	Page No. 8:	Point No. 6:	With reference to the cited clause and the provisions of the NIT, we understand that MSE-registered bidders from all states are exempt from submitting the Tender Processing Fee and Earnest Money Deposit (EMD), in accordance with the MSME Rules. However, the Tender Fee is presently not exempt.	Exemption from submitting RFP Document Fee/Tender Document Fee and Earnest Money Deposit (EMD) shall be granted to eligible bidders as per the provision made in Bihar Financial (Amendment) Rules, 2024 and Bihar Purchase Preference Policy' 2024 and subject to submission of relevant documents.
		E-Procurement related instructions	Tender Processing Fee and Earnest Money Deposit (EMD) shall have to be paid through e-payment or in the form of Demand Draft/ Bank Guarantee. EMD is to be obtained from the bidders except MSMEs registered with Department of MSME or Startups as recognised by Department of Industrial Policy & Promotion (DIPP). However, such bidders shall provide a Bid Security Declaration in lieu of EMD.	In the spirit of promoting inclusivity and supporting Micro and Small Enterprises, we respectfully submit that the Tender Fee should also be exempted for MSE-registered bidders. Extending this exemption would align the tender conditions fully with the MSME Rules and the Government of India's policy framework for facilitating ease of participation by MSEs. We therefore request that the Tender Fee exemption be kindly granted, and an amendment should be issued in this regard.	
2	3	Page No. 11: 2. Background And Objective	The broad objective of work for Jigyasa Helpline is as follows -	With reference to the clause cited, we understand that the Call Centre will be operational for 12 hours a day. In this regard, we kindly request confirmation on the following points:	
			Working time of Jigyasa Helpline shall be from morning 08:00 AM to evening 08:00 PM of all days including Saturday and Sunday.	§ The shift duty arrangement of the 15 Helpdesk Executives to be engaged in the project.	a) 10 Call Center Executives (INBOUND CALLS) in 02 shifts as below, 05 Call Centre Executive - 8:00 AM to 4:00 PM 05 Call Centre Executive - 12:00 PM to 8:00 PM b) for 05 Call Center Executives (OUTBOUND CALLS) in one(01) shift - 09:30 AM to 05:30 PM c) for more clarification, bidder may visit the call centre on any working days between 10:00 AM to 05:00 PM.
				§ Whether the stated number of 15 executives includes relievers also, considering that the Call Centre will remain operational for 30 days a month, including Saturdays and Sundays.	No. Please refer to corrigendum
				Your clarification on the above will enable us to plan resources effectively and ensure uninterrupted service delivery in line with the tender requirements.	

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3	4	Page No. 18: 5.3. Scope of Work	Presently, the Helpline is operational in BPSMS with all necessary infrastructure including hardware, software and manpower etc. The selected bidder/agency, as System Integrator will develop/provide the required software as per requirements of the running of Call Centre and will be required to operate the same, providing the requisite manpower	<p>With reference to the cited clause, we understand that the required hardware and software solution has already been procured by BPSM. Accordingly, no additional hardware would be required under this project.</p> <p>We further understand that only the software component, specifically the CRM solution, IVRS, Call recording and forwarding & Transfer, Helpdesk Application, LAN and Telephone Channel are to be provided by the successful bidder.</p> <p>We kindly request your confirmation on the above understanding to ensure accurate compliance with the tender requirements.</p>	Successful Bidder shall provide all software and related hardware/equipments (other than hardware not provided by BPSMS) required to run the call centre smoothly as specified in the RFP clause 9.5.1 Cost for Capital expenditure (Table-A)
4	5	Page No. 19: 5.3. Scope of Work	v. The bidder shall ensure that 'Jigyasa Helpline' would acts as a single point of contact for easy and convenient access to all departmental or other helplines/call centers and certain emergency services (Fire, Ambulance, Women / Child Helpline, Hospital, Police etc.) 24x7 while maintaining high-quality audio recordings of the calls. IVRS should have Auto call forwarding/transfer facility for certain emergency services of Bihar Government system during 08 PM to 08 AM. The bidder shall also ensure that the IVRS shall have helpline numbers of various government departments so that Jigyasa helpline can act as a single point of contact, whereby the need for citizens to remember multiple numbers is eliminated.	<p>With reference to the cited clause, we understand that certain APIs will be required to integrate our software with other helplines/call centres and emergency services (Fire, Ambulance, Women/Child Helpline, Hospital, Police, etc.) to ensure seamless connectivity and high-quality audio recording of calls.</p> <p>We further note that the Call Centre is proposed to be operational from 8:00 a.m. to 8:00 p.m. daily. In this context, we seek clarification on the following points:</p> <p>§ How will calls received during the remaining 12 hours (i.e., 8:00 p.m. to 8:00 a.m.) be handled, given that the centre will not be operational during this period?</p> <p>§ Whether abandoned calls during non-operational hours are to be redirected, recorded, or integrated with other emergency services through the proposed APIs.</p> <p>§ If any additional manpower or technical arrangement is envisaged to ensure 24x7 coverage and compliance with service expectations.</p> <p>Your guidance on the above will enable us to design the solution architecture appropriately and ensure uninterrupted service delivery in line with the project objectives.</p>	<p>For this API integration is not required</p> <p>IVRS will automatically forward the calls to respective emergency service call center during 8:00 PM to 8:00 AM to comply with the RFP clause 5.3(v)</p> <p>No action required for those calls except keeping the details of such calls in CRM software for reporting/MIS purpose.</p> <p>provision of 02 additional manpower (relievers for call centre executives only) has been made in the corrigendum to ensure smooth operation of call centre in full strength during weekly off/other leaves etc. along with absenteeism during 08:00 AM to 08:00 PM.</p>

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5	6	Page No. 19: 5.3. Scope of Work	vi. Helpline executive shall also be able to transfer/forward the call to concerned department's call center or other helplines or certain emergency services according to the need of the caller.	Kindly confirm the process and technical arrangement envisaged for enabling Helpline Executives to transfer/forward calls to the concerned department's call centre, other helplines, or emergency services (such as Fire, Ambulance, Women/Child Helpline, Hospital, Police, etc.). Specifically, please clarify:	
				§ Whether APIs or direct telephony integration will be provided by the authority, or is it to be arranged by the successful bidder.	The call center software provided by bidder should have facility to transfer/forward calls to the concerned department's call centre, other helplines, or emergency services (such as Fire, Ambulance, Women/Child Helpline, Hospital, Police, etc.) to comply with the RFP clause 5.3(vi) from 08:00 AM to 08:00 PM - call centre executive will connect/transfer the caller to the concerned helpline/services from 08:00 PM to 08:00 AM - through IVRS
				§ If call transfer/forwarding is expected to be seamless across all listed services, including external emergency numbers.	Yes
				§ Whether call recording and reporting obligations will extend to the transferred/forwarded calls.	Yes
6	7	Page No. 20: 5.4. Manpower Deployment	ii) The selected agency shall ensure smooth operation of Call Centre in full strength and shall ensure adequate measures for following the relevant provisions of Labour Laws relating to weekly off/ other leaves etc. along with absenteeism.	With reference to the clause cited, we respectfully request confirmation on the following points:	
				§ The seat combination to be maintained for the full 12 working hours of the day.	Yes
				§ Whether the requirement of 15 Customer Care Executives (CCE) includes the count of relievers also, considering continuous operations across all working days. Your clarification on the above will enable us to plan manpower deployment effectively and ensure uninterrupted service delivery in line with the tender requirements.	Manpower requirement has been restructured. Please refer to the corrigendum.
7	8	Page No. 24	The selected bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (Ten percent) of the contract price, maximum within 01 week from the date of issue of Work Order/LOI. The PBG must be from any	With reference to the Contract Performance Guarantee (CPG) requirement outlined in the RFP, we respectfully submit the following for your kind consideration:	

504

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503

Sl. No.	Query Sl.	RFP Document Reference(s) (Section & Page Number(s))	Content of Tender requiring clarification(s)	Points of clarification	Response/Clarification
		7.2. Performance Bank Guarantee	Scheduled Commercial Bank or any Nationalized Bank in India.	As per the Government of India Notification No. F.1/2/2023-PPD dated 03.04.2023 issued by the Ministry of Finance, the prescribed range for Performance Security is 3% to 5% of the Contract Value. In the interest of promoting wider participation and easing financial burden on bidders, we request that the Authority consider adopting the lower threshold of 3% of the Contract Value.	As per RFP
				Further, we propose that Insurance Surety Bonds (ISB) be accepted as a valid instrument for furnishing both the Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG), in line with recent procurement reforms encouraging alternative compliance mechanisms.	As per RFP
				We trust that the Authority will consider this request favourably and issue the necessary clarification to facilitate inclusive and compliant bidding.	
8	9	Page No. 26: 7.7 Terms of Payment	viii. The payment of the manpower cost and service charge will be made to the Agency on quarterly basis.	With reference to the payment terms, we respectfully submit the following for your kind consideration: Since the engaged employees are to be paid on a monthly basis, and the service provider is permitted to submit monthly invoices along with the requisite details, it is requested that the payment to the service provider may also be released monthly. This arrangement will enable timely compliance with statutory obligations such as EPF and ESIC, which are required to be completed monthly. It will also ensure that no undue burden is placed on the service provider to maintain working capital at stake for extended periods. We therefore request that the payment schedule be aligned with the monthly cycle and an amendment be issued in this regard.	As per RFP

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9	10	Page No. 26: 7.7 Terms of Payment	xi. The figures mentioned in the Financial Bid Format (Annexure-5) are indicative and meant for evaluation. However, payment shall be made on the basis of on actual work done by Agency.	<p>With reference to the financial bid structure, we note that all figures have already been filled in under Capex and Manpower costs. The bidders are only required to quote the service charge, with a restriction that no bidder can quote below 3.85%.</p> <p>In this context, it appears that all bidders will quote the minimum service charge, resulting in identical financial bids. We therefore respectfully request clarification on the following:</p> <p>§ What will be the evaluation criteria in the financial bids under these circumstances?</p> <p>§ On what basis will L1 be declared as the successful service provider when all bidders quote the same service charge?</p> <p>§ Whether any additional parameters (e.g., technical score, past performance, or compliance factors) will be considered in determining the successful bidder.</p> <p>Your guidance on the above will enable us to understand the evaluation methodology clearly and ensure compliance with the tender requirements.</p>	<p>bidder has to submit cost for both capital expenditure and Manpower deployment in the Annexure-5: Financial Bid Format (RFP clause-9.5)</p> <p>Bidder quoting lowest Financial bid for the Total cost of the project (which include cost of Capital Expenditure and Cost of Manpower Deployment for two years) will be declared as the successful bidder(L1).</p> <p>If rate quoted by more than one bidder is same then the bidder would be selected on the basis of draw of lots in presence of such bidders (RFP Clause-6.3)</p>
10	11	Page No. 26: 7.7 Terms of Payment	xi. The figures mentioned in the Financial Bid Format (Annexure-5) are indicative and meant for evaluation. However, payment shall be made on the basis of on actual work done by Agency.	<p>With reference to the cited clause, we note that no provision for revision in minimum wages has been included in the RFP. As per the prevailing practice, the State Government revises minimum wages at intervals of approximately six months, and the service provider is legally bound to comply with the applicable minimum wage rules from time to time.</p> <p>In order to ensure compliance with statutory obligations and to avoid any undue financial burden on the service provider, we respectfully request that a provision for revision of minimum wages be incorporated in the RFP. This will enable the service provider to adhere to labour law requirements while maintaining fairness and sustainability in the execution of the project.</p> <p>We therefore request that the necessary amendment be issued to reflect this provision.</p>	remuneration mentioned in the RFP document shall remain fixed for the entire contract period as it is complying with the prevailing minimum wages criteria notified by the state labour resources dept.

502

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11	12	Page No. 26: 7.7 Terms of Payment	xiv. The service provider should NOT wait for release of payment from BPSMS to make salary payments to deployed manpower.	As stated in the RFP, monthly bills will be submitted by the Service Provider, while payment is stipulated to be released on a quarterly basis. However, it is not specified how many days after submission the payment will be released. We respectfully request confirmation of the actual payment timelines so that the vendor may plan accordingly and assess the working capital required for the execution of this project. Clear timelines will also ensure smooth compliance with statutory obligations and uninterrupted service delivery. We therefore request that the payment schedule be explicitly defined in the RFP or through an amendment for greater clarity.	Payment Timeline and Payment Milestones is clearly mentioned in the RFP. Please refer to the RFP clause 7.7.(iv), (viii) & (xiii)

Name of Agency : Vensysco Technologies Ltd.

Sl. No.	Query Sl.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response/Clarification
12	1	Page 21, Section-6.1, Eligibility Criteria - S.N0-2-	The Average Annual financial turnover of call centre services during the last three years, ending 31st March of the last financial year, should be at least 1.5 Crores (One Crore Fifty Lakhs)	If a vendor have an order in the last three year with Go-Live certificate and with value at least 1.5 Crores (One Crore Fifty Lakhs) would qualify.	as per the RFP clause 6.1 Eligibility Criteria, the bidder should meet the following, <i>"The Average Annual financial turnover of call centre services during the last three years, ending 31st March of the last financial year, should be at least 1.5 Crores (One Crore Fifty Lakhs)"</i> relevant document (as mentioned in the RFP) in support of the above criteria need to be submitted along with the bid.

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13	2	Page 21, Section-6.1, Eligibility Criteria - S.N0-3-	a) The bidder must have at least three years' experience (ending month of March prior to the bid opening) of providing call centre services to Central Govt./State Govt./ Central or State PSUs/Society/ Board/ Corporation. Services rendered with list of such Central Govt./State Govt./ Central or State PSUs/Society/ Board/ Corporation with duration of service shall be furnished. b) The bidder must have successfully executed/completed call centre services, over the last three years. 1.Three completed projects of providing call centre services costing not less than the amount equal to 33.0 (Thirty Three Lakhs) each. or 2. Two completed projects of providing call centre services costing not less than the amount equal to 41.0 (Forty one lakhs) each. or 3. One completed project of providing call centre services costing not less than the amount equal to 66.0 (Sixty six lakhs).	Would an order within last three years with Go-Live certificates and currently project under O&M phase would qualify for the mentioned clause.	as per the RFP clause 6.1 Eligibility Criteria, the bidder should meet the following criteria, "a) The bidder must have at least three years' experience (ending month of March prior to the bid opening) of providing call centre services to Central Govt./State Govt./ Central or StatePSUs/ Society/ Board/ Corporation. Services rendered with list of such Central Govt./State Govt./ Central or State PSUs/Society/ Board/ Corporation with duration of service shall be furnished. b) The bidder must have successfully executed/completed call centre services, over the last three years. 1.Three completed projects of providing call centre services costing not less than the amount equal to 33.0 (Thirty Three Lakhs) each. or 2. Two completed projects of providing call centre services costing not less than the amount equal to 41.0 (Forty one lakhs) each. or 3. One completed project of providing call centre services costing not less than the amount equal to 66.0 (Sixty six lakhs)"

Name of Agency : Ranjan Engicon Pvt. Ltd.

Sl. No.	Query Sl.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response/Clarification
14	1	Section 5.6/ Page No.21 – Project Deliverables & Timeline	Timeline of T+2 weeks has been specified for software deployment, manpower deployment, training and Go-Live of the Call Centre from the date of issue of LOI.	It is requested to kindly consider revising the above timeline. Establishment of a fully functional Call Centre involves infrastructure setup, software customization & integration, manpower recruitment & training, and trial runs. Therefore, a minimum timeline of 30 to 45 days (1 to 1.5 months) from the date of LOI may kindly be allowed.	As per RFP

199

Sl. No.	Query Sl.	RFP Document Reference(s) (Section & Page Number(s))	Content of Tender requiring clarification(s)	Points of clarification	Response/Clarification
15	2	Section 5.4 /Page No.20 – Shift Structure Call Centre Operations / Manpower Deployment	The Call Centre operational timing is mentioned as 08:00 AM to 08:00 PM, with deployment of 15 Call Centre Executives and 02 Supervisors.	Kindly clarify whether the Call Centre operations are expected to run in two shifts. If yes, please specify the shift timings. Also, kindly clarify whether the total manpower of 15 Executives and 02 Supervisors is to be deployed across both shifts combined or per shift.	a) 10 Call Center Executives (INBOUND CALLS) in 02 shifts as below, 05 Call Centre Executive - 8:00 AM to 4:00 PM 05 Call Centre Executive - 12:00 PM to 8:00 PM b) for 05 Call Center Executives (OUTBOUND CALLS) in one(01) shift - 09:30 AM to 05:30 PM c) for more clarification, bidder may visit the call centre on any working days between 10:00 AM to 05:00 PM.
16	3	Section 7.7 /Page No.25 – Payment Cycle Payment Frequency	Payment terms and frequency are not explicitly mentioned in the RFP.	Kindly clarify whether the payment shall be released on a monthly basis against submission of invoices and performance reports. Also, please specify the tentative timeline for release of payment after submission of complete documents.	Payment Timeline and Payment Milestones is clearly mentioned in the RFP. Please refer to the RFP clause 7.7.(iv), (viii) & (xiii)


29/01/2026
(Rajnish Kumar)

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29-1-26

(Satish Ranjan Sinha)
Officer on Special Duty

Bihar Prashasnik Sudhar Mission Society, Patna,
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29.01.2026

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Administrative-cum-Procurement officer
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