

**Consolidated Pre-Bid Query for Selection of Agency for Implementation of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS).  
(RFP No. BPSMS / Procurement / 02/2023 Dated 18/07/2023), Pre-bid Meeting: 25/07/2023, 11:00AM.**

SN	PreBid Query Date	Name of the Bidder	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change Required (Yes / No)	Prebid Response/Clarification/Corrigendum	Remark	Received after schedule time of sending pre-bid Query
1	25-Jul-23	Data-Core System (India) Information Pvt. Ltd	CRITICAL INFORMATION	9	Document Fee @ Rs. 5000/- (excluding GST) & Tender Fee @ Rs. 1,50,000 is mentioned in the RFP document	But Tender Processing Fee @ Rs. 590/- is only mentioned in the Bihar e-procurement Portal Kindly confirm whether the Tender Processing Fee is mandatory?	No	Tender Processing Fee @ Rs 590/- is mandatory.		
2	25-Jul-23	Data-Core System (India) Information Pvt. Ltd	6. EVALUATION OF BIDS	20	6.1. Technical Bid SN 6. IT Return : F.Y. 2021 – 22 (A.Y. 2022-23)	At present IT Return for the A.Y. 2022-23 is not available. Needless to say, we will upload the copies of audited balance sheets and P/L statement of F.Y. 2021-22	No	IT Return- F.Y. 2021-22(A.Y. 2022-23) must be uploaded.		
3	25-Jul-23	Data-Core System (India) Information Pvt. Ltd	6.2 Evaluation of Technical Bid	21	6.2 Evaluation of Technical Bid	Is it required to sign, stamp and submit the RFP Document along with the Technical Bid?	No	Upload documents with duly signed with stamp.		
4	25-Jul-23	Data-Core System (India) Information Pvt. Ltd	9.4. Annexure 4 Financial Bid Letter 9.5. Annexure 5 Financial Bid Format–	34 & 36	As instructed from your end, the print out of both the Annexures are supposed to be taken in company's Letter Head. Further, please note that the format, i.e. Annexure – 5 also been created in excel as well as in word	Kindly confirm which document (s) we are supposed to upload under the Financial Bid.	No	Annexure - 5 are Financial format in Excel sheet are already attached in Eproc 2.0		
5	25-Jul-23	Nspire Enterprises	Section 6(6.1), Evaluation of Bid- Technical bid , (point no. 2)	20	The average annual turnover should be at least ₹ 2Cr. for the last three years for Bidder. The Bidder company should have positive net worth	The average turnover should be at least 1 Cr for the last three years for bidder .The bidder company should have positive net worth. For your reference CVC guidelines also enclosed in attachment to justify our request.	No	Average annual turnover should be at least 2 Cr for last three financial years.		
6	25-Jul-23	Samridhi sanjeevani	Technical Bid	-	The average annual turnover should be at least 2 Cr for the last three years for bidder. The bidder company should have positive net worth	The average turnover should be at least 1 Cr for the last three years for bidder .The bidder company should have positive net worth	No	Average annual turnover should be at least 2 Cr for last three years.		
7	25-Jul-23	Piramal Swasthya	5.3. Scope of Work	18	Presently, the call centre in BPSM is operational with all necessary infrastructure including hardware, software and manpower etc. <b>The selected Solution provider will provide required software and manpower for the running of call centre</b>	Can selected solution provider continue with the existing software or another software is required, as existing software may be lacking in updated features?	No	Selected solution provider has to provide a fresh Software.		

**Consolidated Pre-Bid Query for Selection of Agency for Implementation of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS).  
(RFP No. BPSMS / Procurement / 02/2023 Dated 18/07/2023), Pre-bid Meeting: 25/07/2023, 11:00AM.**

SN	PreBid Query Date	Name of the Bidder	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change Required (Yes / No)	Prebid Response/Clarification/Corrigendum	Remark	Received after schedule time of sending pre-bid Query
8	25-Jul-23	Piramal Swasthya	5.4. Manpower Deployment	19	1 Helpline Supervisor & Executives Education: Graduate in any discipline preferably having basic computer knowledge. Total Experience: At least 2 years experience in call centre operations. Should have experience to manage more than10 call centre executives. <b>Responsibilities: End to End Call Centre Management, Team Handling, Client interaction to ensure timely completion of project milestones.</b> Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills	Will Helpline supervisor take care of IT Support as there is no mention about Software/Hardware support?	No	Supervisor manage call executives & provide reports of call centre.		
9	25-Jul-23	Piramal Swasthya	5.6. Project Deliverables & Timeline	19	3. Software deployment & Integration	Here Integration is being referred to?	No	Integration of centralized IVRS and CRM software in operational system.		
10	25-Jul-23	Piramal Swasthya	Capex Requirement	-	No point in RFP about capex Cost	Whether Reimbursement model ??	No	Capex cost will be paid after providing software of call centre. Opex payment will be made as per RFP.		
11	25-Jul-23	Piramal Swasthya	5.3. Scope of Work	18	Presently, the call centre in BPSM is operational with all necessary infrastructure including hardware, software and manpower etc. <b>The selected Solution provider will provide required software and manpower for the running of call centre</b>	Can selected solution provider continue with the existing software or another software is required, as existing software may be lacking in updated features?	No	Selected solution provider need to provide a fresh Software.		
12	25-Jul-23	Piramal Swasthya	5.4. Manpower Deployment	19	1 Helpline Supervisor & Executives Education: Graduate in any discipline preferably having basic computer knowledge. Total Experience: At least 2 years experience in call centre operations. Should have experience to manage more than10 call centre executives. Responsibilities: End to End Call Centre Management, Team Handling, Client interaction to ensure timely completion of project milestones. Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills	Will Helpline supervisor take care of IT Support as there is no mention about Software/Hardware support?	No	Hardware support will be provided by BPSMS. Supervisor has to manage call executives & provide reports of call centre.		

**Consolidated Pre-Bid Query for Selection of Agency for Implementation of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS).  
(RFP No. BPSMS / Procurement / 02/2023 Dated 18/07/2023), Pre-bid Meeting: 25/07/2023, 11:00AM.**

SN	PreBid Query Date	Name of the Bidder	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change Required (Yes / No)	Prebid Response/Clarification/Corrigendum	Remark	Received after schedule time of sending pre-bid Query
13	25-Jul-23	Piramal Swasthya	5.6. Project Deliverables & Timeline	19	3. Software deployment & Integration	Here Integration is being referred to?	No	Integration of centralized IVRS and CRM software in operational system.		
14	25-Jul-23	Piramal Swasthya	Section 5.30	18	MIS reporting – SI has to develop the format to fetch the report as per the BPSM requirements. Major MIS report which shall be generated is Department wise MIS, District wise MIS, Subdivision wise MIS, Case and complaint wise MIS, Date wise MIS, Detailed Call report, Caller information, and Login wise MIS reports.	MIS Reports doesnot come under BIDA. As per our Pre-Bid meeting, As per suggestions from Nitin Kindly consider seperate Budget to be kept for MIS executive to do all MIS related work which is not included in the RFP.	No	Inbound & Outbound call reports needed.		
15	25-Jul-23	Sterlite Technologies Ltd.	4.15 / Tender Evaluation	16	Recd without the letter of authorization (POA)	Authority is looking for specific POA for this tender or common POA will be okay	No	Specific POA for this tender.		
16	25-Jul-23	Sterlite Technologies Ltd.	5.6 / Project Deployment & Timeline	19	Software deployment & Integration ( T + 2 week )	How we are going to ensure authority h/w and other resources / tools are ready to support s/w on day - T	No	Two weeks time is sufficient for software deployment & Integration.		
17	25-Jul-23	Sterlite Technologies Ltd.	6.1 / Evaluation of Bids / SN 3	20	The bidder should have experience of running at least two call centre with at least 10 resources or above of value more than ₹ 0.5 Cr or above for Govt. institution	We understand that authorites are looking for a proven and mature solution. Hence we recommend to change this clause with "Bidders should provide atleast 20 referral customer using Inbound Outbound Call Centre + Helpdesk solution for their customer/citizen out of which 15 should be from Govt/PSU. List of customers with contact details to be attached. Also, bidder turnover should be more than 1000 Cr for last 3 consecutive years"	No	As per RFP.		
18	25-Jul-23	Sterlite Technologies Ltd.	6.1 / Evaluation of Bids / SN 5	20	Consortium or joint venture or subletting: The Bidder should not bid under any Consortium. No subletting of work is permissible.	Consortium to be allowed, as this order is for s/w deployment and running the call centre. Hence either or item to be taken from other partner.	No	The bidder should not bid under any consortium.		

**Consolidated Pre-Bid Query for Selection of Agency for Implementation of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS).  
(RFP No. BPSMS / Procurement / 02/2023 Dated 18/07/2023), Pre-bid Meeting: 25/07/2023, 11:00AM.**

SN	PreBid Query Date	Name of the Bidder	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change Required (Yes / No)	Prebid Response/Clarification/Corrigendum	Remark	Received after schedule time of sending pre-bid Query
19	25-Jul-23	Sterlite Technologies Ltd.	7.4 / Price & 9.5.2	22 & 36	The Bidder shall quote the price in clear terms. The cost quoted of should abide by the Format for Financial Bid described in Annexure-5. The cost quoted should be inclusive of Goods Service Tax or any other taxes/cess/duty imposed from time to time.	a) The resource cost is Rs 16000 /- inclusive tax ( GST 18% ) , govt levies, replacement , Annual Leave ( 30 days ). Hence effectively Salaries to employee will be very low. Authority is expecting this approach. b) 7% is the only administration charges i.e. Rs 2.28 lacs p.a. This is the only price bidder is going to get after mananging the call center activity for the year. also cost of managment is much more than Rs 2.28 lacs p.a. What is a expectation of authority out of this working c) The formula stated in column D is not understable. Do explain	No	As per RFP.		
20	25-Jul-23	Sterlite Technologies Ltd.	7.7 / Payment Terms	23	Payment Terms are monthly	1. Capex payment & Opex payment terms should be different 2. Capex payment terms to be paid on capex work 3. Opex payment to be made with in 30 days from date of invoice and if any penalty to be adjusted in subsequent month	No	Capex payment will be done after providing software. Opex payment will be made as per RFP.		
21	25-Jul-23	Sterlite Technologies Ltd.	8.6 / Penalties	27	The bidder's representative will prepare and submit Service level performance reports in a mutually agreed format	The format to be agreed in advance as not to leave room for qualification	No	As per RFP.		
22	25-Jul-23	Sterlite Technologies Ltd.	Abbrivation	6	The time period that will be defined in MSA.	The MSA validity should be minimum period of 3 years.	No	As per RFP.		
23	25-Jul-23	Sterlite Technologies Ltd.	5.3. Scope of Work, Point II,	18	MIS reporting – SI has to develop the format to fetch the report as per the BPSM requirements. Major MIS report which shall be generated is Department wise MIS, District wise MIS, Subdivision wise MIS, Case and complaint wise MIS, Date wise MIS, Detailed Call report, Caller information, and Login wise MIS reports.	Kindly suggest if the reports required are only from the call center software or the reports are to be generated by fetching data from multiple portals of BPSM	No	Only from call centre Software.		
24	25-Jul-23	Sterlite Technologies Ltd.	Additional Clauses	-	we recommend to add the following clause, which give the Authorities with most cost effective and best functionality Call center solution		No	It is your suggestion. As per RFP		
25	25-Jul-23	Sterlite Technologies Ltd.	Additional Clauses	-	To get unintrupped support we recommed to add the clause , Solution provider of Call center software should have 24*7 support centre in India and should provide onsite Support as and when required		No	It is your suggestion. As per RFP		

**Consolidated Pre-Bid Query for Selection of Agency for Implementation of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS).  
(RFP No. BPSMS / Procurement / 02/2023 Dated 18/07/2023), Pre-bid Meeting: 25/07/2023, 11:00AM.**

SN	PreBid Query Date	Name of the Bidder	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change Required (Yes / No)	Prebid Response/Clarification/Corrigendum	Remark	Received after schedule time of sending pre-bid Query
26	25-Jul-23	Sterlite Technologies Ltd.	Additional Clauses	-	According to the Indian Telegraph (Amendment) Rules of 2017: From 1st Oct 2019, any list of telecom products covered under SCS and GSC which is being used or capable of being used shall have to undergo prior mandatory testing and certification in respect of parameters as determined by DoT from time to time. Please refer to the website link of TEC/ MTCTE, which validates our observation. ( <a href="http://www.tec.gov.in/mandatory-testing-and-certification-of-telecom-equipments-mtcte">http://www.tec.gov.in/mandatory-testing-and-certification-of-telecom-equipments-mtcte</a> )  We strongly recommend to consider the observation shared by STL, and make TEC certification Mandatory for Telecom equipment OEMs for conformance, performance, interoperability, health, safety, security, and seamless functioning of existing and future networks as per the standards laid down, by Telecom Engineering Centre (TEC) under the Department of Telecommunications, Govt. of India. This clause will help authorities to select best fit and technically secure & advanced unified communication platform for their need.		No	As per RFP.		
27	25-Jul-23	Sterlite Technologies Ltd.	Additional Clauses	-	According to the Telecom Regulatory Authority (TRAI), PSTN telephony network in India must never be interconnected with VoIP Telephony network for the purpose of Toll ByPass. This requires that the voice system be partitioned logically into two systems: one VoIP within the enterprise and a second one to access the local PSTN. To comply to these, we strongly recommend to add the clause that, Proposed Solution must support Logical Partitioning as per the laws of DoT/TRAI. OEM has to provide respective certificate post deployment of the entire Solution.		No	As per RFP.		
28	25-Jul-23	Sterlite Technologies Ltd.	Additional Clauses	-	Capability Maturity Model Integration CMMI Level 5 Certifications manifest a software organization's ability to manage and implement well defined processes which are properly measured. Hence we strongly recommend to add the clause, "solution provider of call centre software should be CMMI Level-5 certified."		No	As per RFP.		
29	25-Jul-23	Sterlite Technologies Ltd.	Additional Clauses	-	We strongly recommend to add the said clause to promote domestic manufacturing under Make in India, The Lead Bidder and its consortium members shall comply with the following notifications issued to promote domestic manufacturing under Make in India: Issued by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion (Public Procurement Section) 1) Order No. P-45021/2/2017-B.E.II dated 15.06.2017 further revised vide Order No. P-45021/2/2017-PP (BE II) dated 28.05.2018 2) Order No. P-45021/2/2017-PP (B.E.II) dated 29.05.2019 3) Order No. P-45021/2/2017-PP (B.E.II) dated 04.06.2020 Issued by Government of India, Ministry of Communications, Department of Telecommunications 4) DOT Notification No. 18-10/2017-IP dated 29.08.2018		No	As per RFP.		
30	25-Jul-23	Radical Minds Technologies Pvt. Ltd	Evaluation of Bids: Technical Bid,	21	Point No. 9 - Local Presence: The Bidder has to set up an office at Patna or in The State of Bihar.	Do we really need a local presence in Bihar, as we will be operating out of your premises, Please confirm.	No	Need to set up an office at patna or in the State of Bihar with one month from the date of receiving the LOI.		

**Consolidated Pre-Bid Query for Selection of Agency for Implementation of Jigyasa Helpline (Call Centre) for Bihar Prashasnik Sudhar Mission Society (BPSMS).  
(RFP No. BPSMS / Procurement / 02/2023 Dated 18/07/2023), Pre-bid Meeting: 25/07/2023, 11:00AM.**

SN	PreBid Query Date	Name of the Bidder	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change Required (Yes / No)	Prebid Response/Clarification/Corrigendum	Remark	Received after schedule time of sending pre-bid Query
31		Alankit Assignments Limited	Earnest Money Deposit (EMD) (Refundable)	-	EMD of Rs.1,50,000/- (Rupees One Lakh Fifty Thousand only) through Demand Draft /Bank Guarantee/ e-Payment in favour of "Bihar Prashasnik Sudhar Mission Society" Payable at Patna Only	As per the MSME guidelines, MSE registered bidders should be exempted from of EMD. Hence kindly exempt MSE Bidders for submission EMD.	No	MSE Bidders are Exempted from submitting EMD.		
32		Alankit Assignments Limited	7.2 Performance Bank Guarantee	22	7.2. Performance Bank Guarantee. The selected bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (Ten percent) of the contract price, maximum within 30 days of the date of issue of Work Order. The PBG must be from any Scheduled Bank in India. The Performance Bank Guarantee needs to be valid for 2 years (60 days beyond the entire contract period of 2 years) from the date of signing of the contract. BPSMS, Bihar reserves the right to cancel the work order if the selected bidder fails to furnish the required BG within the stipulated time.	As per Govt. notification order No. F1/2/2023-PPD dated: 03.04.2023 Performance Security should be between 3%- 10%.	No	As per RFP		
33		Alankit Assignments Limited	General Query	-	Is there any existing PRI line at customer location. Please confirm		No	Existing		
34		Alankit Assignments Limited	General Query	-	The operation cost of the PRI line will be in scope of service provider		No	The operation cost of PRI line will be paid by BPSMS.		
35		Alankit Assignments Limited	General Query	-	Please share last year's approximate number of inbound/outbound calls received/made.		No	60,000 Approx.		
36		Alankit Assignments Limited	General Query	-	Please confirm the infrastructure to be provided will be on returnable basis or not after completion of contract. ?		No	Infrastructure will be provided by BPSMS		
37		Alankit Assignments Limited	General Query	-	Please allow bidders to operate and provide tendered services from their registered office/existing call centre asap.		No	Need to set up an office at patna or in the State of Bihar with one month from the date of receiving the LOI.		