

Corrigendum 02 - Selection of Call Centre Operator for Madhya Pradesh CM Helpline Outbound Process

Tender Ref No: 23/SAPS/2018  
State Agency for Public Services,  
Public Service Management Department

**Change in Important Dates :**

<b>Activity</b>	<b>Perticulars</b>	<b>Dates</b>
Last Date for Purchase of Tender Document	Online (www.mpeproc.gov.in)	20 /03/2018 Time 2.30 PM
Date of Issue of Clarifications		Date of Releasing the Corrigendum
Last Date for Submission of Tenders	Submission of Bid Online	20/03/2018 Time 03.00 PM
Opening of Technical Proposals ( Envelope A )	Envelope –A (EMD)	20/03/2018 Time 04.00 PM
Opening of Technical Proposal ( Envelope B ) ( The Bidder may attend this meeting at SAPS office )	Envelope – B (Techno-commercial bid)	20/03/2018 Time 04.00 PM
Opening of Financial Bid (Envelope-C)	Envelope – C (Financial Bid)	would be communicated to the qualified bidders.

**New clause Added in Corrigendum - There will be a flat 05% price escalation annually on the billing of agents.**

**Part A (Section II)**

**Eligibility and Techno Evaluation Criteria**

**1. Eligibility Criteria**

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

S.No.	Criteria	Supporting Document
1	The Bidder should have a minimum average turnover of 07 Crores in the last three financial years ( FY 14-15, FY 15-16 and FY 16-17)	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.
7	The bidder must have at least 300 Call Centre Agents working currently in Call Center operations in India	Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement
8	The Bidder must have at least one 150 Seater Call Center operations experience for Private / Central Govt./ State Government in India	Work Order/ Letter of Intent/ Client Certificate/ Contract/ Agreement

**2. Techno-commercial Evaluation**

Technical Commercial Evaluation Criteria			
(i)	Organizational Strength	40 Marks	Supporting document Required
a.	Average Annual Turnover (AAT) of Bidder for last three financial years ( FY 14-15, FY 15-16 and FY 16-17)  INR > 12 Crore AAT : 20 Marks INR >09 Crore to INR 12 Crore: 15 Marks INR 07 Crore to INR 09 Crore: 10 Marks	20	Certificate from the Statutory Auditor, Company Secretary/Chartered Accountant of the Bidder clearly specifying the Annual Turnover

**Technical Commercial Evaluation Criteria**

<p><b>b.</b></p>	<p>Number of Call Center Agents deployed by the Bidder for delivering inbound/outbound Call center services in last five years</p> <p>No. of CCEs &gt; 500 : 20 Marks          401 to 500 CCE: 10 Marks          300 to 400 CCE : 5 Marks</p>	<p align="center">20</p>	<p>Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement. (The no. of seats/agents shall be clearly mentioned in supporting documents).</p>
<p><b>(ii)</b></p>	<p><b>Past Experience</b></p>	<p align="center"><b>60 Marks</b></p>	<p><b>Supporting document Required</b></p>
<p><b>c.</b></p>	<p>The Bidder must have a single call center running with minimum 150 seats (seats=no. of seating capacity in shift) with private/ government clients in India )</p> <p>3 &gt;= No. of project : 30 Marks          No. of projects =2: 20 Marks          No. of project = 1: 10 Marks</p> <p><b>Note - At least one Project should be running and Other can be applicable in last 5 financial years.</b></p>	<p align="center">30</p>	<p>Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement. (The no. of seats/agents shall be clearly mentioned in supporting documents).</p>
<p><b>d.</b></p>	<p>The Bidder shall have past/ running experience to working with private / Government clients in India with Sitting capacity of at least 50 seats (seats=no. of seating capacity in shift) each in the last five years.</p> <p>5 &gt;= No. of Clients : 30 Marks          3 to 4 Clients : 20 Marks          No. of Clients = 2: 10 Marks</p>	<p align="center">30</p>	<p>Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement. (The no. of seats/agents shall be clearly mentioned in supporting documents).</p>

## Clause 16. Minimum Manpower

Note to be Read as -

Existing Clause	Amended Clause						
<p><b>Note – 20 Call Center Executives shall be trained and working as subject matter experts and can be used as and when required for the below mentioned activities but not limited to –</b></p> <ul style="list-style-type: none"> <li>• Presentations for department review</li> <li>• Online complaints Registration</li> <li>• Handling the Open Complaints</li> <li>• Root Cause Analysis of Key Issues assigned by the department</li> <li>• Manual reports preparation in Excel</li> </ul> <p><b>Minimum qualification for Subject matter Experts shall be post graduate.</b></p> <p>Above is the indicative manpower requirement. However, the Bidder shall have to add more resources in order to comply with SLA requirements and adhere to the quality standards at no additional cost to SAPS.</p>	<p><b>Note – 10 Executives shall be trained and working as subject matter experts ( Called Analyst) and can be used as and when required for the below mentioned activities but not limited to –</b></p> <ul style="list-style-type: none"> <li>• Presentations for department review</li> <li>• Online complaints Registration</li> <li>• Handling the Open Complaints</li> <li>• Root Cause Analysis of Key Issues assigned by the department</li> <li>• Manual reports preparation in Excel</li> </ul> <p><b>Minimum qualification for Subject matter Experts shall be post graduate, Before deployment SAPS may interview these 10 SMEs (Analysts) for suitability. The 10 SMEs will be working in a shift only and will be exempted under Adherence Parameter Calculation. The Bidder will be liable to provide the Laptops with Minimum configuration of “intel core i5 7th generation Laptops” with appropriate licenses for these SMEs.</b></p> <table border="1" data-bbox="699 1003 1969 1433"> <tbody> <tr> <td data-bbox="699 1003 980 1182"><b>05 SMEs</b></td> <td data-bbox="980 1003 1627 1182"><b>Minimum MBA in any stream, Good understanding of MS Office( Word, PowerPoint and Excel)</b></td> <td data-bbox="1627 1003 1969 1433" rowspan="2"><b>The Bidder should provide a Minimum Salary of INR 25,000 (Twenty Five Thousands) per Month for these 10 SMEs (Analysts), SAPS may verify this.</b></td> </tr> <tr> <td data-bbox="699 1182 980 1433"><b>05 Subject Matter Experts</b></td> <td data-bbox="980 1182 1627 1433"><b>Minimum Post Graduated in in any stream Good understanding of MS Office (Word, PowerPoint and Excel). 2 SMEs can be scheduled in the 3 to 11 Shift if required by Department.</b></td> </tr> </tbody> </table> <p>Above is the indicative manpower requirement. However, the Bidder shall have to add more resources in</p>		<b>05 SMEs</b>	<b>Minimum MBA in any stream, Good understanding of MS Office( Word, PowerPoint and Excel)</b>	<b>The Bidder should provide a Minimum Salary of INR 25,000 (Twenty Five Thousands) per Month for these 10 SMEs (Analysts), SAPS may verify this.</b>	<b>05 Subject Matter Experts</b>	<b>Minimum Post Graduated in in any stream Good understanding of MS Office (Word, PowerPoint and Excel). 2 SMEs can be scheduled in the 3 to 11 Shift if required by Department.</b>
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order to comply with SLA requirements and adhere to the quality standards at no additional cost to SAPS.

• Response to Pre- Bid Queries -

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
1	13	Point 7	The bidder must have at least 500 call center agents supporting call center operation in India.	The no of seats being asked for pre-qualification is very high. Since the other big operators of Call center are operating in emergency with Government therefore pre-qualifier should be for 50 running seats in emergency services or 200 running seats in non-emergency environment for period of 2 years. Similarly on the same line Point "B" on Page no 14 should be amended i.e. No of CCE>500: 20 Marks 300 To 500 CCE: 10 Marks 0 to 300 CCE: 5 Marks	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
2	14	Point B	It is related with number of call center agents deployed by the bidder for delivering inbound/outbound call center services in last 5 years. For 500-750 CCE currently 5 marks will be given out of 20 but as per the qualifying criteria mentioned in page no 13 point 7 the bidder must have at least 500 call center agents supporting call center operation in India.	Require amended as mentioned above in point 1.	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
3	14	Past experience point "C"	The bidder must have a single call center running with minimum 200 seats with private/government client in India and maximum marks is 30 for >30 projects.	Kindly consider it as single call center with minimum 50 seats in emergency services or 200 running seats in non-emergency environment for period of 2 years and maximum marks should be given for 1 project of such capacity instead of 3 projects.	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
4	14	Past experience point "d"	The bidder shall have past/running experience to working with private/Government clients in India with sitting capacity of at least 50 seats and maximum marks is 30 for >5 Clients.	Kindly consider the below amendments for this point: >=3 Projects: 20 Marks 2 Projects: 10 Marks 1 Project: 5 Marks	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
5	17	Scope of Work	The agent desk shall be noise reduction and the call center infrastructure shall maintain hygiene in the CM helpline premise.	We required clarifications that to maintain the noise reduction on agent desk shall we required deploying noise reduction headphones or we need to create noise reduction cubical for CCE?	1. Best in industry Standard Noise Cancellation Headsets 2. Standard Cubical to be provided having Noise reducing foams to be installed for each Agents Desk
6	18	Scope of Work Point no 4.2.3	Regular Backups (Onsite and Offsite Backup planning)	We required clarifications that to maintain Offsite backup should we required to deploy tape library at same location or it is required to be deploy at other remote location and costing of the same should be considered.	The bidder need not bring TAPE library, however regular backup needs to be kept at given space by Department.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
7	18	Scope of Work Point no 4.2.4 (4.3) & Page No 20, Scope of Work Point no 9.4 (d)	Upgrade the software to the latest version whenever the changes in the IT systems require the up-gradation of the software of the call center systems at no additional cost to the client.	Currently the software and hardware solution providers are upgrading or customizing the existing systems with some customization charges, hence all the up-gradations should be consider on chargeable basis as and when quoted by the solution providers. It should be discussed on case to case basis and charges will be considered as at actual.	No Change
8	22	Scope of Work Point no 12 Change Management (C) Changes to MIS & Dashboard and Various reports	No extra charges will be paid for reports/dashboard changes.	Currently the software and hardware solution providers are upgrading or customizing the existing systems with some customization charges, hence all the up-gradations should be consider on chargeable basis as and when quoted by the solution providers.	No Change
9	45	Point 14	it is mentioned in the point that "call center operator will use the existing infrastructure and assets as handed over to him by the previous call center operator through SAPS"	We require pre-inspection of existing infrastructure and assets as the working conditions of the same may give positive or negative impacts on call center operations.	Clause 14 Page. No. 45 will be read as - The Premises is decided by the department is Century-21 Mall/ Capital Mall, Hoshangabad Road, Bhopal.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
10	45	Point 20	it is mentioned in the point that “The call center operator shall bear the monthly rent, electricity and water charges of the call center premises. The vendor will pay the rent of the call center premises which will be reimbursed on actual by Saps”	we required clarification that it should be included in the cost of per seats or it may be payable on a monthly basis along with other invoices. Also if possible kindly share current operating cost of premises like electricity, telephone charges etc.	No Change
11	Other Clarity Required	-	-	We required clarity on Infrastructure (Furniture/Non IT) deployment as what exactly the requirement is?	The bidder needs to ensure that the quality (furniture / Non--IT) of new outbound set up shall be at par with the existing CM helpline center at 3rd Floor
12	Other Clarity Required	-	-	Is there any clause to deploy standard Uniform to all the manpower deployed in the call center operation?	No Change
13	Other Clarity Required	-	-	Who will be the telecom operator to be used in call center operations and charges should be considered in OPEX.	No Change
14	Other Clarity Required	-	-	Is there any preferable IT solution provider for all IT infrastructures?	No Change
15	Other Clarity Required	-	-	The cost of Facility Management and other premises related facilities will be bear by call center operator or by SAPS.	Please refer the RFP

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
16	Other Clarity Required	-	-	What is the current condition of Air conditioners installed at current premises what is the status of AMC (Annual maintenance cost) of the same.	A Complete new Set up will be required, Bidders may Visit CM Helpline with approval of SAPS to Understand the same.
17	Other Clarity Required	-	-	Please provide AMC (Annual maintenance cost) status of existing IT infrastructure deployed in the project.	No Change
18	14	2. Techno-commercial Evaluation Organizational Strength	Average Annual Turnover (AAT) of Bidder for last three financial years ( FY 14-15, FY 15-16 and FY 16-17) INR > 20 Crore AAT : 20 Marks INR >15 Crore to INR 20 Crore: 15 Marks INR 10 Crore to INR 15 Crore: 10 Marks	Average Annual Turnover (AAT) of Bidder for last three financial years ( FY 14-15, FY 15-16 and FY 16-17) INR > 10 Crore AAT : 15 Marks INR >9 Crore to INR 10 Crore: 10 Marks INR 8 Crore to INR 9 Crore: 5 Marks	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
19	14	2. Techno-commercial Evaluation Organizational Strength	Average Annual Turnover (AAT) of Bidder for last three financial years ( FY 14-15, FY 15-16 and FY 16-17) INR > 20 Crore AAT : 20 Marks INR >15 Crore to INR 20 Crore: 15 Marks INR 10 Crore to INR 15 Crore: 10 Marks	Need to add positive net worth - Bidder should have positive net worth from last three financial years Marks – 5	No Change

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
20	14	2. Techno-commercial Evaluation Past Experience	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India ) 3 >= No. of project : 30 Marks No. of projects =2: 20 Marks No. of project = 1: 10 Marks	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India ) No. of projects =2: 20 Marks No. of project = 1: 10 Marks	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
21	14	2. Techno-commercial Evaluation Past Experience	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India ) 3 >= No. of project : 30 Marks No. of projects =2: 20 Marks No. of project = 1: 10 Marks	Need to add similar work experience – State wide Grievance redressal/CM Helpline: Marks – 10	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
22	26	14. Penalty	The yearly Max cap for penalties will be 20% of the Call Center Agents billing of 1 year. Thereafter, the contract may be cancelled and amount paid if any will be recovered with 1.00% interest per month	The yearly Max cap for penalties will be 10% of the Call Center Agents billing of 1 year. Thereafter, the contract may be cancelled and amount paid if any will be recovered with 1.00% interest per month	No Change
23	27	17. Indicative Infrastructure requirement	Internet Service Min 30 Mbps and as per the actual requirement	Please clarify it is provided by Vendor or Department	The Bidder has to provide minimum 30 MBPS

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
24	38	PART - D TERMS AND CONDITIONS OF THE CONTRACT	Security Deposit / Performance Guarantee. The successful Call Center Operator shall furnish Security Deposit as a performance guarantee of 10% of contract amount	Security Deposit / Performance Guarantee. The successful Call Center Operator shall furnish Security Deposit as a performance guarantee of 5% of contract amount	No Change
25	38	PART - D TERMS AND CONDITIONS OF THE CONTRACT	Payment Terms:	If any payment is hold from monthly invoices, Department will release hold amount within 3 months.	No Change
26	52	Annexure D – Financial Quote	The quoted price shall be inclusive of all applicable taxes, duties and levies	GST Charges will be paid as per government norms.	Any Increase / decrease in GST will be accordingly Payable by the Department.
27	17	PART-B SCOPE OF WORK	The Call Center Operator (the Tenderer whose tender is accepted and who signs the agreement) shall be responsible for establishment and operation & maintenance of new outbound call center and customization, integration and testing with existing call center (Madhya Pradesh Chief Minister Helpline).	<p>1) As per description we need to establish Outbound Call center but in entire RFP document Inbound call center requirements are also mentioned. Do we need to establish Inbound setup as well?</p> <p>2) If no, then would the OB solution will be completely new setup or will be integrated with existing Aspect setup.</p> <p>3) Will the OB licenses will be added in existing setup?</p>	The bidder is required a new setup and integration will be required with existing setup. Please refer point 09 in corrigendum also.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
28	26	15. Channel Supported by CM Helpline	The hardware and software's required for the above mentioned services will be providing by Service provider except PRI, SMS and OBD Services.	It means PRI, SMS and OBD Services will be provided by SAPS. Please confirm and also describe the OBD services (Scope Of Work).	No Change
29	45	13. Obligations of the Parties	The Call Center Operator will use the existing infrastructure and assets etc. as handed over to him by the previous Call Center Operator through SAPS. The existing infrastructure will be used only for an interim period of 2 months from the date of signing of contract. In parallel, the successful bidder will have to procure and commission the new hardware within 2 months from date of signing of the contract. 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.	Can we procure the existing infrastructure or it is mandatory to procure new? Page Number 78 mentions Drishti Ameyo for integration. Pls clarify the Outbound Solution to be procured. Whether Aspect or Drishti?	Please refer point 09 in corrigendum, The System shall be compatible with Existing Setup.
30	17		The call center will be 60 physical seats equivalents to 120 man shifts in two shifts initially. The first Shift will be from 07 AM to 03 PM and second shift will be 03 PM to 11 PM.	Please share seat ratio for calling & Email agents	No Change

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
31	19		7. The Customer Relationship Management (CRM) shall make / integrate with existing databases of Madhya Pradesh CM Helpline Call Centre. Keep it secret and will not allow to anyone else to use it and/or for any other purpose.	How partner can access the DB or applications which are to be integrated. Will it over the internet or direct from CM helpline DataCenter.	No Change
32	19		8. Voice Logging: Every call shall be logged to monitor the quality of customer interaction and identify training needs. The selection of recording shall be either automatic, triggered by certain events such as repeat calls from a number or short duration disconnection etc. or activated by the supervisor, administrator or agent by clicking of an icon on the screen but SAPS may dispense with call logging, if circumstances so warrant.	Please let us know the online and offline retention period for storing recorded calls.	As per requirement and Storage provisions in the RFP
33	22		D. IVRS and change in Content	Please share IVR tree to understand the level of IVR configuration and integration	As per the Business requirement
34	12	Point no1.7, Sr. no.1	The Bidder should have a minimum average turnover of 10 Crores in the last three financial years ( FY 14-15, FY 15-16 and FY 16-17)..(Pageno.12, Point no1.7, Sr. no.1)	The Bidder should have a minimum average turnover of 10 Crores in the last three financial years (FY 14-15, FY 15-16 and FY 16-17)..(Pageno.12, Point no1.7, Sr. no.1)	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
35	22	Point –A	SAPS may ask CCO to increase/decrease number of the CM Helpline seats as per requirement based on call volume and past trend analysis with notice of 1 months. (Page no.22, point –A)	We will need to cap this at a certain percentage. E.G. any swing more than 10% should be discussed mutually.	Please read the clause as - SAPS may ask CCO to increase/decrease number of the CM Helpline seats as per requirement based on call volume and past trend analysis with notice of 1 months. The Minimum guarantee will be for 120 Call Center Executives.
36	22	Point -C	No extra charges will be paid for reports / dashboard changes. ((Page no.22, Point -C)	We will need to cap the expenditure at a certain spend, or these changes be defined	No Change
37	22	Point -D	No extra charges will be paid for IVRS changes. (Page no.22, Point -D)	We will need to cap the expenditure at a certain spend, or these changes be defined	No Change
38	23	Point no.1 - penalty	The proposed rate of penalty would be 0.25% of the value of total CCE cost payable per month for noncompliance to, the service levels for every percentage below the expected levels of services. (page no.23, Point no.1 penalty)	What is the value total CCEs cost (page no.23, Point no.1 penalty)	As per RFP
39	25	Point No.5	The software shall be updated within agreed timelines INR 5,000 for every week slot beyond the timeline, to be deducted from Monthly Payment. (Page No.25, Point No.5)	How do we define task complexity	As Per RFP

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
40	26	Point No.14	The yearly Max cap for penalties will be 20% of the Call Center Agents billing of 1 year. (Page no.26, point no.14).	Penalty is too high. While charges and deliverable are very fluid	No Change
41	13	2. Techno Commercial Evaluation Point No 7	The bidder must have at least 500 Call Centre Agents supporting Call Center operations in India	In this regards, Please confirm the Duration of operations of 500 call center agent	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
42	13	2. Techno Commercial Evaluation Point No 8	The Bidder must have at least 200 Seats Call Center operations experience for Private / Central Govt./ State Government in India	suggesting bidding organization should have 200 outbound seats experience instead of 200 call center seats	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
43	14	2. Techno Commercial Evaluation Criteria Point No C	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India )	Organization having outbound seats experience should get extra marks for technical marking as it is an outbound process.	No Change
44	-	Query	Not a part of RFP	There should be a Minimum guarantee of FTE deployment to calculate the pricing	Please refer the Point number 35
45	-	Query	Not a part of RFP	Existing partner of CM help line should not be eligible to bid this RFP as maker & checker should not be the same	No Change
46	6	Tender Information, point number 8	Not refundable tender Fees	NSIC certified organization should get exemption for the same	No Change

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
47	6	Tender Information, point number 9	EMD	NSIC certified organization should get exemption for EMD	No Change
48	14	Past Experience	-	Vendor having current financial year experience should be given the same weightage	No Change
49	14	Past Experience	-	Separate weightage should be given for Outbound Process in current financial year.	No Change
50	6	Essential Tender Information	Non-refundable Bid document fee/Tender fee (INR)- 10,000	Can NSIC (National Small Industries Corporation) registered companies will be given exemption from Tender Fees?	No Change
51	6	Essential Tender Information	Bid Security/Earnest Money Deposit (INR) -10,00,000	Can NSIC (National Small Industries Corporation) registered companies will be given exemption from EMD submission ?	No Change
52	13	2. Techno Commercial Evaluation	The bidder must have at least 500 Call Centre Agents supporting Call Center operations in India	Is there is any specific tenure required? i.e. Whether for current financial year or Past experience.	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
53	13	2. Techno Commercial Evaluation	The Bidder must have at least 200 Seater Call Center operations experience for Private / Central Govt./ State Government in India	As the RFP is for outbound calling to capture the feedback from citizens on their grievance closure so the participating organization should have the outbound experience and it should be included in the pre qualification criteria.	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum

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54	14	2. Techno Commercial Evaluation Criteria	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India )	Organization having outbound experience of 200 Seats should be given weightage in techno commercial scoring, as the ask of the RFP is specific to outbound process and feedback capturing	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
55	14	2. Techno Commercial Evaluation Criteria	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India )	the bidder must have a single call center running capacity of 200 seats in last 3 financial year/current financial year, the bidder should be evaluated in this point for at least last 3 years or last financial year.	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
56	15	3. Financial Evaluation	After evaluation of all accepted proposals by the evaluation committee, Contract shall be awarded to the Bidder with highest score based on QCBS criteria.	Need Clarification, This point is contradicting the point mentioned at Page no. 36, point 21 (The Bidder whose commercial offer has been found to be the lowest will ordinarily be awarded the Contract. SAPS reserves the right to negotiate for reduction in rates with the lowest bidder. The award shall be communicated to the concerned bidder mentioning number of sanctioned man shifts.)	Please refer the Clause 21. Award of Contract as - After evaluation of all accepted proposals by the evaluation committee, Contract shall be awarded to the Bidder with highest score based on QCBS criteria. The award shall be communicated to the concerned bidder mentioning number of sanctioned man shifts.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
57	16	4. Evaluation of Final Score and Tie Breaking	In case of a tie i.e. more than one bidder being adjudged as same final score, the bidder with highest technical score figure shall be awarded the Contract.	Need Clarification, This point is contradicting the point mentioned at Page no. 36, point 21 (The Bidder whose commercial offer has been found to be the lowest will ordinarily be awarded the Contract. SAPS reserves the right to negotiate for reduction in rates with the lowest bidder. The award shall be communicated to the concerned bidder mentioning number of sanctioned man shifts.)	Please refer point 56 as well in corrigendum
58	17	Part B SCOPE OF Work	The Call Center Operator (the Tenderer whose tender is accepted and who signs the agreement) shall be responsible for establishment and operation & maintenance of new outbound call center and customization, integration and testing with existing call center (Madhya Pradesh Chief Minister Helpline).The Call Center Operator will also integrate the call center components like Call Server, application software and Database with Madhya Pradesh CM Helpline existing Process.	Whether SI needs to develop the CRM also, since the feature of CRM development is given in page number 69.	Yes

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
59	17	Part B SCOPE OF Work	The call center will be 60 physical seats equivalent to 120 man shifts in two shifts initially. The first Shift will be from 07 AM to 03 PM and second shift will be 03 PM to 11 PM. In the first shift preference will be given to girls/women executives for the purpose of women empowerment in the state.	As per TRAI guide line feedback calling / outbound calling can be done between 8 AM to 8 PM shift only then what would be the operational hours for this help line or any deviation needs to be taken from TRAI	As per RFP
60	18	5	For every call landing / made from CM Helpline Call center, CLI shall be extracted to an agent as per request of customer. It shall be possible to intelligently route the calls to specific service groups, based on CLI, Auto Attendant Options or any other policy.	In this regards, this is outbound call center. Is this Inbound require	It is an outbound call center.
61	18		The Call Center Operator will be responsible for integration with existing and working CM Helpline Call Center hardware, software, Database.	Details on integration methodology and the integrating points to be shared	The bidder can Visit the existing Call Center with Approval of SAPS and understand & Recommend the Best Solution for the same.
62	19	Call Centre Operation	Call center Operations: Call center related database should be created & maintained by the Call Center Operator including all dockets & all interactions with the caller.	Need clarification on developing the CRM and if not then what database SI needs to develop	As per the RFP

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
63	19	Call Centre Operation	The Customer Relationship Management (CRM) shall make / integrate with existing databases of Madhya Pradesh CM Helpline Call Centre. Keep it secret and will not allow to anyone else to use it and/or for any other purpose.	Need clarification on Development/Integrate	The bidder can Visit the existing Call Center with Approval of SAPS and understand & Recommend the Best Solution for the same.
64	22	Change to MIS Dashboard and Various Reports	<p>MIS, dashboard and various reports for various project stakeholders may be changed as per project requirement. Inputs from department shall also be taken as CM HELPLINE SYSTEM database shall be used for these report, dashboards etc. No extra charges will be paid for reports / dashboard changes.</p> <ul style="list-style-type: none"> <li>• Make necessary changes in the layout, color schema, MIS reports format, input forms layout as requested by SAPS.</li> <li>• Separate dashboards other than CM HELPLINE SYSTEM shall be prepared by the CCO as per the requirement. The design of reports and dashboard, if required, may be revised from time to time.</li> </ul>	<ol style="list-style-type: none"> <li>1. Need clarification on the term CCO as in page no. 10, Section B, Terms and Definition CCO definition is missing.</li> <li>2. Is the MIS Dashboard needs to be build in specific tool.</li> <li>3. Is the MIS dashboard to be hosted in cloud/local host.</li> </ol>	As per RFP

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
65	23	Average Handling Time (AHT) Outbound / Call Back	SLA performance matrix, Average Handle Time (AHT)Outbound/Call back (not more than 120 seconds)	AHT should be benchmarked with the Questionnaire	The penalty on the SLA parameter (Point 13 Service Level Agreement) shall be waived off for two months period from go live date of Project.
66	25	Abandon Calls at Call Server	Abandon Calls at Call Server (Number of calls initiated by Server and failed to deliver on Telecom Service Provider server. The Response will be captured in the system received from Telecom Service Provider Server.	1.Need clarification as PRI as deployment and SLA is not under SI scope 2.Penalty on abandon should not be applicable as its FTEs base process not per connect minute base, Partner would only be responsible to manage agreed number of FTEs login	As per RFP
67	25	System Availability	The Call center system availability must be over 99%. This will be calculated on monthly basis.	Need clarification as PRI as deployment and SLA is not under SI scope	As per RFP
68	26	Penalty	The yearly Max cap for penalties will be 20% of the Call Center Agents billing of 1 year. Thereafter, the contract may be cancelled and amount paid if any will be recovered with 1.00% interest per month.	Please clarify the Maximum monthly capping of penalties.	No Change
69	26	16. Minimum Manpower	Operation Manager ( MBA/ PGDBA with 8 Years Call Center Experience ) Call Center Manager ( MBA/ PGDBA with 6 Years Call Center Experience )	Can graduation be considered if candidate is having the required experience	No Change

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
70	27	Project Time line	The project Timelines would start from the date of signing of contract (T). The tentative timelines is as follows:	Date should start post location finalization as completing project within 6 Weeks would be a challenge as CRM UAT & other development is time consuming activities	The Go live to be achieved within 8 weeks from sign of contract.
71	27	Minimum qualification for Subject matter Experts shall be post graduate.	Minimum qualification for Subject matter Experts shall be post graduate.	suggest pursuing graduation can also be considered if candidate has good bpo experience/product knowledge	Please refer the Amendment in the corrigendum. Qualification for Subject Matter Experts.
72	28	18 Project Timelines	<p>*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</p> <p>*The payment will start from go live date of call center operation/Project or as approved/Final Acceptance testing by the client.</p>	in case a full-fledged Crm is required to be developed with multiple integrating points , the development of \crm , integration with various touch points and deployment will require more than 6 weeks.	The Go live to be achieved within 8 weeks from sign of contract.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
73	29		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.	Ideally the project timeline should start from the location finalization and not from the infrastructure development.	The Go live to be achieved within 8 weeks from sign of contract.
74	30	Exit Management	Before the expiry of the exit management period, the Call Center Agency shall handover all the Infrastructure, IT hardware, software, license to the SAPS and deliver entire database, logs, process documents, policies, relevant records, manuals, source code, reports and other documents pertaining to the Project and/or all operation and maintenance records and manuals pertaining thereto and complete as on the Divestment Date; It is the responsibility of the CCO to hand over the entire system of MP CM Helpline in working/operational condition.	Please clarify that Is this a BOT model	Please refer the Point 04 (Page number 56 in RFP )

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
75	37	No Commitment to accept lowest or nay tender	No commitment to accept lowest or any tender, SAPS shall be under no obligation to accept the lowest or any other offer received in response to this tender notice.	Please clarify as this point is contradicting the point number21 of Page no. 36, (The Bidder whose commercial offer has been found to be the lowest will ordinarily be awarded the Contract. SAPS reserves the right to negotiate for reduction in rates with the lowest bidder. The award shall be communicated to the concerned bidder mentioning number of sanctioned man shifts.)	Please refer the Clause 21. Award of Contract as - After evaluation of all accepted proposals by the evaluation committee, Contract shall be awarded to the Bidder with highest score based on QCBS criteria.The award shall be communicated to the concerned bidder mentioning number of sanctioned man shifts.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
76	38	TERMS AND CONDITIONS OF THE CONTRACT	<p>Payment Terms: The sum quoted by the Bidder for up-gradation, operation and maintenance of call centre per man shift basis for a month into multiples of the man shifts ordered minus the penalties for the breach of Service Level Agreement will be the monthly payment that will be made to the Call Center Operator. The Call Center Operator shall submit his monthly bill mentioning details of man shifts and total amount of claim, during first week of every month following the month for which services have been rendered. After necessary checking by the client the payment will be made between the second and the third week of the month following the month for which services have been rendered. The client may require the Call Center Operator to furnish any relevant clarification/information to facilitate proper checking of the bill.</p>	<p>Since the contract period is of 5 Years there should be a price escalation on per seats basis for every year.</p>	<p>No Change</p>

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
77	44	Obligation of parties	The Call Center Operator agrees that, during the term of this Agreement the Call Center Operator and any entity affiliated with the Call Center Operator shall be disqualified from providing goods, works or services for any project affecting the Services.	Please clarify the services.	As Per RFP
78	44	Obligation of parties	The Call Center Operator shall not engage and shall cause his personnel not to engage, either directly or indirectly in any business or professional activities in the State of Madhya Pradesh and elsewhere, which would conflict with the activities assigned to him under this Agreement.	Please clarify the activities.	As Per RFP

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
79	45	Obligation of parties	<p>The Call Center Operator will use the existing infrastructure and assets etc. as handed over to him by the previous Call Center Operator through SAPS. The existing infrastructure will be used only for an interim period of 2 months from the date of signing of contract. In parallel, the successful bidder will have to procure and commission the new hardware within 2 months from date of signing of the contract. 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. Premises will be decided at later stage after awarding the contract (Preferably Century-21 Mall, Hoshangabad Road, Bhopal). At the time of closing of the contract, the RFP_ Selection of Call Center Agency for Madhya Pradesh CM Helpline Outbound Process will handover complete setup including hardware, software, codes, passwords and other resources to the SAPS.</p>	Please clarify	Please refer point 09 in corrigendum

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
80	56	Annexure F- CONTRACT FORM	The Call center Facility will be on a Build Own Operate and Transfer (BOOT) basis. At the end of 60 months the facility will become a property of the Government of Madhya Pradesh.	Need more clarification on this Points as BOOT basis will impact overall costing of the project	The Call center Facility will be on a Build Own and Operate (BOO) basis. At the end of project expiry the bidder will take back the components supplied under the Project except Software, Licenses, data and any source code of CRM, software. The Bidder has to take approval on internal designing of Infrastructure from department before solution implementation.
81	69	Customers Relations Management	Features of CRM The CRM of call center shall be the front-end application, which shall be tightly integrated with the Billing & Customer Care systems of Madhya Pradesh Government.	Details on crm scope and functionality to be provided	The bidder can Visit the existing Call Center with Approval of SAPS and understand & Recommend the Best Solution for the same.
82	78	Interior, False Roofing, Flooring, Lighting Fixtures, Furniture, Cabling and Desktops:	Premises/Location (Preferably Century-21 Mall, Hoshangabad Road, Bhopal) will be decided by SAPS in consultation with the successful bidder. The bidder will get the monthly rent approved by SAPS and pay the monthly rent accordingly. This rent will be reimbursed by SAPS as per actuals. The bidder will provide 55 square feet of space for each call center executive and matching larger space for the supervisor.	Premises/Location (Preferably Century-21 Mall, Hoshangabad Road, Bhopal) will be decided by SAPS in consultation with the successful bidder. If the same premises or area will be finalised then there should be "NO POACHING" agreement between existing and new vendor, since for both the process, owner is SAPS.	No Change

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
83	-	New Query	Not Mentioned in RFP	Minimum guarantee of FTE deployment should be there as overall project Capex investment needs to be realise and that completely depend on number of FTEs deployment per month	Please refer Point 35 in Corrigendum
84	12	Eligibility Criteria	The Bidder should have a minimum average turnover of 10 Crores in the last three financial years ( FY 14-15, FY 15-16 and FY 16-17)	we request you to reduce the turnover criteria from 10 cr. to 6 cr.	please refer the Revised Pre-qualification and Technical Evaluation Table in Corrigendum
85	-	-	-	Request you to clarify on the provision of consortium is this tender.	No Consortium is Allowed.
86		Bid Security (EMD )	Bid Security (EMD) – Annexure- E and performance security Annexure –G formats are the same mentioning agreement/ purchase order No. and date, since there is no agreement at this stage getting EMD in the form of Bank Guarantee in this format is not feasible.	You are requested to furnish correct BG format of EMD	Please referee the updated Annexure E - EMD in Corrigendum
87	3	Date of Bid Submission	submission is mentioned 03/03/2018 and 08/03/2018	You are requested to furnish correct submission date	Please refer the Dates in Corrigendum
88	3	Pre-bid conference	Pre-bid conference date mentioned is 21/02/2018 while on page NO. 6 pre-bid date mentioned is 15/02/2018	You are requested to furnish correct submission date	Please refer the Dates in Corrigendum
89	-	-	NA	Our Parent Company has net positive, Can it be considered as Call 2 Connect India Pvt. Ltd. is wholly owned subsidiary of Route Mobile Limited?	As Per RFP

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
90	-	-	NA	Can our parent company bid in consortium with Call 2 Connect India Pvt. Ltd.	As Per RFP
91	-	-	NA	Call 2 Connect India Pvt. Ltd. current financial year has net positive, can it be considered?	As Per RFP
92	28	17. Indicative Infrastructure requirement	Point 15. UPS ( 5 hours backup for entire IT infrastructure)	Query raised in Pre Bid Meeting by Some Bidders to relax the Power Backup time	UPS (Minimum 1 Hour Power Backup / Uninterrupted Power Supply for entire IT infrastructure)
93	78	Power Supply and Diesel Power Generating Set (DG Set)	The bidder will be required to provide adequate Uninterrupted Power Supply (UPS) with redundancies, sufficient number of batteries to cater to power outage and DG Set for running the electrical load of the facility. The bidder is advised to make its own assessment of the power availability in Bhopal.	Query raised in Pre Bid Meeting by Some Bidders to relax the Power Backup time	The DG Set may not be required however the Uninterrupted Power Supply for entire IT infrastructure Will be provided by the Bidders. Bidders are advised to make its own assessment of the power availability in Bhopal/ Capital Mall for Power Backup (earlier Called C21 Mall).Any extra cost to maintain the uninterrupted power supply shall be borne by the successful Bidder.
94	30	20. Exit management	d. Before the expiry of the exit management period, the Call Center Agency shall handover all the Infrastructure, IT hardware, software, license to the SAPS and deliver entire database, logs, process documents, policies, relevant records, manuals, source code, reports and other	-	d. Before the expiry of the exit management period, the Call Center Agency shall handover all the software, license to the SAPS and deliver entire database,

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
			documents pertaining to the Project and/or all operation and maintenance records and manuals pertaining thereto and complete as on the Divestment Date; It is the responsibility of the CCO to hand over the entire system of MP CM Helpline in working/operational condition.		logs, process documents, policies, relevant records, manuals, source code, reports and other documents pertaining to the Project and/or All operation and maintenance records and manuals pertaining thereto and complete as on the Divestment Date in working/operational condition.
94	31	20. Exit management	I. That on the expiry of this clause, the bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure to SAPS /GoMP	-	I. That on the expiry of this clause, the bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material to SAPS /GoMP
95	45	(i) Obligations of the Call Center Operator	Clause 14 The Call Center Operator will use the existing infrastructure and assets etc. as handed over to him by the previous Call Center Operator through SAPS. The existing infrastructure will be used only for an interim period of 2 months from the date of signing of contract. In parallel, the successful bidder will have to procure and commission the new hardware within 2 months from date		Clause 14 Page. No. 45 will be read as - The Premises is decided by the department is Century-21 Mall/ Capital Mall, Hoshangabad Road, Bhopal.

S.no.	Page no.	Clause no.	Clause in RFP	Query/Clarification sought	SAPS Response
			<p>of signing of the contract. 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. Premises will be decided at later stage after awarding the contract (Preferably Century-21 Mall, Hoshangabad Road, Bhopal). At the time of closing of the contract, he will handover complete setup including hardware, software, codes, passwords and other resources to the SAPS.</p>		

## **Annexure E – Bid Security, Please refer this Format (Page Number 53)**

### **Annexure E: BANK GUARANTEE FOR EARNEST MONEY DEPOSIT (EMD)**

To,

The Executive Director,  
State Agency for Public Services  
Public Service Management Department,  
Govt. of M.P., Bhopal

Whereas <<name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<insert date>> for <<name of the assignment>> (hereinafter called "the Bid") to <<Nodal Agency>> Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - a. Withdraws his participation from the bid during the period of validity of bid document; or
  - b. Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN:**

I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

II. This Bank Guarantee shall be valid up to <<insert date>>

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal & Date: