

Corrigendum Document
For
“Selection of Call Centre Service Provider for
Jan Samvaad Project for Chhattisgarh”



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(CHIPS)
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Tender Reference Number	No. 32/CEO/CHiPS/JanSamvaad/2017 Dated 11/01/2017
Project Name	“Selection of Call Centre Service Provider for Jan Samvaad Project for Chhattisgarh”
Corrigendum Reference Number	Corrigendum 01/CEO/JanSamvaad/2017 Dated 29/01/2017
Last date and time for submission of bids	21 Feb, 2017 3:00:00 PM IST
Date of Technical Bid Opening	21 Feb, 2017 4:00:00 PM IST

Important Notes:

- Bidders are requested to submit a signed copy of this corrigendum with Bid Submission.
- CHiPS reserves the rights to amend the dates mentioned above.

Revised Clauses for Tender No. 32/CEO/CHiPS/JanSamvaad/2017

Sl.	RFP Clause No.	Page No	Original Clause	Revised/New Clause
1.	5.2.4.1. Customer Relationship Management and Citizen Feedback System	44	10. The software systems developed for Citizen Relationship Management and CFS both will be exclusive ownership of the Government of Delhi. The Government will own the IPR of the software and the company shall give the complete source code to the Department, as and when the system is upgraded or a new version is deployed.	10. The software systems developed for Citizen Relationship Management and CFS both will be exclusive ownership of the Government of Chhattisgarh. The Government will own the IPR of the software and the company shall give the complete source code to the Department, as and when the system is upgraded or a new version is deployed.
2.	5.3 Key Activities, Deliverables and Payment Milestone			The clause should be read as mentioned in annexure 1 below

Annexure I

The Call Centre Service Provider will be responsible for following major activities and deliverables mentioned below. The Payment of the CCSP will be done on following basis:

S#	Milestones	Deliverables	Payment
1.	Stakeholder assessment including requirement assessment	<ul style="list-style-type: none"> SRS 	20% Development /Customizing of CRM & SSL VPN Access gateway
2.	Development of CRM/CFS for the call centre operation to collect the feedback from households	<ul style="list-style-type: none"> Design Document (LLD, HLD), Solution Architecture 	60% Development /Customizing of CRM & SSL VPN Access gateway
	Development of Dashboard	<ul style="list-style-type: none"> Requirement Traceability Matrix (RTM) 	
	Procurement/ installation of Hardware, Software, PRI lines, SSL VPN Access Gateway for Call centre setup	<ul style="list-style-type: none"> Call centre Readiness Report 	
	Call Centre staff recruitment and training	<ul style="list-style-type: none"> List of agents/supervisor and other team member 	
	Preparation of Questionnaire for feedback	<ul style="list-style-type: none"> Questionnaire 	
	User Acceptance Testing of all associated software, system including CRM	<ul style="list-style-type: none"> UAT report 	
3.	Rollout / Go Live of Call Centre Operations	<ul style="list-style-type: none"> Go-Live Report Exit Management Plan 	20%Development /Customizing of CRM & SSL VPN Access gateway

4.	Call Centre Operation and Maintenance and enhancement of call centre CRM, CFS, Dashboards and SSL VPN Access Gateway	Quarterly Progress and SLA compliance report	Quarterly Charges for Maintenance and updation of CRM, CFS, Dashboards and SSL VPN Access Gateway and Quarterly per minute connect Charges
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Response to Pre-Bid Queries

S.No	Page No	Section (Name & No.)	Statement as per Tender Document	Query by Bidder/clarifications sought	Clarification
1.	26	3.2. Pre-Qualification Criteria	Managing Large Projects - The Bidder must have experience of managing at least 1 call centre assignment of 5 Crore in India in last 5 Years.	Is this 5 Crores referring to revenue? If yes is it on monthly or yearly basis?	Yes, 5 crores refer to total revenue from one assignment in last five years in India.
2.	39	5.1 - Scope of work	Inbound calls of 13 lakhs to be handled	Is there any toll free number provided by Chattisgarh Government or do we need to arrange for the same?	No. The same has to be provide by CCSP
3.	39	5.1 - Scope of work	Inbound calls of 13 lakhs to be handled	What is the expected AHT of each inbound call?	To be decided based on scope of Inbound call.
4.	39	5.1 - Scope of work	Outbound calls of 52 lakhs need to be handled.	Are there any existing PRI lines? Will the Telephone charges be reimbursed on actuals or they need to be incorporated in the per minute connect cost?	There are no PRI lines. They need to be incorporated in the per minute connect cost.
5.	42	5.2.4 - Software and Infra	Software and Infra structure for Call Centre	Point 3 and 4 ae contradicting, need clarity on who will be providing CRM and CFS and who will be providing hardware	Both CRM/CFS and SSL will be provided by CCSP and handover to CHiPS at the end of contract. Hosting Hardware will be provided by CCSP only till duration of contract and should be hosted at State Data Centre, CHiPS.

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					At the end of Contract , Hosting Hardware will be handed over back to CCSP.
6.		5.2.4 - Software and Infra	Call recordings	Online and offline Logger retention is not mentioned. Is screen recording required?	Only voice recording is required.
7.	43	5.2.4 - Software and Infra	The copy of voice interaction shall be saved safely by CCSP and replica of same shall be stored in the State data centre of Client.	What would be the media type to share replica with CHIPS.	Storage has to be provided by CCSP.
8.	40	5.2 - Functioning of Call Centre	The centre will have capability to reach out to beneficiaries or other stakeholders through Voice and. SMS	Need bifurcation of SMS Counts and at what level.	At least 1 SMS per call is envisioned. It may go up based on requirement.
9.	46	5.2.4.8 - Technical Infra	CHiPS will only pay for CRM, CFS and security requirement.	Is it for both hardware and software?	Both CRM/CFS and SSL will be provided by CCSP and handover to CHiPS at the end of contract. Hosting Hardware will be provided by CCSP only till duration of contract and hosted at State Data Centre, CHiPS. At the end of Contract , Hosting Hardware will be handed over back to

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					CCSP.
10.	46	5.2.4.8 - Technical Infra	CHiPS Bank currently Open Standard databases for the application. The vendor would be required to interface the application with this database and other third party applications/delivery channels based on the functional and technical requirements specified in this tender.	Need more clarity here.	The existing/planned CHiPS Database like SRDH, departmental data are currently Open Standard databases. CCSP has to use these data to create CRM etc.
11.	46	5.2.4.8 - Technical Infra	Disaster Recovery And BCP	Any preferred location for BCP and DR?	CCSP has to propose the same.
12.	94	13.6. Form 5	11. Tender Fees Rs 10,000/-	Request you to accept tender under NSIC benefits/registration.	As per RFP
13.	26	3.2. Pre-Qualification Criteria	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. Twenty Lakhs only (Rs.20,00,000/-).	Request you to accept tender under NSIC benefits/registration.	As per RFP
14.	26	6 Servicing large clients	The Bidder must have experience of managing at least 1 assignment of 100 call centre seats dedicated for one client in India in last 5 Years.	Bidder must have experience (completed / in process) of managing at least 1 assignment of 100 call center seats for 4 years dedicated for 1 client in India in last 5 Years	Bidder may quote any ongoing/completed Project as per criteria.
15.	26	7 Managing Large Project	The Bidder must have experience of managing at least 1 call centre assignment of 5 Crore in India in last 5 Years.	The Bidder must have experience of managing at least 1 call centre assignment of 15 Crore in India in last 5 Years. (To Be Certified By CA)	As per RFP

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16.	28	3.3.1 Bidder's Organizational Strength and Experience	Bidder's average turnover from Indian BPO operation business in the preceding three Financial years (2013-14, 2014-15 & 2015-16)	Average turn over asked in tender is too high as per scope of work . Request you to kindly consider maximum slab of 10 cr .	As per RFP
			15-25 Crores= 7 Marks	>2-5 Crores= 3 Marks	
			>25-35 Crores= 8 Marks	>5-7 Crores= 5 Marks	
			>35-45 Crores= 9 Marks	>7-10 Crores= 7 Marks	
			>45 Crores= 10 Marks	>10 Crores= 10 Marks	
17.	28	3.3.1 Bidder's Organizational Strength and Experience	The Bidder must have operating currently 500 or more seats for single/different operations in India	Marking slab as mentioned in tender is too high as per scope of work . Request you to kindly consider maximum slab of 800 seats .	As per RFP
			500-700 seats=7 Marks	500-600 seats= 8 Marks	
			701-900 seats = 8 Marks	601-700 seats = 9 Marks	
			901-1100 seats= 9 Marks	701-800 seats= 10 Marks	
			>1100 seats= 10 Marks		
18.	30	3.3.4 Team Evaluation Matrix	Project Manager, b)ITIL Certification:	Request you to kindly remove the clause	As per RFP
			c)Work experience in the capacity of Project/Program Manager in Call Centre Assignments:	Experience mentioned in Tender is too high . Kindly amend	
19.	31	3.3.4 Team Evaluation Matrix	c) Six sigma/Certified BPO Quality Analyst Certification: 1	Request you to kindly remove the clause	As per RFP
20.	40	5.2. Functioning of Call Centre	8) The CCSP shall setup, operate & maintain the Call Centre, including agents, at CCSP owned/rented premises...	For successful and better implementation of project would request Department / Govt to provide the space for setting up of call center or reimburse the cost for the same on monthly basis .	To be provided by CCSP.

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21.	42	5.2.4 Software and Infrastructure for Call Centre	10. The CCSP is responsible for providing all infrastructure elements for providing call centre services at their Premises including but not limited to Agent Software Licenses, Licenses, PRI lines, Internet connection, switches, Media Gateway, server and software at the call centre location for storing information, Desktop, LAN, head set, PCs. PBX, Network Security sub-system, ACD, Call Logger, Reporting System etc. of sufficient capacity.	For successful and better implementation of project would request Department / Govt to provide the telecom / PRI / Internet / Lease line connectivity or reimburse the cost for the same on monthly basis .	CCSP has to propose the same.
22.				Also request you to clarify the the specification for infrastructure requirement for call center setup .	
23.	71	12.1. Citizen Relationship Management Software	SMS Gateway integration	Kindly provide the sms gateway fro department / nic .	SMS Gateway to be provided by CHiPS.
24.	106	Form 13: Commercial Bid Format	iv.)Per Minute Connect charges for Outbound Call	Asked the commercial for Per Minute Connect Charges For outbound / inbound calls for 5,80,00,000 and 1,45,00,000 minutes respercively (for 2 Years) . Minutes calculations should be on monthly basis and also Pls suggest , in case it exceeds the defined limit of minutes .	As per RFP
25.			III.)Monthly Charges for Maintenance and updation of CRM and CFS and SSL VPN Access gateway	Please clarify that the count is 24 months or 24 Manpower / month	24 Months

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26.	106	14.3. Form 13: Commercial Bid Format	Monthly Charges for Maintenance and updation of CRM and CFS and SSL VPN Access gatewayIn	What does Unit as 24 mean? since duration is 2 years 3 months (27 months)	24 means 24 month. Since first 3 month of project duration is for implementation.
27.	106	14.3. Form 13: Commercial Bid Format	Per Minute Connect charges for Outbound Call	Basis of the arriving the total calls as 5.8 Cr. Please provide monthly call volume	Total expected outbound calls are 56 lakhs in 2 years.
28.	35	4.2. Overview of Jan Samvaad	HOUSE HOLD CARD	Extension of the file or DATABASE of House Hold Card	Household information will be displayed to the agent through an integrated application on the computer screen.
29.	8	1. Bidding Data Sheet	Bidding in Consortium - Not allowed	Allow the consortium	As per RFP
30.	8	1. Bidding Data Sheet	Sub-Contracting - Not Allowed	Allow the Sub Contracting	As per RFP
31.	36	4.2. Overview of Jan Samvaad	VOICE DB (Online and Offline)	For how many months should CCSP store the offline storage (online will be available for 3 months)	2 year.
32.	46 -47	5.2.5	Manpower deployment and Training	What would be the mode of initial Training (TTT provided by Jansamvad or Business Partner) and location of TTT ?	CCSP has to propose the mode of training

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33.	46 -47	5.2.5	Manpower deployment and Training	Is there any updates dissemination process in place in existing system? Would require Details for – how the process and procedure changes are communicated to the associates in existing system? Furthermore, please confirm on the TTT process , i.e. who would certify a new trainer, Jansamvad or Business Partner?	CCSP has to propose the mode of training
34.	46 -47	5.2.5	Manpower deployment and Training	Would we require any Training Environment for the applications currently being used for practice of new-hires?If the answer to the previous query is NO, do we have dummy data available in live applications to be used during training?	CCSP has to propose the mode of training
35.	46 -47	5.2.5	Manpower deployment and Training	Who owns the document management in case of process / procedure changes or updates, e.g. KMS portal, (Jansamvad or Business Partner)?	CCSP
36.	46 -47	5.2.5	Manpower deployment and Training	What are the types of training reports required by Jansamvad and their frequency,templates,dashboards,etc?	To be decided during implementation.

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37.	46 -47	5.2.5	Manpower deployment and Training	Please provide a list of applications being utilised during and post training sessions .How many of these applications are internet based?	CCSP has to propose the mode of training
38.	46 -47	5.2.5	Manpower deployment and Training	What is the overall training duration in the current scenario for different LOB's and duration of OJT (On-the Job Training) and % of login hours during the OJT period?	CCSP has to propose the training methodology, duration etc in order to fulfill the requirements of RFP.
39.	39	Overview of Scope 5.1	The Jan Samvaad call centre expects to target 46% of the households in the state which amounts to approximately 26 lakhs households and these Households will be contacted twice i.e. approximately 52 Lakhs outbound calls has to be made in duration of two years. The calls to be made are estimated to be of 11 minute duration	(1) Can we get interval wise pattern for outbound calls? (2) Is the 11 min inclusive of time spend on "contacted twice" to customers? If not, please share the time spend incase the custoemr has to be contacted twice? (3) How many times we need to call the customer for connect?	1)No, it would be scheme based outbound call 2)11 Minutes is the duration per call for contacting the citizen once. 3) Sufficient number of call to be made to collect feedbacks on all schemes identified under Jan Samvaad.
40.	39	Overview of Scope 5.1	The Jan Samvaad call centre is also expected to receive 13 Lakh Inbound calls for grievance and information	(1) Are the 13 lakh callvolumes for a year or month? Please clarify (2) What is the AHT for the call (2) Can we get call arrival pattern (inteval wise), DOW factor & monthly calls too?	1) In two year 2) To Be decided based on Scope 3) Data Not available

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41.	40	Call Centre Agent Qualities 5.2.1	Excellent communication skills (verbal – Languages: Hindi (mandatory) and Chhattisgarhi(preferably)	Is it possible to get bifurcation of % of volume & AHT seperately for both the languages with arrival pattern?	Data not Available
42.	80	12.4	Interactive Voice Response (IVR) Menu System	<p>Please help to provide the IVR call flow and volume for Full Fledge IVR with below details:</p> <p>§ Comprehensive requirement of IVR functionality that is to be used for processing the calls?</p> <p>§ Will there be database dip integration?</p> <p>§ Will the IVR be integrated with some database? If yes, is the database static or dynamic??</p> <p>§ Please provide Technical Details of the application that will integrate with the IVR – Database, Platform & Architecture.</p> <p>§ What is the expected call closure percentage that would be done by IVR?</p> <p>§ How many languages are we expecting on IVR? What are they ?</p>	IVR has to used for satisfaction level capture and as first level response in case of Inbound calls. IVR has to be integrated with CMS and CFS. IVR is expected to be in Hindi and Chhattisgarhi.
43.	80	12.4	Interactive Voice Response (IVR) Menu System	Is there requirement of third party integration like SMS Gateway & CRM, etc., if	Yes. To be integrated with SMS gateway , CMS and

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				yes, please help to provide complete details.	CFS (to be developed by CCSP)
44.	80	12.4	Automated dialler	We understand it would be automated Dialer needed, please help to confirm whether it would be Progressive/Predictive/Pre view dialer type ?	CRM will be integrated with the dialer and database.
45.	80	12.4	Automated dialler	We understand Dialer would get integration with database for online feed/campaing. If yes, please help to provide Database details like version etc.	The Scheme database are Open standard databases.
46.	80	12.4	Recording	Please confirm what would be the recording % for Audio & Screen call recording and What is the retention period for storage ?	100 % recording for 24 Months
47.	42	5.2.4	Software and Infrastructure for Call Centre	We understand Supplier to provide Internet Connectivity for Voice & Data applications, please advise on the required bandwidth per seat ?	Yes CCSP has to provide internet connectivity. Bandwidth per seat has to be provisioned by CCSP based on their proposed solution and SLA etc mentioned in RFP.

S.No	Page No	Section (Name & No.)	Statement as per Tender Document	Query by Bidder/clarifications sought	Clarification
48.	42	5.2.4	Software and Infrastructure for Call Centre	Please advise whether Customer has any existing short code dialing or Supplier to provide Toll Free number for call collection ?	No
49.	26	3.2. Pre-Qualification Criteria	Bidder should have a minimum average turnover of Rs. 15 crores per year (Rupees Fifteen Crores) from Indian BPO operation business in the preceding three Financial years (2013-14, 2014-15 & 2015-16)	Kind Request to change the Minimum average turnover Rs. 5 Crores Per year	As per RFP
50.	26	3.2. Pre-Qualification Criteria	The Bidder must have operating currently 500 or more seats for single/different call centre operations in India on date of bid submission.	Kind Request to change the point as: The Bidder must have operating currently 75 or more seats for single/different call centre operations in India on date of bid submission.	As per RFP
51.	26	3.2. Pre-Qualification Criteria	The Bidder must have experience of managing at least 1 assignment of 100 call centre seats dedicated for one client in India in last 5 Years.	Kind Request to change the point as: The Bidder must have experience of managing at least 1 assignment of 40 call centre seats dedicated for one client in India in last 5 Years.	As per RFP
52.	26	3.2. Pre-Qualification Criteria	The Bidder must have experience of managing at least 1 call centre assignment of 5 Crore in India in last 5 Years.	Kind Request to change the point as: The Bidder must have experience of managing at least 1 call centre assignment of 1 Crore in	As per RFP

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				India in last 5 Years.		
53.	26	3.2. Pre-Qualification Criteria	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. Twenty Lakhs only (Rs.20,00,000/-).	Kind Request to change the point as:	As per RFP	
				Kind Request to reduce the EMD amount as Rs. Ten Lakhs		
54.	28	3.3.1 Bidder's Organizational Strength and Experience	Bidder's average turnover from Indian BPO operation business in the preceding three Financial years (2013-14, 2014-15 & 2015-16)	Kind Request to change the point as:	As per RFP	
				· 15-25 Crores= 7 Marks		
				· >25-35 Crores= 8 Marks		· 5-6.5 Crores= 7 Marks
				· >35-45 Crores= 9 Marks		· >6.5-8 Crores= 8 Marks
				· >45 Crores= 10 Marks		· >8-9.5 Crores= 9 Marks
	· >9 Crores= 10 Marks					
55.	28	3.3.1 Bidder's Organizational Strength and Experience	The Bidder must have operating currently 500 or more seats for single/different operations in India	Kind Request to change the point as:	As per RFP	
				· 500-700 seats=7 Marks		· 100-125 seats=7 Marks
				· 701-900 seats = 8 Marks		· 125-150 seats = 8 Marks
				· 901-1100 seats= 9 Marks		· 150-175 seats= 9 Marks
				· >1100 seats= 10 Marks		· >175 seats= 10 Marks

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56.			General	Kind request to change the marking system as change request mentioned for Pre Qualification criteria	As per RFP
57.	106	14.3. Form 13: Commercial Bid Format	General	Kind request to ask the quotation per agent per months basis instead of per minute's charges.	As per RFP
58.	26	3.2. Pre-Qualification Criteria Point no 5	Servicing large clients:- The Bidder must have experience of managing at least 1 assignment of 100 call centre seats dedicated for one client in India in last 5 Years.	in the total 5 years, If any bidder is qualifying in the last 3 years, is the bidder eligible ?	Yes
59.	26	Parameter no. 9 Earnest Money Deposit	The bidder should furnish, as part of its proposal an earnest money deposit (EMD) of (Rs. 2000000/-)	Can NSIC (National Small Industries Corporation) registered companies will be given exemption from EMD submission & tender fees ?	As per RFP
60.	28	3.3.1 Bidder's Organizational Strength and Experience (Total Mark -50) Point no -2	Number of seats:- The Bidder must have operating currently 500 or more seats for single/different operations in India · 500-700 seats=7 Marks · 701-900 seats = 8 Marks · 901-1100 seats= 9 Marks · >1100 seats= 10 Marks	Please clarify the definition of seats i.e. whether 1. Seats = Number of FTE (8 hrs login)deployed. 2. Seats = Physical seats.	Seats = No. of FTE (8 hrs login)
61.	28	3.3.1 Bidder's Organizational Strength and Experience (Total Mark -50) Point No- Other	Networth	bidder can get marks for positive net worth, inlast 3 years. positive net worth can be added in the marks allocated in organisation	As per RFP

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				strength.	
62.	39	5.1. Overview of Scope	SMS gateway will be required to share information/collect feedback about call with the citizen on calls.	SMS Gateway will be provided by CHIPS or Service Provider ?	SMS Gateway to be provided by CHIPS.
63.	29	Criteria 6 Government Projects	The bidder must have experience of managing 50 seats call center assignment for central/state government department or PSU client of in india in last 5 years	Can bidder show 50 seats combined if they are working for both State & Central government. Or Count of projects can be considered without numbers of operational seats ?	50 seats should be from single assignment
64.	40	5.2.1 Call Centre Agent Qualities Point No-2	The agent must have experience in handling and managing out bound calls	Fresher can be considered for the selection, as New Hiring training and OJT will be given to Candidate.	As per RFP
65.	49	5.3. Key Activities, Deliverables and Payment Milestone Point No-4	Quarterly Charges for Maintenance and updation of CRM and CFS and Quarterly per minute connect Charges*	Payment should be made monthly, Payment cycle can be 10 days from the date of approved monthly invoice submission	As per RFP
66.	106	14.3. Form 13: Commercial Bid Format Point No III	Monthly Charges for Maintenance and updation of CRM and CFS and SSL VPN Access gateway	Please clarify the number of 24 mentioned in the unit column.	It means it is for 24 Months
67.	General	Since we are registered with NSIC . Are we eligible for exemption from EMD.			As per RFP

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68.	General	In page number 26 clause number 3 it has been stated that bidder should have an average turnover of 15 Crores in 2013 to 2015 . We do mentain the same , but if is difficult for us as to if the same is from BPO or from service .			As per RFP
69.	26	Turn Over	Bidder should have a minimum average turnover of Rs. 15 crores per year (Rupees Fifteen Crores) from Indian BPO operation business in the preceding three Financial years (2013-14, 2014-15 & 2015-16)	It is not matched with individual departments and scheme. So do it separate scheme wise or package wise	As per RFP
70.	26	Number of seats	The Bidder must have operating currently 500 or more seats for single/different call centre operations in India on date of bid submission.	Should not acceptable that agency already running 500 seats its monopolistic way . So kindly make relaxation for start up and CG base units.	As per RFP
71.	26	Servicing large clients	The Bidder must have experience of managing at least 1 assignment of 100 call centre seats dedicated for one client in India in last 5 Years.	New Start up have no experience so kindly make it leave	As per RFP
72.	26	Managing Large Project	The Bidder must have experience of managing at least 1 call centre assignment of 5 Crore in India in last 5 Years.	New Start up have no experience so kindly make it leave	As per RFP
73.	26	Earnest Money Deposit (EMD)	The bidder should furnish, as part of its proposal an earnest money deposit (EMD) of (Rs. 2000000/-)	Do the EMD as per indivisible scheme wise.	As per RFP

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74.	34	Public Welfare schemes envisaged to be covered by the program	Ration card data-PDS Food and Civil Supplies 2. Pensions of Social Welfare Social Welfare 3. Mahatma Gandhi National Rural Employment Guarantee Scheme Panchayat and Rural development 4. Indira Gandhi Awas Yojana Panchayat and Rural development 5. Rashtriya Madhyamik Siksha Abhiyan (RMSA) & Sarva Siksha Abhiyan(SSA) School Education 6. Mukhya Mantri/Rashtriya Swasth Bima Yojana (RSBY/MSBY) Health Department 7. Mukhya Mantri Kaushal Vikas Yojana (MSBY) Higher Education 8. Janani Suraksha Yojana Ministry of Rural Development 9. Labour department schemes Labour department 10. Scholarships Education department	Kindly do this all scheme in indivisible or package in 2 or 3 department mode for more participation of company	As per RFP
75.	Nil	CG Procurement policies	Nil	What about CG Procurement policies?	RFP is open for all eligible bidder.
76.	Nil	MSME Procurement Policies	Nil	1. What about MSME Procurement policies? 2. Why chips not develop local vender ship and providing the local entrepreneurship and all words delivered to big companies.	RFP is open for all eligible bidder.
77.	39	Section 5.1	The CCSP will provide all infrastructure and manpower requirements to set up the outbound and inbound call centre.	Our understanding is that the channels in scope are Inbound, Outbound, IVR. Please confirm ?	Inbound, Outbound call centre with IVR system.

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78.	43		Licenses, PRI lines, Internet connection, switches, Media Gateway, server and software at the call centre location for storing information	Our understanding is that Toll Free & PRI will be provided by Client, If service provider needs to provide the same acquisition cost of Toll free, PRI and applicable rentals, call charges would have to be borne by Client. Please clarify	Acquisition cost of Toll free, PRI and applicable rentals etc. has to be provided by CCSP only.
79.	General		General	Can we propose enterprise class voice infrastructure i.e. voice logger, ACD/Voice PRI's, Dialer etc on logically segregated network.	Proposed solution should meet the technical, function and SLA requirement mentioned in the RFP.
80.	80	Section 12.4	Interactive Voice Response (IVR) Menu System	Is there IVR to be deployed by the Service provider ? If yes pls share the IVR flow.	IVR to be deployed by CCSP. IVRflow will be decided during implementation.
81.	80	Section 12.4	Interactive Voice Response (IVR) Menu System	Our platform supports Text To Speech (TTS) however the overall solution of TTS is complex and involves high cost. Is there mandatory requirement of Text to Speech ?	IVR to be deployed by CCSP. IVRflow will be decided during implementation.
82.	General		General	Which applications will be delivered by Client? And which applications need to be provisioned and licensed by Intelenet?	All the applications as mentioned in the RFP need to be provisioned by CCSP.

S.No	Page No	Section (Name & No.)	Statement as per Tender Document	Query by Bidder/clarifications sought	Clarification
83.	General		General	Who will be providing the connectivity and What will be the desired connectivity: Internet based VPN or P2P or MPLS ?	Connectivity between SDC and call centre has to be provisioned by CCSP.
84.	General		General	In case of P2P or MPLS , please provide the hosted application location (DC address) for Link cost calculation.	State data centre is located in Raipur
85.	General		General	What's the bandwidth requirement for Client Application access per agent session ?	CCSP has to provide internet connectivity. Bandwidth per seat has to be provisioned by CCSP based on their proposed solution and SLA etc mentioned in RFP.
86.	47	Section 5.2.7	5.2.7 Hosting Requirement	WAN components (router, firewalls) at CHiPS DC will be provided by CHiPS and those at Service Provider's DC will be provided by the Service Provider. Please confirm	Yes
87.	80	Section 12.4	The calls shall be stored for 2 years and will be available for the Purchaser or any nominated party of the Purchaser.	What is the online and offline call recording retention period ? What is the mechansim of voice recording transfer ?	100% call recording and storage for 24 Months. Storage has to be provided by CCSP.

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88.	39	Section 5.1	SMS gateway will be required to share information/collect feedback about call with the citizen on calls.	Is there any requirement for SMS gateway for SMS communication? if yes, will Service Provider need to provision the same? Please clarify.	SMS Gateway to be provided by CHiPS.
89.	General		General	Is there any requirement for Email accounts(Email id) for call centre agent for email communication.	Yes one common email id will be required.
90.	General		General	Does the call centre agents require Internet access ? Please provide per user per session bandwidth ?	CCSP has to provide internet connectivity. Bandwidth per seat has to be provisioned by CCSP based asp proposed solution and SLA etc mentioned in RFP.
91.	General		General	Does the call centre agents require MS Office or any other application ? Kindly specify	CCSP has to propose the same.
92.	General		General	Does Service provider needs to integrate with CHiPSs CRM or with any 3rd party software(Application)? Please clarify.	The existing/planned CHiPS Database like SRDH, departmental data are currently Open Standard databases. CCSP has to use it to integrate it with CRM etc.

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93.	General		General	Functions like Domain controller, Group policy, antivirus, Patch Management etc will be done by Intelenet or CHiPSs ? Can we leverage our logically segregated network for such functions ?	CCSP has to provide the same. Yes logically segregated network can be used if data and security confidentiality are maintained as per RFP.
94.	General		General	Is there any specific requirement of hardware/software/application for BAU?please clarify	Bidder has to provide required hardware, software.
95.	46		Disaster Recovery The CCSP should have proper Business continuity and Disaster Recovery Plan and process in place.	What is the type of DR site CHiPS is looking for: Hot seats, Warm Seats or Split Site ? What are the SLA requirements during DR/BCP ?	CCSP has to propose the same.
96.	39	overview of scope, point 4	The CCSP should integrate the existing database of a minimum of 26.3 lakh household data into the CRM. The household data will be provided to the CCSP by CHiPS by using State Resident Data Hub (SRDH) database.	How CCSP will access the data? Data base is directly accessible to CRM or through any medium, kindly specify	The existing/planned CHiPS Database like SRDH, departmental data are currently Open Standard databases. CCSP has to use it to integrate it with CRM etc.

S.No	Page No	Section (Name & No.)	Statement as per Tender Document	Query by Bidder/clarifications sought	Clarification
97.	39	overview of scope, point 4	The CCSP should integrate the existing database of a minimum of 26.3 lakh household data into the CRM. The household data will be provided to the CCSP by CHiPS by using State Resident Data Hub (SRDH) database.	Which data base software CHIPS is using in state data center	The existing/planned CHiPS Database like SRDH, departmental data are currently Open Standard databases. CCSP has to use it to integrate it with CRM etc.
98.			General	Do we have provision to install new data base in Satate data center for CRM?	No. CCSP has to provide the Servers required for CRM and CFS.
99.	39	Overview of scope, point 12	The CRM and CFS application will be hosted in the State data centre. CCSP has to provide the requirement of servers, licenses and storage.	We assume, for application support necessary remote management session will be provided by CHIPS	Yes
100.	43		Customer Relationship Management and Citizen Feedback System	We assume, Citizen's feedback will be captured within CRM itself or separate application we need to develop	Citizen Feedback System can be part of CRM application or can be standalone application. CCSP has to propose the same as per application requirements in RFP.
101.			General	How are queries routed to specific department's handling officials or SME's, in case CCE is unable to resolve the query, is there an escalation matrix and what is the mode of	The query handling process for Inbound call has to be decided in later stage.

S.No	Page No	Section (Name & No.)	Statement as per Tender Document	Query by Bidder/clarifications sought	Clarification
				communication. Do we need to develop a portal, accessible to CHiPS for service requests created by contact centre	
102.	43	Customer Relationship Management and Citizen Feedback System, point 3 and 4	The CRM & the feedback collection tool (Citizen Feedback System- CFS) should present the questions dynamically based on the government schemes being used the citizen's household members. The input for the Feedback Questionnaire will be provided by CHiPS or its nominated agency and has to be included in the feedback tool by the CCSP.	To update the questions dynamically, do we required to provide separate portal(web interface) to CHiPS to upload Feedback questionnaire in CFT/CRM provided by us?	CCSP has to propose the plan for same.
103.	44	Customer Relationship Management and Citizen Feedback System, point 18	These data will be analyzed using Business Intelligence tools of SRDH and will be shared again with CCSP to represent through Dashboard.	We assume, we required to integrate CRM with the SRDH BI tool, if yes documentation and API will be provided by client	BI Platform for analysis of feedback data will be provided by CHiPS.
104.			General	Does the proposed application need to trigger any alerts or notification back to the customer / concerned Departments	CCSP has to propose the same.
105.			General	Is there any integration with client existing system or other sub systems with vendor applications?	System to be integrated with Household data Base like SRDH and SMS gateway.

S.No	Page No	Section (Name & No.)	Statement as per Tender Document	Query by Bidder/clarifications sought	Clarification
106.			General	Any other channel of communication other than Inbound/outbound call and SMS? If yes kindly mention	IVRS
107.	Section 2.33	Termination/Withdrawal	Legal	As per the RFP, Bidder does not have the right to terminate the contract for convenience or breach. Request right to be provided to bidder atleast in case of Non-payment from department.	Necessary clauses will be part of Agreement.