

Reply to Pre-Bid queries for setting up Helpdesk

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Remarks
Agency 1				
1	Page 11 - 1.4	1. Tender Document Fee:	Can NSIC (National Small Industries Corporation) registered companies will be given exemption from Tender Fee ?	As per RFP
2	Page 11 -1.4	2. Bid Security (EMD - Earnest Money Deposit):	Can NSIC (National Small Industries Corporation) registered companies will be given exemption from EMD submission ?	As per RFP
3	Page 19 1.6.1	The Bidder/consortium partner should have: <input checked="" type="checkbox"/> An annual turnover of last three years financial year ending 31st march 2016, should not be less than Rupees 5 Cr/ yr. <input checked="" type="checkbox"/> Out of the above turnover, a minimum of Rupees 1 Cr should be from call center operations, for each of last three financial years (i.e. 2016-2015, 2015-2014& 2014-2013)	as per the size of this project, it should not allowed consortium. For making the project success individual firm capabilities should be judged.	Consortium is allowed but limited to 1 Firm. The responsibility of project of Execution and Management shall be of the lead bidder.
4	Page 23 - 1.6.3.2	Point No 1 Call Center technology deployed - Currency of the technology deployed. - OEM's certification for currency of product.	Please clarify the "Currency of the technology deployed" .	It refers to the version of the proposed technology. The OEM needs to certify that it is the latest technology.
5	Page 38- 2.3.1(j)	If it is observed by ET TSA that any CSR/team leader has misbehaved with a caller on telephone, or if complaint is received against any of the CSR/team leader or if his/her performance is found to be lacking in the opinion of ET TSA, ET TSA may instruct the SP to remove such person immediately and provide replacement within 1 week.	replacement cannot be given in 1 week as the training itself is for 1 week. Request for Notice period of minimum 10 days.	Replacement to be provided within 2 weeks

6	Page 42	The first month will start from the date of go-live. Payments to the bidder shall be made after successful completion of the first month of operations and submission of SLA reports and as per the SLA's mentioned in Section 5. The total SLA penalty imposed on the SP for a month will be capped at 10% of the monthly billed value.	as per the industry norms, we recommend Penalty capping to be done at 3%, instead of 10%. We recommend BETA (NO penalty NO Reward) period for initial 2 months of the process, as learning will be for th eprocess.	The first month will start from the date of go-live. Payments to the bidder shall be made after successful completion of the first month of operations and submission of SLA reports and as per the SLA's mentioned in Section 5. However the penalty deduction will not be done for first three months. The total SLA penalty imposed on the SP for a month will be capped at 10% of the monthly billed value.
7	Page 43- 4.1 (X)	Languages known (Read, Write and Speak): Hindi, English, Punjabi.	is require CSA Know Written languages ?	Preferably yes.
8	Page 46 - 5.2-(4)	This is a measure that refers to how long it takes to manage a call. AHT shall be calculated as the sum of the average talk time, hold time and wrap time for all calls in the helpdesk	AHT should not be part of RNP as higher AHT will impact the service level & abandon which is already included in penalty parameter. As this is a new process, and any AHT trend is not available.	The RNP for AHT is applicable post 03 months of Go-Live. Department may review the clause (in consideration) for enforcement post three months of Go-Live.
	Page 7 - 1 1.1	The method of selection is: Least Cost (L1) Bidders, whose bids are responsive, based on minimum qualification criteria/ documents as in Pre-Qualification Criteria and score at least 60% in technical scoring will be considered technically qualified. The financial proposal of all technically qualified bidders will be opened.	<p>Technical and Financial Bids shall be evaluated based on scores allotted to these bids in a ratio of 70: 30 respectively, each being further examined based on the prescribed criteria as per the RFP. Final selection of the Service Provider shall be made based on the composite score obtained on both the Technical and Financial bids during evaluation process.</p> <p>All the bidders who secure a Technical Score of 60% or more will be declared as technically qualified. The financial bids of only the technically qualified bidders will be opened for further processing. It is, however, clarified that, subject to other provisions of this Document, every bidder will have to fulfill the minimum technical specifications laid down in the RFP for being qualified technically.</p>	As per RFP

			<p>This shall be based on the Quality and Cost Based Selection (QCBS) method where the Technical score (Tb) is given a weight of 0.7 i.e. (70%) and financial score is given a weight of 0.3 i.e. (30 %):</p> <p>Final Score of the bid = (0.7 x Tb) + (0.3 x Sf), TB is Technical Score, Sf is Fainacial Score</p>	
	Page 8 - 1 1.2	Bid Submission-The proposal submission address is: Excise and Taxation Technical Services Agency Improvement Trust Building, 3rd floor, Chhoti Baradari, Patiala Phones: 0175-2225191, 094171-18346	The Bid submission should be online through E-Procurements Website	As per RFP
Agency 2				
9	Pg#7 of RFP	The tender document fee is mentioned as INR 5,000 whereas on Pg#11 the tender document fee is mentioned as INR 10,000	Please suggest what the correct amount of tender document fee is.	As mentioned on the Fact sheet, INR 10,000
10	Pg #22 of RFP	Evaluation of Bidder's proposed team for the engagement including	It seems this statement is not printed in its entirety. Please provide the complete statement.	Evaluation of Bidder's proposed team for the engagement including the Customer Support executives.
11	Pg#23 of RFP	Currency of the technology deployed and OEM's certification for currency of product	Kindly elaborate on this specific point.	Please refer Point No. 4 above
12	Pg #23 of RFP	Triaging capability with 3rd party CRM tools	What if we use our own customized CRM tool?	The bidder may use its own customized tool.
13	Pg#24 of RFP	The bidder is required to provide the governance structure/ escalation matrix and profile of all the key personals of the organization including the proposed FTEs/Agents who would support the project.	Do you expect the bidder to have the proposed FTEs/Agents on board before submitting the bid? Generally the proposed FTEs/Agents details are shared before the agreement takes place.	No. Bidder has been asked to share the profile of minimum 30% of the the proposed strength of the Agents.
14	Pg#28 of RFP	ETTSA proposes to have Helpdesk in Mohali	So the premises will be provided by ETTSA?	Yes, but the location will be in Patiala instead of mohali.

15	Pg#28 of RFP	SMS/CRM Integration	So the SMS gateway provisioning is also bidder's responsibility.	SMS/CMS integration is in the scope of the bidder. Any recurring/one time charges will be borne by the department.
16	Pg#28 of RFP	The resource related services that shall be provisioned at Helpdesk are:- i. Resource planning and recruitment	Are you specifically looking at WFM provisioning in helpdesk application. What specifically you mean to say by Resource recruitment here.	The bidder should have the vision and planning for the recruitment of resources and their training for their timely deployment. The assistance of the department will be available as required on request.
17	Pg #30 of RFP	Integration of State helpdesk with the GST helpdesk for logging, resolution and transfer of issues / tickets based on the support structure and triaging capability with 3rd party CRM tools.	Can one use own customized CRM tool or one has to go by your 3rd party CRM tool?	Please refer Point No. 12 above
18	Pg#31 of RFP	SP will also provide access to the connectivity provider team (L2/L3) to access the ticketing tool being used for working and updating tickets	Is the connectivity provider team (L2/L3) provided by ETTSA?	No
19	Pg#32 of RFP	Before deployment of CSE, he/she need to undergo training for at least a week time covering above areas. Certificate of such training need to be submitted on quarterly basis to ETTSA	Here certificate of this nature needs to be provided by bidder / ETTSA in collaboration with bidder.	By bidder
20	Pg#40 of RFP	Knowledge Management System, CSAT Solution and Ticketing tool (CRM Solution)	So will there be any SRS rolled by ETTSA for the benefit of bidder in order to make it clear as to what is expected in these sub-systems.	No, but this should cater to (but not limited to) the reporting requirements as mentioned under Point No. 6 of RFP, Report required on Page No. 47.
21	Pg#47 of RFP	Monthly Blended rate for Per Agent (for first 10 seats)	Service is for 16 hrs. Do we need to quote for 16 hrs per seat or 8 hours per seat	The shifts of the agents should be overlapping, with optimum numbers of agents deployed at given time, relating to the call volume. The working hours of the agents should be in resonance with the act, rules, regulation, laws (etc.) in force at that time.
22	Pg# 49 of RFP	Agents per day 6.6 Rounding off 7 adding 10% buffer 8	Per day your assumption is 8 hrs shift or 16 hours shift	8 hrs

23	Pg#23 of RFP	Call Center technology deployed Currency of the Technology Deployed OEM's certification for currency of product	What supportive document is required	Please refer Point No. 4 above
Agency 3				
24	Eligibility Criteria	Out of the above turnover, a minimum of Rupees 1 Cr should be from call center operations, for each of last three financial years (i.e. 2016-2015, 2015-2014& 2014-2013)	Out of the above turnover, a minimum of Rupees 1 Cr should be from technical support, for each of last three financial years (i.e. 2016-2015, 2015-2014& 2014-2013)	As per RFP
25	Eligibility Criteria	The Bidder/consortium partner providing BPO/Call Centre services must have registered itself with Department of Telecommunication (DoT)/ TRAI.	The Bidder/consortium partner providing technical support services will register itself with Department of Telecommunication (DoT)/ TRAI before providing the service.	As per RFP
26	Eligibility Criteria	Experience of bidder (prime bidder) in establishing, implementation of call center technology and managing call center operations of at least 10 seats on turnkey basis within the last 5 years in India.	Experience of bidder (prime bidder) in establishing, implementation of technical support centre and managing technical support operations of at least 10 persons.	As per RFP
27	Eligibility Criteria	The Bidder should have obtained an ISO 27001:2013 & ISO20000	ISO:9001:2008 Quality management System	As per RFP
Agency 4				
28	Page 20 -1	BPO/ Call Center	In case of Call Center/ BPO We would request the Department to consider Customer Services experiences/ Turn Over too in case of Call Center.	As per RFP
29	Page 20 -1	Out of the above turnover, a minimum of Rupees 1 Cr should be from call center operations, for each of last three financial years (i.e. 2016-2015, 2015-2014& 2014-2013).	Will the Turn Over of Customer Services will be considered in Case of Call Center for each of last three financial years	No
30	Page 23 - 1.6.3.2	Point No 1 Call Center technology deployed - Currency of the technology deployed. - OEM's certification for currency of product.	Please clarify the "Currency of the technology deployed" .	Please refer Point No. 4 above

31	Page 38- 2.3.1(j)	If it is observed by ETTSA that any CSR / team leader has misbehaved with a caller on telephone, or if complaint is received against any of the CSR/ team leader or if his/her performance is found to be lacking in the opinion of ETTSA, ETTSA may instruct the SP to remove such person immediately and provide replacement within 1 week.	For the Replacement of TL/ CSR within 1 week less time, as the training of a TL/ CSR is 1 week. Request to change the period of minimum 15 days.	Please refer Point No. 5 above
32	Page 42	The first month will start from the date of go-live. Payments to the bidder shall be made after successful completion of the first month of operations and submission of SLA reports and as per the SLA's mentioned in Section 5. The total SLA penalty imposed on the SP for a month will be capped at 10% of the monthly billed value.	As per the industry norms there is BETA period given for minimum 2 months and we would recommend no penalty for learning period of the process.	Please refer Point No. 6 above.
33	Page 46 - 5.2-(4)	This is a measure that refers to how long it takes to manage a call. AHT shall be calculated as the sum of the average talk time, hold time and wrap time for all calls in the helpdesk	AHT should not be part of RnP as higher AHT will impact the SLA & abandon calls which is already included in penalty parameter. As this is a new process, and any AHT trend is not available.	As per RFP

Agency 5

34	Page 20	in case of consortium the PQ conditions shall be satisfied by either of the consortium partner as a whole	Are some PQ are specif to be satisfied by primary bidder??	Yes, Please refer the Pre-qualification sheet on Page No. 20-21 of RFP.
35	Page 20	PQ	in the PQ somewhere it is mentioned as bidder/ consortium, somewhere it is only bidder, please clarify either it is specific to bidder only or bidder/consortium and shall be satisfied accordingly.	As per RFP. Bider/Consortium implies Bidder or consortium.
36	Page 21, Clause no 9	ISO 27001, 20000...	it is bidder specific or consortium may satisfied the conditions.	As per RFP
37	Page 22, 1.6.2 and 1.6.3		Technical qualifications, shall be evaluated on consortium bidder jointly???	As per RFP

38	From Page 28 to 41,	2.0 Scope of work	specified technical requirement, IT infrastructure, manpower and training, functional support etc. and Operation and management as well, but not specified regarding physical infrastructure requirement like building, furniture and other facility requirement specifications, that to be born by bidder or any support or financial assistance will be extended by ETTSA for establishing all the building infrastructure.	Space (Building) for setting up the call centre will be provided by ETTSA. Furniture, hardware and any other requirement for setting up the call centre will have to be provided by bidder.
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