Responses to pre-bid queries dated 19.03.2024 (GEM/2024/B/4678018 dated 27-02-2024)

Sr. No.	Page #	Point/ Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Response to pre-bid queries
1	Page 19 of 28	5 Bid Security:	The bidder must submit the Rs. 1,40,000/- towards Bid Security amount/E.M.D.	Kindly exempt for MSE/MSME Bidders (Medium Category) for submission of EMD and Experience with submission of relevant documentary proof of MSME Certificate in lieu of exemption.	EMD exemption will be provided to MSME with relevant catergory of services.
2	Page 18 of 28	Section -6 Instructions to the Bidders, penalties, and Payment	The successful bidder is required to do all prior work of recruitment and training of agents, etc. in 30 days' time from the date of award of contract to them and should start operations within this period.	Kindly confirm whether training costs are billable or non-billable, with the exception of on-the-job training.	Non billable
3	General	General	General Query	Please share ratio of Seat count for Inbound,Outbound	Every agent shall handle both Inbound and Outbound calls.
4	General	General	General Query	Language % Split for Inbound & Outbound	No specific split ratio
5	General	General	General	Please share the Location address details for DC and DR setup	No such requirement of DC & DR setup
6	General	General	Due date of submission	Kindly extend the bid response submission deadline by a minimum of one week from the date of publishing the Pre-bid queries clarification.	Please refer extention date & time
7	General	General	Support staff	What is the expected shift time for support staff?	8 Hours General & Night shift based on requirement
8	General	General	General Query - Estimated Cost	What is the Estimated cost for this tender?	Same may be calcualted as per manpower count
9	General	General	Penalty Clause	Kindly confirm the highest penalty.	As per published RFP
10	General	General	General	PRI Lines recurring cost will be borne by department or bidder scope?	By the bidder
11	General	General Query	General Query - HR	Kindly provide the specific manpower ratio.	As per published RFP
12	Page 13 of 28	Qualifications & skills of required resources	Minimum experience of at least 2 years with Call Center, Data entry agent or IT Infra Support and must be proficient in Gujarati, Hindi and English Languages	Please provide language wise head count	As per published RFP
13	Page 11 of 28	3.1 ROLES AND RESPONSIBILITIES	Helpdesk software will also give a report on status of calls and violation of SLAs during disposal of such calls.	What are the expected SLA?	As per published RFP
14		section 3.1.4, Qualifications & skills of required resources	What breakup percentage of CCEs is expected with respect to the languages		No such ratio
15		Section 3.1.2 Roles and responsibilities	Its mentioned that supervisor will be available on mobile, then who will provide the mobile, SIM		The selected Agency has to provide
16		Section 4.2 Proposed methodology	Do we have to submit a solution methodology as a powerpoint presentation or Word document		Please submit a solution methodology in powerpoint presentation
17		Section 4 Technical requirement, Annexure A	What is the meaning of compliance of scope of work, please explain		Compliance to scope mentioned in RFP

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18		Section 3.1.2 Roles and responsibilities	What will be the training period and is it billable		Training period as per published RFP & its not bilable
19		Section 3.1.2 Roles and responsibilities	Will there be a notice provided for decrease in manpower at contact center		Yes
20		Section 6, 1.payment	The payment is quarterly basis, however we request this to keep on monthly basis		As per published RFP
21			What will be the AHT/call		it may vary based on complexity of the call
22			How many calls per FTE to be handled in a shift		Based on the no of calls received
23			What will be the expected connectivity ratio		As per published RFP
24			What quality score is expected by GIL in terms of percentage		As per the SLA