

Call Center Based RFP- GEM/2024/B/4767710 dated 13/03/2024

Sr No	Page No/Reference	Clause no	Description	Queries received from Bidders	Responses to Pre-bid queries
1	10	3.3.1.8	Office Space Requirements A furnish an office space of at least 1,000 sq. ft. located within 15 km of the CRD office. The office space should be equipped to accommodate a team of 35 members, with the added requirement of CCTV monitoring for security purposes.	Kindly suggest if we can use the our existing facility at Anand, Gujarat to run and operate this call center service.	No Change
2	15	3	The bidder should have executed projects for similar organizations like Rural/Urban or else of State and Central Government etc. ☑ 1 Project – 10 Marks ☑ 2 Projects – 15 Marks ☑ 3 or more Projects- 20 marks	As you have given the prequalification criteria with large enterprise experience (Clause No 3, Page 6) , I request you to kindly relax the marks clause for Large enterprise as well	No Change
3			Total Budget of the project	We want to know about the estimated budget of the project?	No Change
4			Estimated Sample Size	We want to know about the estimated sample size of the project?	No Change
5	14		"Project of similar nature" means "The SP has developed, deployed and maintained the call centerbased solution along with Manpower deployment " The bidder should have executed projects for similar organizations like Rural/Urban or else of State and Central Government etc. ☑ 1 Project – 10 Marks ☑ 2 Projects – 15 Marks ☑ 3 or more Projects- 20 marks	Do we need to give Government projects only or we can provide projects conducted for private companies and other organization?	No Change
6	Page No.4	Section 2- Invitation of Bids, Clause-4	MSME is Exempted only when MSME unit is OEM or developing end to end software by themselves only & MSME Certificate having code Division 62: Computer programming, consultancy and related activities will only be exempted.	There is contradiction between the two clauses as per the GEM's policy "The bidder seeking EMD exemption must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD". Hence we hereby kindly request you to give relaxation for MSE Bidders for EMD exemption.	No Change
7	Page No.2	GEM-NIT, clause (a)	EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.	There is contradiction between the two clauses as per the GEM's policy "The bidder seeking EMD exemption must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD". Hence we hereby kindly request you to give relaxation for MSE Bidders for EMD exemption.	No Change

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8	Page no.14	4.2 Technical Evaluation Clause No.2	<p>The Bidder should have successfully executed, at least 3 Project of similar nature" means "The SP has developed, deployed and maintained the call center based solution along with Manpower deployment Project during last 5 years as on date of submission of bids in which one project should be executed in any Govt./PSU/Large Enterprise and should not be less than INR 75 Lakh with project completion certificate.</p> <ul style="list-style-type: none"> •Project ≥ 75 Lakh = 4 marks •Project ≥ 1.25 crore = 7 marks •Project ≥ 1.50 crore = 10 marks 	<p>Please clarify the experience require for similar projects as there is ambiguity in the two clauses. We would like to clarify whether the experience for call center/helpdesk services can be considered for similar projects for these clauses.</p> <p>We also request you to consider the on-going projects to evaluate this criterion.</p>	<p>experience for call center/helpdesk services can be considered for similar projects for these clauses. No ongoing projects only successfully executed projects shall be considered for evaluation.</p>
9	Page no.15	4.2 Technical Evaluation Clause No.3	<p>The bidder should have executed projects for similar organizations like Rural/Urban or else of State and Central Government etc.</p> <ul style="list-style-type: none"> ☐ 1 Project – 10 Marks ☐ 2 Projects – 15 Marks ☐ 3 or more Projects- 20 marks 	<p>Please clarify the experience require for similar projects as there is ambiguity in the two clauses. We would like to clarify whether the experience for call center/helpdesk services can be considered for similar projects for these clauses.</p> <p>We also request you to consider the on-going projects to evaluate this criterion.</p>	<p>experience for call center/helpdesk services can be considered for similar projects for these clauses. No ongoing projects only successfully executed projects shall be considered for evaluation.</p>
10	Page No.9	3.3.1.1 Operators' Qualifications	<p>A minimum of 30 operators with qualifications such as ITI (COPA), Diploma/Degree in Computers, CCC+, or 2+ years of relevant experience in a government office are required. Proficiency in both Gujarati and Hindi languages is mandatory, ensuring a skilled workforce for effective survey operations.</p>	<p>As per these two clauses, the total number of manpower required is 34 Nos.</p> <p>While as per the required manpower is 35.</p> <p>Please clarify the exact number of manpower require for the project as well as the number of seats required.</p>	<p>For Manpower requirement, Please refer- clause- 3.3.1.1 & 3.3.1.6</p> <p>For Seating arrangement- please refer clause- 3.3.1.8</p>
11	Page No.10	3.3.1.6 Additional Staff	<p>In addition to operators, the service provider should supply Qualified (As per Industries best practice in similar scope) two Quality Control Supervisors, one Data Analyst, and one Project Head. This additional staff is crucial for maintaining quality standards, analyzing survey data, and overseeing overall project operations.</p>	<p>As per these two clauses, the total number of manpower required is 34 Nos.</p> <p>While as per the required manpower is 35.</p> <p>Please clarify the exact number of manpower require for the project as well as the number of seats required.</p>	<p>For Manpower requirement, Please refer- clause- 3.3.1.1 & 3.3.1.6</p> <p>For Seating arrangement- please refer clause- 3.3.1.8</p>

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13			General Query	Is there any existing PRI line at customer location. Please confirm	Please refer clause- 3.3.2.5 IPABX/EPABX System
14			General Query	Please clarify the infrastructure such as IT Hardware, Software, PRI Connection, Operation cost of PRI Line/s, CR, Toll free number, Operation cost of Toll free number, infrastructure, Furniture, etc. would be in the scope of the department.	Please refer clause- 3.3.1 Human Resources & Office Space for Calling Activities for the Survey
15			General Query	Please share last year's approximate number of inbound /outbound calls received/made.	Please refer clause- 3.3.1.5 Call Volume Capacity
16			General Query	Is this an existing call center or is this a fresh requirement please confirm.	it is fresh requirement
17			General Query	Please allow bidders to operate and provide tendered services from their registered office/existing call centre.	No Change
18	Page No.10	3.3.1.7- Operational Hours	The call centre should operate seven days a week during office hours	Kindly confirm the working hours timing and holiday calendars for the project	[1] Working hours :9:30 am to 6:10 pm [2] Working days and holidays shall be as prescribed by Government of Gujarat

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19	Page No.06	3 ELIGIBILITY CRITERIA, sr. no. III	The Bidder should have successfully executed, at least 3 Project of similar nature" means "The SP has developed, deployed and maintained the call center-based solution along with Manpower deployment Project during last 5 years as on date of submission of bids in which one project should be executed in any Govt./PSU/Large Enterprise and should not be less than INR 1 Crore with project completion certificate.		"The Bidder should have successfully executed, at least 3 Project of similar nature" means "The SP has developed, deployed and maintained the call center / Helpdesk center based solution along with Manpower deployment Project/part of project during last 5 years as on date of submission of bids in which one project should be executed in any Govt./PSU/Large Enterprise and should not be less than INR 1 Crore with project completion certificate.
20	Page No.14	4.2 Technical Evaluation, sr.no. 2	The Bidder should have successfully executed, at least 3 Project of similar nature" means "The SP has developed, deployed and maintained the call centre-based solution along with Manpower deployment Project during last 5 years as on date of submission of bids in which one project should be executed in any Govt./PSU/Large Enterprise and should not be less than INR 75 Lakh with project completion certificate. · Project ≥ 75 Lakh = 4 marks · Project ≥ 1.25 crore = 7 marks · Project ≥ 1.50 crore = 10 marks		The Bidder should have successfully executed, at least 3 Project of similar nature" means "The SP has developed, deployed and maintained the call centre/ HelpDesk -based solution along with Manpower deployment Project during last 5 years as on date of submission of bids in which one project should be executed in any Govt./PSU/Large Enterprise and should not be less than INR 75 Lakh with project completion certificate. · Project ≥ 75 Lakh = 4 marks · Project ≥ 1.25 crore = 7 marks · Project ≥ 1.50 crore = 10 marks