

Clarification-1 for TER-44/CSCC/R-APDRP/2020 dated 30.06.2020					
S.N.	Page #	Clause	Description	Clarification sought by prospective bidder	Clarification thereof
1	Page -7	1.4	All the Hardware, Software, Infrastructure, PRI lines, Landing number for Toll Free no., Gateway Charges etc. for registering complaints at Call Center and to carry out further operations shall be provided by BA. However, call & SMS charges as per actual will be reimbursed to BA for which BA will raise additional invoice along with routine invoice. Also complaints have to be landed on call center CRM on toll free no. to be provided by bidder and no. 1912 dedicated for electricity related complaints. The IT Infra at BSK (Excluding internet connectivity and voice communication system i.e. Mobile/LL connection will be provided by DHBVN) shall also be in the scope of BA	Please confirm who will borne the electricity charges	Clause is amply clear
2	Page-11	2	MANPOWER QUALIFICATION AND SEATS	Is there any specific requirement for IT personnel	As per RFP clause.
2.1	Page-11	2	1 No. Project Manager (Graduate with minimum 5 years of similar experience in call center services) for overall monitoring, coordination and reporting in DHBVN	Please specify, should have worked for Electricity Grievance process only or Having Inbound call center experience would be eligible	
2.2	Page-11	2	11 No. Senior Executives/Circle coordinators (Graduate with minimum 2 years of similar experience) who shall monitor and coordinate the operations in each of the 11 circles in DHBVN.	Please specify, should have worked for Electricity Grievance process only or Having Inbound call center experience would be eligible	
2.3	Page-11	2	Shift Wise Agents/Seats (Graduate/Diploma with minimum 1 year of working as a Helpdesk/Call Center Agent with proficiency in Hindi, Haryanvi & English language accent) in Morning: Evening: Night Shift required are as under:-	Please consider 12th + 1 Years of experience in call center or Graduate with 0-6 month of Experience in call center	As per RFP clause.
2.4	Page-11	2	Shift wise manpower :Morning , evening & night shift	shift wise count mentioned in the tabular format is inclusive of Weekly off & leave as per labour law ? Or Weekly Off & leave of agents buffer count needs to borne by Agency	BA will follow all the compliances of labour law and other applicable laws for providing the call center services.

2.5	Page-12	3	The bidder should have an experience for successfully running of Call Centre in the field of Power/telecommunication/ Banking/ Insurance/ Citizen Grievances for State Govt./ Govt. of India with average at least 100 seats in a day during last three years. WO & Performance Certificate to be submitted in this regard.	Please consider the agency those are having private Company customer care experience for this clause and currently running electricity customer care Centre for last one year for any state govt.	With respect to Citizen Grievances CCC services, the experience should be of State Govt/Govt of India. However, for the remaining entities, it is open for Pvt or Govt
3	Page-13	4	4.0 PERIOD OF ENGAGEMENT The overall period of engagement shall be for 5 years. However, the work order shall be issued initially for a period of 1 year and further extendable Y-O-Y basis for another 4 years during which the performance of the BA shall be sacrosanct. The tenure of the contract shall be reckoned from the date of commencement of operations of Call Center. Within one and half month of the issue of LOI, the BA need to establish and make the Call Center operational in all respect and to the entire satisfaction of DHBVN.	Would suggest engagement should be initially for 2 or 3 years for best pricing	As per RFP clause.
4	Page-19	12	The price discovery for the award of project shall be generally determined based on the rates quoted by the L1 bidder and the negotiations	would suggest QCBS methodology for L 1 Selection so that better services can be delivered i.e. The Evaluation process proposed for Financial Bid will be based on the following formula for determining the Financial Score: $Sf = 100 * FM / F$ Where Sf means financial score, Fm means lowest price offered and F means the price of the proposal under consideration 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 %): Final Score of the bid = $(0.7 \times Tb) + (0.3 \times Sf)$	As per RFP clause.

				where Tb is the Technical Score and Sf is the Financial Score of the bidder under consideration	
5	Page 24	18-5	Average calls per day in a month will be calculated based upon total calls attended during the month divided by number of days in that month. If total calls in any day exceed average calls per day, then no penalty for delay in attending consumer calls on that day will be levied in case total calls received in a day are less than 100% of the average call per month then penalty will be levied as per revised SLA Table but, for those calls only which are kept on hold for more than 300 seconds instead of 20 seconds.	As it is per FTE base module and forecast will be provided by client, if Volume goes more than the capacity of Billable FTEs then Penalty needs to be waived off	No change in the clause
6	Page 35	Form 6-	All inclusive Per Shift Per Seat per Month Price	Please confirm the Minimum Guarantee Billable FTE count for monthly Billing	Clause is amply clear
7	Page 35	Form 6-	All inclusive Per Shift Per Seat per Month Price	Please confirm it means 8 hours of login per day for one FTE for one month cost ?	Clause is amply clear
8			IT Infrastructure	Does the Vendor require to Set-up entire new ACD, CTI Solution or Alternatively As the complete Telephony System is already incorporated and running, DHBVN can continue to manage Avaya at their end and extend the existing Solution via MPLS/P2P to the proposed Call Centre Facility.	As per RFP
9				In Case, existing Technology is extended by Avaya, the MPLS Cost will be borne by Vendor or DHBVN.	As per RFP
10				What shall be the Transition Period to Set-up CSCC for DHBVN.	Refer "Engagement Period" clause wherein Within one and half month of the issue of LOI, the BA need to establish and make the Call Center operational in all respect and to the entire satisfaction of DHBVN.

11				Please clarify the Infrastructure required for BSK	The IT Infra at BSK (Excluding internet connectivity and voice communication system i.e Mobile/LL connection will be provided by DHBVN) shall also be in the scope of BA.
All Other terms & conditions of RFP shall remain unchanged.					

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Superintending Engineer/R-APDRP
For CTO, DHBVN, Hisar