

Pre-bid queries| Tender Ref No IHMCL/1033Helpline/2025/01 (24.09.2025)

| S.No. | Ref to RFP(Claue, Page no.) | Category of Query (Technical/ Legal/ General/ Others) | Original Clause of RFP | Clarification Sought | Response from IHMCL |
|-------|--|---|---|---|---------------------|
| 1 | 5.3. ELIGIBILITY/PRE-QUALIFICATION CRITERIA, S.NO 4 TECHNICAL CAPABILITY, POINT NO C, PAGE NO 13 | GENERAL | c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years. The relevant projects must be either completed or in operation as of the bid submission date. Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations. | Request to Add Electricity services in the , Emergency response service | As per RFP |
| 2 | 6.3. PHASE-2: TECHNICAL QUALIFICATION, S NO A3 , PAGE NO | GENERAL | Overall experience in implementing call centre services for emergency response for central or state government departments, entities, and public sector units (PSUs) in India. Marks shall be allotted as given below: □ Emergency response experience less than 3 Years = 5 Marks □ Emergency response experience equal to or more than 3 Years, but less than 5 Years = 10 Marks □ Emergency response experience equal to or more than 5 Years = 20 Marks Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations. | Request to Add Electricity services in the , Emergency response service | As per RFP |
| 3 | 8.4. Current Technology landscape Page no 48 | Technical | The technology infrastructure required for the call centre will be provided by the designated technical service provider, Centre for Development of Advanced Computing (C-DAC), and is therefore excluded from the scope of work for the bidder under this RFP | It would cover the lane cabling of CAT6 cable by C-DAC from workstation to Network room | As per RFP |
| 4 | 9.1. Detail Scope of Work, 9.1.1 | GENERAL | The Manpower Service provider shall establish the proposed Call Centre for the 1033 Helpline project within Delhi-NCR. The facility must be operationally suitable and compliant with all project requirements. If selected bidder fails to satisfy location criteria, Contract will be terminated. | It can be operated from anywhere in india | As per RFP |

| | | | | | |
|----|---|---------|---|---|--|
| 5 | Clause No. 9.1: Infrastructure 9.1.1, Page No. 49 | General | The Manpower Service provider shall establish the proposed Call Centre for the 1033 Helpline project within Delhi-NCR. The facility must be operationally suitable and compliant with all project requirements. If selected bidder fails to satisfy location criteria, Contract will be terminated. | Which Minimum wages need to follow – Central or State. As the bidder can be from Delhi/NCR so there should be uniform wages to be followed i.e. Central. Can we run the call center from Noida Location? | Bidders shall ensure compliance with all applicable laws and regulations as specified in the RFP. Call center location: As per RFP |
| 6 | 6.4.1 C) Phase 2: TQ, Page No. 28 | General | Assessment to be based on Proposal Submitted & Presentation made by Bidder before the Tender Evaluation Committee. | Do we need to submit the Presentation along with the Tender Submission ? | Refer corrigendum-2 |
| 7 | 5.2.6, Page no. 12 | General | All documents including Application Fee, EMD, Power of Attorney, relevant Appendices eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA. | Do we need to submit any document in the hard copy format except EMD in BG format at the time of Bid submission ? | As per RFP 5.2.6 EMD will be submitted online. |
| 8 | | General | | What all will get reimbursed besides GST, Insurance. Will the telephone charges will get reimbursed. | As per RFP Refer section 9.1.26 (J) Refer section 7.6 |
| 9 | 9.1.26: Call Handling, Page No. 61 | General | The Call Centre service shall operate continuously on a 24x7x365 basis, structured across 4 working shifts to ensure uninterrupted service delivery. | What is Level-1 CCA Agents per shift ? Also, Please specify whether there are 3/4 shifts ? | Refer section 9.1.24 (Roles & responsibilities) Refer section 8.1.9 , Table 2 : Indicative daily call centre load There will be 4 shifts. Where indicative allocation of 250 Level-1 CCA and 24 level-2 Dispatcher is mentioned. |
| 10 | | General | | Any hidden expenses – like uniform , id-card | If the manpower service provider opts to include items like uniforms or ID cards, and similar items they will be responsible for managing and bearing the associated costs. |
| 11 | 10.14. Annexure 13B: Manpower evaluation criteria Form B, Page No.106 | Others | Following are the resource(s) with supporting documents attached validating the work experience (details against the criteria B of the subject tender) | Manpower evaluation criteria Form B – In this kindly clarify "supporting documents attached validating the work experience" . What is expected to be provided here – cv, hr experience cert of Cyfuture or anything else. | Candidate's CV and HR-issued experience certificate from the current firm. For the previous experience, Candidate's CV and Experience letter of previous firm/firms. |
| 12 | 10.14. Annexure 13B: Manpower evaluation criteria Form B, Page No.107-108 | General | Following are the resource(s) with supporting documents attached validating the work experience (details against the criteria B of the subject tender) | According to the Manpower required it mentions Alternate – so we need to provide CVs for 2 resources per head i.e. Project Manager, Associate Manager, Team Leaders/Supervisor, Call Quality Manager | Yes, atleast for 2 resources. |

| | | | | | |
|----|---|---------|--|--|-----------------------------------|
| 13 | 9.1.27. Social Media Complaint Handling, Page no. 66 | Others | The selected manpower service provider shall be responsible for deploying and maintaining a robust social media management software/tool. | Kindly confirm whether social media posting is included in the scope. If yes, please specify the expected number of posts per month. Also Please specify, Do we need to manage your existing social media handles as well ? | As per RFP |
| 14 | 9.1.26. Call handling, point no. B, Page No. 64 | Others | For each non-emergency call, the Manpower Service provider must create a ticket under the relevant query or complaint category in the CRM system. | Please share the current frequency/average volume of non emergency calls/complaints received. | As per RFP Refer Section 8.1.9 |
| 15 | 9.1.5. Social Media Complaint Handling, Point No. d-IX, Page no. 51 | General | Provision of a premium or enterprise-level social media management platform for social media complaint handler and social media manager (e.g., Sprout Social, Brandwatch, or equivalent) with full feature access enabled | Please confirm whether do you require any preferred social media grievance management . | As per RFP |
| 16 | 5.3.1 S. No. 1(b) Page No. 14 | General | 5.3.1 Eligibility/Pre-Qualification criteria S. No. 1 (Bidding Entity) b) The bidder must hold a valid Other Service Provider (OSP) registration from the Department of Telecommunications (DoT), Government of India, for setting up a call center. | This requirement is already removed by the DOT and not required hence this should not be asked now. We suggest to remove this from RFP. | Refer corrigendum-2 |
| 17 | 5.3.1 S. No. 2 Page No. 14 | General | 5.3.1 Eligibility/Pre-Qualification criteria S. No. 2 (Annual Turn Over) The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). | This should be asked for any 3 three years between (FY 2020-21, FY 2021-22, FY 2022-23 and FY 2023-24). Because filing of FY 2023-24 may not be completed yet, bidders have time to file it as last day of submission is not arrived yet. Accordingly please share revised Annexure. | Refer corrigendum-2 |
| 18 | 5.3.1 S. No. 3 Page No. 14 | General | 5.3.1 Eligibility/Pre-Qualification criteria S. No. 3 (Net Worth) Bidders must have a positive net worth for the past three financial years (FY 2021-22, 2022-23, and 2023-24). | This should be asked for any 3 three years between (FY 2020-21, FY 2021-22, FY 2022-23 and FY 2023-24). Because filing of FY 2023-24 may not be completed yet, bidders have time to file it as last day of submission is not arrived yet. Accordingly please share revised Annexure. | Refer corrigendum-2 |

| | | | | | |
|----|----------------------------------|---------|--|--|------------|
| 19 | 5.3.1 S. No. 6 Page No. 15 | General | 5.3.1 Eligibility/Pre-Qualification criteria S. No. 6 (No. of employees) Bidder shall have minimum 500 employees on the payroll of the company. i. Valid proof of EPF/ESI documents of the employees | Requirement of 500 registered employee is quite high, we suggest to make the count as 250 for this clause. | As per RFP |
| 20 | 5.5.3. Page No. 17 | General | Earnest Money Deposit (EMD) a). Bidders shall submit, along with their Proposals, an EMD of Rs. 10 Lakhs only, in the form of a Electronic Bank Guarantee under Structured Financial Messaging System (SFMS). The payment transfer related information is as follows: | We request to make this EMD amount from Rs. 10 Lakhs to Rs. 5 Lakhs. | As per RFP |
| 21 | 7.6.4. Page No. 32 | General | 7.6.4. The invoices shall also be supported by the following reports: a). Reports against service levels achieved under SLA 01 to SLA 07. b). Monthly Report as mentioned in section 9.1.30. c). Biometric Attendance Report of all manpower mentioned in Section 9.1.7 d). CRM login detail report for CCA, Level 2 team, backend, team leaders and social media team. All above documents should be submitted in both hardcopy and softcopy format. IHMCL may ask for more supporting documents, as per its requirement. e). The Manpower Service provider shall submit verifiable documentation for all deployed manpower, including personnel added based on operational needs or increased service demand. The documents must include: i. Employee PF records ii. Insurance Compliance with all applicable labor laws, including minimum wage requirements and other statutory regulations, is mandatory. f). IHMCL can ask for more supporting documents, as per its requirement. | It is suggested to make the invoicing part easy for the bidder and for IHMCL also. It is a manpower based business and bidders need timely payments to manage the expenses, salaries etc. Asking too many reports with each month invoice will make this process more complicated for both parties. Reports may be asked separately as per the requirement and as a part of routine project review but these reports should not be linked with the invoices and payment release. It is suggested to accept Bio metric report, CRM login hours and SLA performance report to process the invoice. Rest reports should not be linked with invoice. | As per RFP |

| | | | | | |
|----|----------------------------|-----------|--|---|---|
| 22 | 7.6.9 & 7.6.10 Page No. 32 | General | <p>FTE represents 8 hours login per day, 240 hours login for 30 days calendar month and 248 hours login for 31 days calendar month. Every logged manpower seat in a shift should have frequent call handling during login hours.</p> <p>7.6.10. Any reduction in login hours due to absenteeism, office breaks, shift changes, weekly off etc. should be managed by the Manpower Service provider by deploying additional manpower and roaster system.</p> | <p>Please clarify which all role/designations will come under FTE. As to fulfill the required number of login hours, bidder need to deploy additional resources considering absenteeism, week off etc. We assume that FTE is Level 1 CCA.</p> | <p>For level-1 CCA, level-1 CCA team lead, level-2 Dispatcher, level-2 dispatcher team lead, Quality Analyst, Backend Team, Social media complaint handler :</p> <p>Minimum manpower requirement in section 9.1.9 represents the required active headcount on any given day. To ensure consistent coverage while complying with labour laws including mandated weekly offs, leave entitlements, and shift rotations. it is necessary to hire additional manpower beyond the daily operational requirements mentioned in 9.1.9 . This buffer will help maintain service levels without overburdening staff and ensure business continuity.</p> |
| 23 | 8.2.6. Page No. 47 | Technical | <p>Inbound channels: Mobile Phone; Landline phone; Email; Social Media: X (twitter), Instagram, WhatsApp, etc.</p> <p>Outbound channels: Mobile Phone; Landline phone; Email; SMS; Social Media: X (twitter), Instagram, WhatsApp, etc.</p> | <p>Under the inbound and outbound channels it is mentioned for WhatsApp. Please clarify who will provide the WhatsApp Chatbot - CDAC, IHMCL or bidder needs to develop it. Incase bidder need to develop it who will bear the cost for it.</p> <p>Also, for WhatsApp chatbot there is no manpower asked by IHMCL, please clarify on this also as Live Chat Agent would be required for interaction on Chat and backend team would be required for handling of complaints received via WhatsApp chatbot.</p> <p>Both these parts (WhatsApp Chatbot Development & Manpower) are not described in the RFP. Ideally WhatsApp should be developed and maintain as inhouse solution by IHMCL like as proposed new CRM and should not be in the scope of Service Provider.</p> | <p>WhatsApp chatbot is part of the social media platforms, all of which shall be developed and managed at the bidder's cost.</p> <p>For social media team refer section 9.1.23 & 9.1.27</p> |
| 24 | 8.3.1. Page No. 48 | General | <p>Stage 2: Operation of the 1033 Helpline</p> <p>a). Timeline: From the beginning of 3rd Month to the end of 36th Month (Duration: 34 months)</p> | <p>By this logic - 2 month given for initial preparation which bidder can not billed to IHMCL, by removing these initial 2 months, actual project duration is 34 months and not 36 because bidders will start the billing from 3rd month & they can do the billing for 34 months only and not for 36 months. Please make it 2+36 where initial 2 months for training, establishment and setting up of infrastructure and call center setup and rest 36 months for production with billing.</p> | Refer corrigendum-2 |
| 25 | 9.1.5. a (vi) Page No. 50 | General | Workstation Desks 250 | 250 Workstation count is less and will not be sufficient during shift merger. It should be at least 300 considering the fact of shift merger and future expansion of manpower. | 250 workstation is the minimum requirement as per RFP. |

| | | | | | |
|----|-----------------------------|-----------|--|---|---------------------|
| 26 | 9.1.5. a (vi) Page No. 51 | General | The Manpower Service provider shall ensure that the total operational floor area dedicated to the 1033 call center facility is not less than 18,000 square feet. This space must accommodate all required functional zones—including CCA workstations, meeting rooms, cabins, training areas, and support infrastructure— while allowing for adequate circulation, ergonomic layout, and future scalability. | Is this 18000 square feet required on a single floor or bidder can arrange this with a combination of two floor like 9000 square feet on one floor & 9000 square feet on another floor. Where asking is only for 250 workstation/seats & few cabins then what is the requirement of 18000 square feet area, if this much area is required then IHMCL may share a proposed floor lay out plan for better understanding. | Refer corrigendum-2 |
| 27 | 9.1.5. d (ii) Page No. 51 | Technical | iii. Headphones with microphones suitable for call center use | Not all headsets works with IP phone (as CDAC is using IP phone in their solution), please specify the configuration, Connector type (USB/RJ9/RJ45) for the headsets along with any additional connector if required. | As per RFP |
| 28 | 9.1.5. d (vi) Page No. 52 | Technical | vi. IP phones (Min. 250 No's) The IP phone shall conform to the following specifications: SIP RFC 3261, Audio Codecs- G711 (A-law, μ - law) and G729, Main telephony features - Hold, transfer, forward (unconditional/no-answer/busy), 3-way conferencing, call park/pickup, call waiting and call history. Network interface Ethernet ports, LCD Display, RJ9 headset jack. | While CDAC is giving the whole Dialer/CAD solution. Why the IP phones are asked from the bidder, it should be given by the CDAC only as a complete technical solution. These will be very costly device (approx. 10,000 per device) which will be on no use for the bidder once the contract period over however CDAC can utilize these with next bidder. We suggest IHMCL to ask CDAC to provide the solution with these IP phones only. We suggest all the required IP phone should be provide by IHMCL/CDAC and should not be in the scope of Service provider, it will increase the bid cost unnecessarily. Also suggest to make this count of IP phone as 300 as 250 will not be enough. | As per RFP |
| 29 | 9.1.5. d (viii) Page No. 52 | Technical | viii. Video wall for streaming of real-time dashboard at IHMCL premises (Size will be suggested by IHMCL. | Video wall are costly setup hence it should be provided by IHMCL like other IT setup like CRM, Dialer/CAD etc. Also we suggest that such setup should be done by IHMCL at their own for their premises as bidder need to focus on their premises and daily operations. What IHMCL required, should be fulfilled by IHMCL only as it will be a long term solution and will be used when the contract given to a different service provider once the tenure of this contract expired. Also, it will increase the cost for the bidder. IHMCL may deploy a separate vendor for this this requirement. It will increase the cost of bid unnecessarily. | As per RFP |

| | | | | | |
|----|---------------------------|-----------|--|--|---|
| 30 | 9.1.5. d (xi) Page No. 52 | Technical | Any other additional software/tool on request of IHMCL if needed. | Please clarify which additional software/tool will be required so that bidder can calculate the cost accordingly. Since in this RFP, all the software like CRM are being provided by IHMCL so this should also be also provided by IHMCL accordingly this para should stand deleted. | As per RFP |
| 31 | 9.1.5. (g) Page No. 52 | Technical | CCTV camera with viewing access provided to IHMCL officials for monitoring CCA/L2/Backend team seating areas 24x7. The bidder will also provide LED display to be installed at IHMCL office for monitoring operations of 1033 helpline. The specification includes: LED Display at IHMCL premises 50' inch LED display | We suggest that LED display should be deployed by IHMCL at their own for their premises as bidder need to focus on their premises and daily operations. What IHMCL required, should be fulfilled by IHMCL only as it will be a long term solution and will be used when the contract given to a different service provider once the tenure of this contract expired. Also, it will increase the cost for the bidder. | As per RFP |
| 32 | 9.1.9. Page No. 54 | General | S. No. 10 Level-1 CCA-250 | Based on our experience 250 count for Level 1 CCA is not sufficient, we suggest to make this count as 300. It will help to scale up the project to enhance the efficiency & better caller experience. | As per RFP |
| 33 | 9.1.9. Page No. 54 | General | S. No. 8 Level-2 Dispatcher - 24 | In the RFP documents, Level 2 dispatcher count is 24 which would not be enough considering the integration of 112/108 with 1033. Post integration the load of L2 Dispatcher will be high hence we suggest to revise this L2 count to at least 50 as this integration will be for all states of India. | As per RFP |
| 34 | 9.1.10. (a) Page No. 54 | General | a). Manpower adjustment based on performance: Any increase in manpower (maximum of 50% of total manpower at specific role) at Level-1 CCA, Level-2 Dispatcher and Social Media Complaint Handler shall be implemented, if required, based on monthly performance reviews and traffic trend analyses, in coordination with IHMCL. This adjustment is intended to ensure responsiveness to demand and adherence to service benchmarks. The associated cost details for such additional manpower adjustments shall be submitted as part of the financial proposal in Annexure 8. | While IHMCL asked 250 workstation, please clarify where this additional manpower will be aligned as total seat count asked is 250 only. Do bidder need to make a provision of 50% additional workstations as part of this RFP, please clarify. Did IHMCL consider this additional space requirement in the total area suggested (18000 square feet). | 18,000 square feet considering future expansion of manpower by 50%. Associated Cost for additional manpower: Refer Corrigendum 2 |

| | | | | | |
|----|-------------------------|---------|---|--|---------------------|
| 35 | 9.1.10. (b) Page No. 54 | General | <p>b). Manpower adjustment on long weekends, holidays and special occasions: The manpower service provider shall deploy additional personnel as necessary to maintain agreed service levels. This deployment shall be made without any additional cost to IHMCL.</p> | <p>This is completely impossible thing. Ideally IHMCL should consider this in proposed manpower planning in advance. There is a certain cost associated with each manpower which includes 15 days training cost, Hiring cost which IHMCL is not paying to the bidder, so why bidder will deploy additional manpower without any additional cost to IHMCL - Additional manpower is the requirement of IHMCL hence it should be billed by the service provider. Please clarify.</p> <p>Also, considering the labor laws, manpower can not be hired for a week/short duration as bidder need to give them notice period before to remove them from the job - Minimum tenure for such manpower would be 3 months, please clarify.</p> <p>To fulfill this short term requirement, we suggest IHMCL to allow bidders to make roster in such a way that on weekend they give less week offs and on week days they can give more week off. Present count on week days should be less while on weekend it should be high. What IHMCL is asking is not feasible.</p> | As per RFP |
| 36 | 9.1.12. (b) Page No. 55 | General | <p>b). The Manpower Service provider must ensure that Level-2 Dispatcher is proficient in Hindi, English, and one or two regional languages. Dispatchers should be capable of speaking, understanding, and responding effectively in assigned languages to support seamless communication with callers from diverse linguistic backgrounds.</p> | <p>As per RFP document, 90% calls are in Hindi/English only then why all Level 2 manpower should be hired for regional manpower along with Hindi/English. Regional manpower have their MTI issues while speaking in Hindi/English hence this requirement will not be good for Hindi/English Callers as they will find it difficult while speaking with regional manpower in Hindi/English. We suggest to change it like - Each language availability in shift so that regional calls at L2 can be handled accordingly.</p> | As per RFP |
| 37 | 9.1.19. Page No. 55 | General | <p>The monthly attrition rate of call center staff shall not exceed 12% of the total deployed workforce. If this threshold is breached for more than two consecutive months, IHMCL reserves the right to impose a penalty of 0.5% of the total invoice value, starting from the second month of non-compliance. The decision to impose such a penalty shall be at the sole discretion of IHMCL, based on the impact on service delivery and operational continuity.</p> | <p>This statement is contradictory with SLA 2 (Attrition Rate), Where SLA 2 is for Attrition rate with target of <15%, please confirm which clause need to refer.</p> | Refer corrigendum-2 |
| 38 | 9.1.22. Page No. 56 | General | <p>The manpower service provider shall be responsible for arranging transportation for its deployed personnel, and all associated costs shall be borne by the service provider.</p> | <p>Considering the nature of manpower work in Call Centre/BPO, it will be a critical responsibility on IHMCL as well as bidder to ensure the safety of employees specially female employees. As no domestic BPO or client ask for transportation hence it is suggested to remove this transportation requirement. We suggest to allow the bidders to make the shift as per the transport feasibilities in Delhi NCR. Proposed shift timing may be like as below. 7 am to 4 pm, 10 am to 7 pm, 12 pm to 9 pm, 1:30 pm to 10:30 am and 10 pm to 7 am.</p> | As per RFP |

| | | | | | |
|----|---|-----------|--|---|------------|
| 39 | 9.1.23. Page No. 56 | General | 4. Level-2 Dispatcher Age: 21 years Education: Graduation (Any stream) | It is suggested to consider 20 years as the standard age for Level 2 Dispatcher. | As per RFP |
| 40 | 9.1.23. Page No. 57 | General | 5. Level -1 CCA Age: 20 Years Education: Graduation (Any stream) | It is suggested to consider 18 years as the standard age for Level 1 CCA. Also undergraduate/pursing graduation should be considered. | As per RFP |
| 41 | 9.1.23. Page No. 58 | General | 9. Backend Team Member Age: 22 Years Education: Graduation (Any stream) | It is suggested to consider 18 years as the standard age for Backend Team Member. Also undergraduate/pursing graduation should be considered. | As per RFP |
| 42 | 9.1.23. Page No. 58 | General | 11. Social Media Complaint Handler Age: 22 Years Education: Graduation (Any stream) | It is suggested to consider 20 years as the standard age for this role. | As per RFP |
| 43 | 9.1.26. Emergency Call Handling (j) Page No. 64 | Technical | All costs related to the SMS gateway, including charges and associated expenses, shall be borne by Manpower Service provider. | While the whole technical solution is provided by CDAC, this SMS functionality should also be provided by CDAC only as it will be a part of CRM/Dialer/CAD functionality only. SMS will be linked to tickets raised in CRM given by CDAC. It is suggested to put this requirement under CDAC scope of work, as approval for Sender ID, Signature in the SMS will not be possible for the bidder, bidder can send the SMS with their brand name only. In these days, if IT solution is provided by different vendor and manpower is provided by different vendor then it will be very difficult for the manpower service provider to arrange these considering the TRAI restriction on approval of Sender ID, SMS template. It will be very easy for the technical service provider (CDAC) to get this done. | As per RFP |
| 44 | 9.1.30. Page No. 67 | General | Reporting Obligations e). The following detailed reports must be submitted by the Manpower Service provider on a regular basis: Inbound Call Detail Record (CDR) - Outbound Call Detail Record (CDR) - Ticket Summary Report - Call Quality Audit Report - Customer Feedback Analytical Reports - KPIs (Average Handle Time, First Call Resolution, Agent Utilization Rate, Occupancy Rate, etc.) - Social monitoring report (social media mentions & relevant conversations related with complaints/queries/issues, average response time, and relevant KPIs as per IHMCL requirements, etc.) | All the Weekly & Monthly reports asked in the RFP document should be in the scope of technical service provider which is CDAC in this case, As CDAC is providing the whole solution like CRM, Dialer & CAD and these reports will be fetched from CRM, Dialer & CAD solution hence these reports requirement should be in the scope of CDAC and not in the scope of Service provider. Service Provider can download & share with IHMCL but it should be designed by CDAC only. Reports obligation part should be | As per RFP |

| | | | | | |
|----|-------------------------|---------|---|--|---------------------|
| 45 | 9.1.29 (a) Page No. 67 | General | a). Quality Analysts shall audit a minimum of 1% of daily call volume evaluating communication, process adherence, accuracy, and customer satisfaction; findings to be shared daily with Level-1 CCAs and Level-2 Dispatchers. | As per the RFP document para 8.1.9 (Indicative daily Call Centre load), approx. daily calls count is 30000, 1% of 30000 would be 300, total Call Quality manpower given is 3, so 3 QA can not do 300 audits per day. Please increase the number of QA count from 3 to 10 so that each can do 30 audits to make total audit count as 300. Standard audit count per QA is 25-30 calls a day. | As per RFP |
| 46 | 9.1.33. (c) Page No. 67 | General | The Manpower Service provider shall appoint a dedicated Training Manager responsible for delivering process-specific training and enhancing job-related knowledge across all teams involved in the operation. In which, first aid Training should be conducted by a registered medical institution who have valid government approval or license to provide such medical trainings and Process training by professional & certified trainer with relevant prior experience. | As per this clause, there is a requirement of Training Manager, however in the RFP document under manpower section this requirement is not there. Please add 1 Training Manager under the required manpower section. | Refer corrigendum-2 |
| 47 | 9.4.2. (a) Page No. 76 | General | a). SLA 01 – Average Speed to Answer (ASA) Number of calls answered within 6 seconds as well as total number of calls should be captured by the IT systems/MIS at the Call Centre. The SLA achieved levels shall be reported by MIS. | 6 Seconds is very less time, suggest to make it 15 seconds which is as per the call center industry standards. Even 15 seconds are idle for emergency helpline also but 6 seconds is very low. | As per RFP |
| 48 | 9.4.2. (b) Page No. 77 | General | b). SLA 02 – Attrition Rate This is the Attrition rate (AR) of Level-1 CCAs and Level-2 Dispatcher in the month. | 10% Penalty on attrition part is very high and not as per the industry standard, please make it 2% maximum. | As per RFP |
| 49 | 9.4.2. (c) Page No. 77 | General | c). SLA 03 – Accessibility of Call Centre for all calls Percentage of calls getting rejected at MSC or Telecom provider switch directly connected to the Call Centre during day Time Consistent Busy Hour (TCBH) averaged over the month. Percentage of calls getting rejected could be for want of Call Centre capacity or fault in some element of the Call Centre that is attributable to the Manpower Service provider (Simply put, Calls missed or not responded by the Call center) | In this SLA, identifying the calls rejection at MSC or Telecom Provider Switch is not feasible as Telecom Provider do not share such data. This data is easily available in Dialer application which will be given by CDAC, performance of this SLA is feasible from Dialer report only so please make the changes in the language of SLA calculation accordingly. For necessary report on SLA, it may be discussed with CDAC what best they may provide. SLA achievement report is completely under scope of work of CDAC through CRM & Dialer, these are not belongs to the scope of work of service provider. Also, the penalty rates are very high. Please revise it 1%, 2% and 3% for each slabs. | As per RFP |

| | | | | | |
|----|-------------------------------|---------|---|--|---|
| 50 | 9.4.2. (e) Page No. 79 | General | e). SLA 05 – Outbound call backs against Disconnected, Missed, Abandoned Calls Total Number of Disconnected, Missed, Abandoned Calls and SMS responded by making outbound call within 30 second. The SLA adherence levels achieved shall be reported by MIS. | It is difficult to maintain Outbound calls within 30 second as it is very less time span, we suggest to make it 60 seconds. | As per RFP |
| 51 | 9.4.2. (g) Page No. 80 | General | g). SLA 07 – System uptime =<0.5%: Nil 0.5%> to =<5%: 5% 5%> to =<10%: 8% >10%: 10% of bill amount with a warning; | Proposed penalty slabs for this System Up Time SLA (5%, 8%, 10%) are very high, we suggest to reduce it and make it 1%, 2% and 3% for the slabs. | As per RFP |
| 52 | 10.6. Annexure 6: Page No. 91 | General | 10.6. Annexure 6: Brief Methodology and Work Plan | Presentation should not be the part of submitted documents, it should be asked separately from all bidder. As submitted documents will be visible to all vendors (each bidder can see the documents of others bidders) and it will leak the information/mind set of the bidder. IHMCL may ask this separate when to present. | Refer corrigendum-2 |
| 53 | - | General | Missing Information - Shift Counts & Timing | Shift timings are not mentioned in RFP, ideally proposed shift timings and total shift count along with duration of shift should be clearly mentioned in the RFP for better understanding of the scope of work and cost calculation. Shift as: Shift Timing, Shift Count is a most important and critical element for BPO projects. Please clarify how many shifts would be there to manage the operation 24*7 along with their start time & end time (with duration of shift), we suggest to make these shift keeping in mind the transport (DTC/Metro) timings in the day/night so that manpower should not face any transport related issues. Proposed shift timing may be like as below. 7 am to 4 pm, 10 am to 7 pm, 12 pm to 9 pm, 1:30 pm to 10:30 am and 10 pm to 7 am. | Refer section 8.1.9, page 44, Table : Indicative daily call centre load |
| 54 | - | General | Missing Information - Toll Free Cost | All the telecom communication part including payment of telecom bills and the ownership on connections/lines should be under the scope of IHMCL for better business continuity and smooth vendor replacement/transition in future. Toll Free cost is a very expensive element of this project, so ideally IHMCL should keep toll free number in its scope as IHMCL may get better toll free cost from telecom being a government entity and overall it will reduce the project cost and bid cost. Will IHMCL provide this toll free number or bidder need to procure it. Also confirm who will do the call routing of 1033 short code with toll free number. Also clarify who will pay the toll free bills. | As per RFP |

| | | | | | |
|----|--------------------------|--|--|---|---------------------|
| 55 | 9.1.9. Page No. 54 | General | New Suggestion - Manpower Requirement | We suggest to add one Team Leader for Backend Team also. As the count of backend team is 15 hence one Team Leader would be required to manage the team of 15. | As per RFP |
| 56 | 9.1.9. Page No. 54 | General | New Suggestion - Manpower Requirement | We suggest to add 3 Subject Matter Expert (SME) who will responsible to provide necessary assistance to the new hire manpower (0-30 days) as during this tenure newly trained people need more assistance while handling the calls and these 3 SME will dedicatedly work these manpower to groom them properly. | As per RFP |
| 57 | 9.1.9. Page No. 54 | General | New Suggestion - Manpower Requirement | We suggest to add 1 MIS and 1 Data Analyst in manpower for data and reports requirement. | As per RFP |
| 58 | 9.1.9. Page No. 54 | General | New Suggestion - Manpower Requirement | We suggest to add 1 HR executive in the manpower as the IHMCL asked so many reports/data related to Interview, CVs, Education documents etc. on regular basis. HR Manager is there in the manpower but that will not be enough for this micro level task. | As per RFP |
| 59 | Page no. 14, Point No. 2 | Eligibility/Pre-Qualification criteria | The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). | Kindly consider the Last three FY till 2024-25 to average the turnover. | Refer corrigendum-2 |
| 60 | Page no. 62, | Operations | The Manpower Service Provider shall be responsible for the payment of all recurring telecomrelated charges, including but not limited to bills for the usage of toll-free numbers, PRI lines, and any other associated telecom services. | We would request that you kindly reimburse all Monthly Recurring telecom-related charges on an actual basis, because the bidder will not be evaluate and control this cost. | As per RFP |
| 61 | Page No, 17 | EMD and Tender Fee | 5.5.3. Earnest Money Deposit (EMD) a). Bidders shall submit, along with their Proposals, an EMD of Rs. 10 Lakhs only, in the form of a Electronic Bank Guarantee under Structured Financial Messaging System (SFMS). The payment transfer related information is as follows: i. EMD BG in the format specified in Annexure 12 issued by a scheduled commercial bank in favor of Account details as mentioned below. The EMD BG should remain valid for a period of 60 days beyond the final tender validity period | As per GOI Public Procuremnt notification MSME & Startup India epanelled companies are exempted from EMD & Tender Fee, request you to please consider the same for this tender too. | Refer corrigendum-2 |

| | | | | | |
|----|--------------------------------------|--|---|--|--|
| 62 | Page No., 49 | Infrastructure | 9.1.4. The successful bidder shall provide necessary support to facilitate the transfer of ownership of 1033 short code from existing service provider to IHMCL, as and when required by IHMCL. | Kindly consider whether the cost involved in this transfer is borne by the client. | As per RFP |
| 63 | Page No., 49 | Infrastructure | 9.1.5. The Call Centre premises must include: Workstation desks, 250 | Please confirm the Work Station size 2x3 or else. | The bidder is responsible for ensuring workstation dimensions are adequate for agent comfort and efficient operations. |
| 64 | Page No., 50 | Infrastructure | 9.1.5. The Call Centre premises must include: C: iv. Physical Security: Controlled access with restricted entry to authorized personnel only. | Please confirm the In & Out Report is also required or restriction to entry only. | As per RFP |
| 65 | Page No., 51 | Infrastructure | 9.1.5. The Call Centre premises must include: D: iv. ISDN PRI Lines (11 No's) | 11 Channels is not possible it can be multiplication of 10 only | ISDN PRI lines - 11 numbers required, each line having 30 channels |
| 66 | Page No., 51 | Infrastructure | 9.1.5. The Call Centre premises must include: D: v. Internet Lease Line connection (2 No's) – from different service providers | Is there any specific Service Provider List or anyone can Pick. Also confirm the Bandwidth requirement. | There is no requirement to select a specific Telecom Service Provider (TSP). The selected TSP should be the one that can offer the most reliable connectivity and support services. The required bandwidth for each Internet Leased Line (ILL) connection is 100 Mbps. |
| 67 | Page No., 51 | Infrastructure | 9.1.5. The Call Centre premises must include: D: xi. Any other additional software/tool on request of IHMCL if needed. | This will be additional cost to us. Is this cost will Borne by Client as & when basis. | As per RFP |
| 68 | Clause 5.3.1 (2), Page No. 13 | Technical / Eligibility / Pre-qualification criteria | The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). | Turnover requirement appears disproportionately high and not linked to estimated project cost. As per CVC/DoE/GFR, should not exceed 30%. Reduce turnover requirement to ≤30% of estimated project cost | As per RFP |
| 69 | Clause 3.1 & 5.5.3., Page No. 9 & 16 | Technical / EMD & Tender Fee | EMD of ₹10 Lakhs + Tender Fee ₹10,000 | No exemption for MSMEs provided, despite Public Procurement Policy 2012 & GFR 170 requiring exemption. Exempt MSMEs (Udyam/NSIC registered) from EMD & tender fee in line with GoI procurement norms. | Refer corrigendum-2 |

| | | | | | |
|----|---|-----------|--|--|------------|
| 70 | 5.3. Eligibility/Pre-Qualification criteria Page no.14 | Technical | <p>a) The bidder must have a minimum of 3 years of experience in establishing and managing call centre operations in India, as of the bid submission date. and</p> <p>b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls, outbound calls and other related activities such as non-voice processes, technical support, and data entry work, within the last five years. and</p> <p>c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years. The relevant projects must be either completed or in operation as of the bid submission date. Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations.</p> | <p>a) The bidder must have a minimum of 3 years of experience in establishing and managing call centre operations in India, as of the bid submission date. and</p> <p>b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls, outbound calls and other related activities such as non-voice processes, technical support, and data entry work, within the last five years. and</p> <p>c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years. The relevant projects must be either completed or in operation as of the bid submission date. Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or Utilities or Highway Operations.</p> | As per RFP |
| 71 | 5.3. Eligibility/Pre-Qualification criteria Page no.14 | Technical | Bidder shall have minimum 500 employees on the payroll of the company. | Bidder shall have minimum 3000+ employees on the payroll of the company. | As per RFP |
| 72 | 6.4. Evaluation parameter for Technical Proposal Page no.27 & 28 | Technical | <p>Overall experience in implementing call centre services for emergency response for central or state government departments, entities, and public sector units (PSUs) in India.</p> <p>Marks shall be allotted as given below.</p> <p>Emergency response experience less than 3 Years = 5 Marks Emergency response experience equal to or more than 3 Years, but less than 5 Years = 10 Marks Emergency response experience equal to or more than 5 Years = 20 Marks Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations.</p> | <p>Overall experience in implementing call centre services for emergency response for central or state government departments, entities, and public sector units (PSUs) in India.</p> <p>Marks shall be allotted as given below.</p> <p>Emergency response experience less than 2 Years = 5 Marks Emergency response experience equal to or more than 2 Years, but less than 3 Years = 10 Marks Emergency response experience equal to or more than 3 Years = 20 Marks Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or Utilities or Highway Operations.</p> | As per RFP |

| | | | | | |
|----|---|-----------|--|---|------------|
| 73 | <p>Mr. Ashish Khugshal PWSPL - Regional Sales Manager ashish@pyrotechworkspace.com +91-9119119942</p> | Technical | <p>9.1.5. The Call Centre premises must include: a). The Manpower Service provider shall ensure availability of adequate physical infrastructure to accommodate all operational zones as per the minimum requirements specified herein. The facility must be furnished, equipped, and ergonomically configured to support uninterrupted operations, team management, training, and supervision. At a minimum, the layout shall include: i. CCA (Customer Care Agent) Desks: Workstation desk for operations team with appropriate spacing and acoustic separation between Level-1 CCA, Level-2 Dispatcher, Backend Team, Social Media Team and other management staff.</p> | <p>To support uninterrupted operations, team management, training, and supervision the CCA Desk / monitoring desk / Control Desk holds utmost importance in any monitoring facility as it serves as the central station for conducting all operational and monitoring activities. These desks are critical to the mission and must be designed in accordance with international ergonomic norms, such as ISO 11064, to ensure that operations team can work without fatigue even for extended periods of 10-12 hours. However, there are currently no defined quality parameters or certificates for consoles that can ensure an engineered solution for consoles in this RFP. It is highly recommended to add the specifications mentioned below in the RFP: 1. Environmental Product:- The EPD (Environmental product declaration) of control room console shall be verified in accordance with ISO 14025 (from UL/Intertek) for Impacts on Environment by control room console. Valid report/document from UL/Intertek to be submitted along with technical bid. 2. Furniture Sustainability Standard:- The proposed control desk shall be ANSI/BIFMA e3-2019 certified/tested at least for level 3 from UL/Intertek as per Furniture Sustainability Standard to identify the sustainability level of the furniture with respect to the environmental, health & wellness, and social impacts applicable to product(s). Valid certificate to be submitted along with the technical bid. 3. Maintainability Feature:- The front edge of Control Desk is the component which comes in frequent contact of the operator. The soft polyurethane edge is meant to prevent injury (accidental impact) to operator during emergency and it also reduces the contact stress. In case of damage to this edge the desk design shall permit quick & easy replacement within half an hour without taking any shutdowns or removal of the tabletops. Audit certified design feature of modular PU Edge: High-density poly-urethane moulded on industrial grade aluminium core to</p> | As per RFP |
|----|---|-----------|--|---|------------|

| | | | | | |
|----|--|------------|---|---|--|
| 74 | Mr. Ashish Khugshal PWSPL - Regional Sales Manager ashish@pyrotechworkspace.com +91-9119119942 | Technical | 9.1.5. The Call Centre premises must include: a). The Manpower Service provider shall ensure availability of adequate physical infrastructure to accommodate all operational zones as per the minimum requirements specified herein. The facility must be furnished, equipped, and ergonomically configured to support uninterrupted operations, team management, training, and supervision. At a minimum, the layout shall include: i. CCA (Customer Care Agent) Desks: Workstation desk for operations team with appropriate spacing and acoustic separation between Level-1 CCA, Level-2 Dispatcher, Backend Team, Social Media Team and other management staff. | 6. Quality & Durability:- Structure shall be made of heavy-duty extruded vertical and horizontal aluminium profiles. The extrusions shall be duly powder coated with 40+ microns over all surfaces. All sheet metal parts shall be finished with a durable, black, electrostatic powder coating. 7. Shutters & Side Leg:- Front, and back shutters shall be of 18 mm Laminated MDF Board with premium finish. Side leg shall be of 25mm of the same finish. 8. Slat Wall:- Slat wall shall be made of approximately 2mm thick extruded aluminium (aluminium alloy). The proposed Control Desk shall be UL Listed and valid certificate to be submitted along with the technical bid. 9. Quick & Easy Maintenance:- The Control Desk shall feature ergonomic display mounting arms. It shall enable quick & easy replacement of VESA mounts & arm extensions as per the ergonomic. UL audit certified design feature of monitor arm assembly shall have auto lock, push & remove feature for quick release of VESA mounts and modular arm extensions for ease in maintenance and fixing of monitor by one technician within 30 seconds without using any tools. Valid UL audit certificates to be submitted along with the technical bid. | As per RFP |
| 75 | 9.1.5- page no 49 | General | Workstation 250 | Should we consider 250 FTE's here or calculate the manpower as per volumes provided in age no 44 | For level-1 CCA, level-1 CCA team lead, level-2 Dispatcher, level-2 dispatcher team lead, Quality Analyst, Backend Team, Social media complaint handler : Minimum manpower requirement in section 9.1.9 represents the required active headcount on any given day. To ensure consistent coverage while complying with labour laws including mandated weekly offs, leave entitlements, and shift rotations it is necessary to hire additional manpower beyond the daily operational requirement mentioned in 9.1.9 . This buffer will help maintain service levels without overburdening staff and ensure business continuity. |
| 76 | 8.4.1 Page no 47 | Technology | technology provided by C-DAC | Will the Technology provided by C-DAC to the Service provider or should we factor it in our commercials | CDAC will provide the technology as mentioned in Section 8.4 of the RFP |

| | | | | | |
|----|---|-----------|---|--|------------|
| 77 | suitable for professional-grade content production. Additionally, it is recommended that Bidder to have access to generative AI features or subscriptions to support high-quality content writing (e.g. ChatGPT or equivalent). The manpower service provider must ensure strict adherence to data privacy and security protocols while using such tools, especially when handling sensitive personal information page :51 | General | Generative AI features or subscriptions | who will take care for ChatGPT subscriptions monthly Reimbursement Charges | As per RFP |
| 78 | Below table 9.1.24. Roles & Responsibilities Pg- 62 | Technical | Operations The Manpower Service Provider shall be responsible for the payment of all recurring telecom related charges, including but not limited to bills for the usage of toll-free numbers, PRI lines, and any other associated telecom services. | Please confirm will these be reimbursed by the department. Since, as the Toll Free number/Short Code is in name of the department so we would request the department to consider bidder making the payment on their behalf directly to TSP and than reimbursing the same from department on monthly basis. | As per RFP |
| 79 | 10.4. Annexure 4: Bidder's Annual Turnover Pg- 88 | Others | 10.4. Annexure 4: Bidder's Annual Turnover | We have been provided a standard certificate by our C.A Confirming Average Annual Turnover and Positive Net Worth. Please confirm can we submit the standard certificate with UIDIN or it is mandatory to submit certificate as per annexure 4? | As per RFP |
| 80 | Point d (vi) of 9.1.5. The Call Centre premises must include Pg- 52 | Technical | vi. IP phones (Min. 250 No's) The IP phone shall conform to the following specifications: SIP RFC 3261, Audio Codecs- G711 (A-law, μ -law) and G729, Main telephony features - Hold, transfer, forward (unconditional/no-answer/busy), 3-way conferencing, call park/pickup, call waiting and call history. Network interface- Ethernet ports, LCD Display, RJ9 headset jack. | We request you to please consider Soft Phone software to make or receive calls rather than IP Phones, since in today's era call centers do not use IP phone, Dialer softwares are most advanced and with more compatible with PRI & SIP Trunks. | As per RFP |

| | | | | | |
|----|---|-----------|---|--|---|
| 81 | Table point no. 2 of 5.3.1 of 5.3. Eligibility/Pre-Qualification criteria Pg- 14 | Others | <p>The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24).</p> <p>Only the turnover of the bidding entity will be considered. Turnover from parent, subsidiary, associated, or other related entities will not be included.</p> | <p>We are leading BPO played in managing National Helplines for Central Government Agencies and are keen to participate in the said tender too. However the turnover clause is restricting us to be eligible for participating in this tender. Whereas we are meeting all the other parameters of PQ and Technical Evaluation so hereby we request you to consider Turnover for FY 2024-25 and also consider relaxing last three years turnover for FY 2022-23, 2023-24 and 2024-25 to Rs. 45 Crores for MSMEs.</p> <p>Also please note that as per clause 2 of O.M. No.F.20/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance it is clarified that for all public procurement, the central ministries/departments have to ensure Prior turnover and prior experience is relaxed to Sartups & MSEs. Enclosed is GOI circular for your reference.</p> <p>However being a compitent and experience StartUp MSE bidder we have achieved turnover of more than 50 Crs in FY 2024-25, however we are hereby seeking relaxing of average turnover to 45 Crs for FY 2022-23, 2023-24 and 2024-25 for MSEs for equal and fair participation of all eligible bidders.</p> | <p>Average annual turnover will be as per RFP. FY considerations based on Corrigendum-2</p> <p>As per Clause 3 of the same Office Memorandum dated 20.09.2016, the procuring entity may choose not to relax prior turnover and experience criteria for micro and small enterprises (MSEs) in cases involving public safety, health, critical security operations, and equipments etc.</p> |
| 82 | Clause 3.1 | | Document Fee of Rs. 10,000 to be paid online and proof of payment to be submitted as per terms defined in the RFP. | Tender fee is exempted for MSEs and Startups as per as per General Financial Rules (GFRs), 2017. Please consider the same for this tender. | Refer corrigendum-2 |
| 83 | Clause 5.5.3 (Annexure 12 for format) | | EMD of INR 10 lakhs in the form of Bank guarantee OR electronic Bank Guarantee under Structured Financial Messaging System (SFMS). | EMD is exempted for MSEs and Startups as per General Financial Rules (GFRs), 2017. Please consider the same for this tender. | Refer corrigendum-2 |
| 84 | Below table 9.1.24. Roles & Responsibilities Pg- 62 | Technical | <p>Operations</p> <p>The Manpower Service Provider shall be responsible for the payment of all recurring telecom related charges, including but not limited to bills for the usage of toll-free numbers, PRI lines, and any other associated telecom services.</p> | As per the industries best practices the cost of PRI/SIP trunk are variable bases on the number of call volume during the month, we kindly request you to confirm whether the charges for Toll-Free and PRI services will be paid back to the service provider by the department with the invoices. | As per RFP |

| | | | | | |
|----|---|-----------|--|---|--|
| 85 | Table point no. 2 of 5.3.1 of 5.3. Eligibility/Pre-Qualification criteria Pg- 14 | Others | The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). Only the turnover of the bidding entity will be considered. Turnover from parent, subsidiary, associated, or other related entities will not be included. | As a reputed and fastest growing one of the MSEs, We would request you to please consider the following: 1. FY 2022-23, FY 2023-24 and 2024-25, 2. Average annual turnover for 40+ Cr. | Average annual turnover will be as per RFP. FY considerations based on Corrigendum-2 |
| 86 | Table point no. 2 of 5.3.1 of 5.3. Eligibility/Pre-Qualification criteria Pg- 14 | Others | The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). Only the turnover of the bidding entity will be considered. Turnover from parent, subsidiary, associated, or other related entities will not be included. | We are keen to participate in this tender however the turnover of 50 Cr is a showstopper for us, we request you to please relax upto 30 Cr for (FY 2021-22, FY 2022-23 and 2023-24) | Average annual turnover will be as per RFP. FY considerations based on Corrigendum-2 |
| 87 | 14 | Technical | Bidding Entity: b) The bidder must hold a valid Other Service Provider (OSP) registration from the Department of Telecommunications (DoT), Government of India, for setting up a call centre. Joint Ventures (JV) and Consortiums are not permitted | As per the New Guidelines for Other Service Providers (OSPs) (No. 18-8/2020/CS-1 dated 05th November 2020, page no. 2), it has been clearly specified that no registration certificate is required for OSP centers in India. In this context, retaining OSP registration as a mandatory requirement in the pre-qualification criteria may inadvertently restrict the participation of competent and experienced bidders. We therefore most respectfully request your kind consideration to delete this clause from the pre-qualification criteria, thereby enabling wider participation from qualified bidders while still ensuring compliance with the overall requirements of the tender. We are attaching the New Guidelines for Other Service Providers along with the pre bid queries for your ready reference. | Refer corrigendum-2 |
| 88 | 14 | Technical | The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). Only the turnover of the bidding entity will be considered. Turnover from parent, subsidiary, associated, or other related entities will not be included. | Requesting you to ammend the clause as "The bidder must have an average annual turnover of at least INR 50 Crores from BPO/IT/ITES/System Integration business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). Only the turnover of the bidding entity will be considered. Turnover from parent, subsidiary, associated, or other related entities will not be included. | As per RFP |

| | | | | | |
|----|----|-----------|--|---|---------------------|
| 89 | 15 | Technical | <p>a) The bidder must have a minimum of 3 years of experience in establishing and managing call centre operations in India, as of the bid submission date. and</p> <p>b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls, outbound calls and other related activities such as non-voice processes, technical support, and data entry work, within the last five years. and</p> <p>c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years. The relevant projects must be either completed or in operation as of the bid submission date. Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations.</p> | <p>Requesting you to ammend the clause as below:</p> <p>b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls, outbound calls and other related activities such as non-voice processes or technical support, or data entry work, within the last five years. And</p> <p>c)We request you to kindly consider projects where Call Centers/Helpdesks established for Smart Cities or Utilities as they play a vital role in citizen enagement and grievance management, hence we request you to kindly ammend the clause as "</p> <p>c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years. The relevant projects must be either completed or in operation as of the bid submission date. Note*: Emergency response services shall refer to call centre operations that support coordination and communication with citizens implemented for Police or Fire or Medical/Healthcare or Highway Operations or Smart Cities or Utilities.</p> | As per RFP |
| 90 | 28 | Technical | <p>A1:Experience in setting up and operationalizing call centre service(s) as on bid due date. Marks shall be allotted as given below: •3 Years and more but less than 5 years = 8 marks •For every additional 2 year of experience beyond 3 years, additional 1 mark shall be provided up to maximum 2 additional marks.</p> | <p>Requesting you to ammend the clause as below:</p> <p>A1:Experience in setting up and operationalizing call centre service(s)/Helpdesk as on bid due date. Marks shall be allotted as given below: •3 Years and more but less than 5 years = 8 marks •For every additional 2 year of experience beyond 3 years, additional 1 mark shall be provided up to maximum 2 additional marks.</p> | As per RFP |
| 91 | 28 | Technical | <p>A2: Experience in setting up and operationalizing for In-bound calls, outbound calls, other related activities such as non-voice processes, and technical support, as on bid due date in a specific project. Marks shall be allotted as given below: • Equal to or more than 150 Seats* = 15 marks • For every additional 50 Seats* beyond 150 Seats, additional 1 mark shall be provided up to maximum 5 additional marks Note: Seats refers to total inbound seats and outbound seats</p> | <p>Requesting you to ammend the clause as "Experience in setting up and operationalizing for In-bound calls, outbound calls, other related activities such as non-voice processes, and OR technical support, as on bid due date in a specific project. Marks shall be allotted as given below: • Equal to or more than 150 Seats* = 15 marks • For every additional 50 Seats* beyond 150 Seats, additional 1 mark shall be provided up to maximum 5 additional marks Note: Seats refers to total inbound seats and outbound seats</p> | Refer corrigendum-2 |

| | | | | | |
|----|-----|---------------------------|--|---|--|
| 92 | 52 | Technical | All hardware provided must meet the minimum technical specifications and compatibility requirements as defined by the C-DAC for the 1033 Helpline project. The Manpower Service provider shall ensure timely upgrades and maintenance of hardware to support uninterrupted service delivery and optimal performance. | We request you to kindly mention the required technical specifications for all the hardware as it have an impact on the overall commercial calculation of the bidder | Refer section 8.4 and 9.1.5 |
| 93 | 105 | Technical | Manpower Evaluation Criteria form A Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations. | We request you to kindly consider projects where Call Centers/Helpdesks established for Smart Cities or Utilities as they play a vital role in citizen enagement and grievance management, hence we request you to kindly ammend the clause as: "Emergency response services shall refer to call center operations that support cordinations and communication with citizens implemented for Police or Fire or Medical/Healthcare or Highway operations or Smart Cities or Utilities | As per RFP |
| 94 | 53 | Technical | Manpower: The Manpower Service provider shall be responsible for providing all manpower for the call centre services. The following manpower requirements have been outlined in the subsequent table. | Requesting you to please confirm that the number of manpower mentioned in the table are the exact requirement or the bidder has to consider the resources for managing leaves/Holidays/Weeks offs and other aspects of the deployed resources. | For level-1 CCA, level-1 CCA team lead, level-2 Dispatcher, level-2 dispatcher team lead, Quality Analyst, Backend Team, Social media complaint handler : Minimum manpower requirement in section 9.1.9 represents the required active headcount on any given day. To ensure consistent coverage while complying with labour laws including mandated weekly offs, leave entitlements, and shift rotations it is necessary to hire additional manpower beyond the daily operational requirement mentioned in 9.1.9 . This buffer will help maintain service levels without overburdening staff and ensure business continuity. |
| 95 | 31 | Payment Terms & Timelines | During Stage 1: Preparation Phase – encompassing Knowledge Transfer, Hiring, and Training – the payment terms shall not be applicable. Accordingly, IHMCL will not be liable to make any payments to the manpower service provider during this phase. (Refer Section 8.3) | Requesting you to clarify that the payment for the Stage 1 will not be made by the Department and the contract cost will be dervied by multiplying the montly cost into 36 months which includes the Stage 1 as well. Hence requesting you clarify on the same and please ammend the clause as the department will process payments for Stage1 as manpower deployment will happen during that duration. | Refer corrigendum-2 |

| | | | | | |
|----|-----------------------|---------------|--|--|---|
| 96 | 6 | 1. Fact Sheet | <p>Clause 6.5: The method of selection is L1 basis post technical qualification.</p> | <p>Considering the critical nature of the emergency service project, we recommend adopting the Quality and Cost-Based Selection (QCBS) method for evaluation. This approach ensures that technical competence and service quality are given due importance, while also considering cost-effectiveness</p> <p>QCBS will help identify the most suitable bidder who can balance quality with affordability."</p> | As per RFP |
| 97 | 5.2.2, Page No 13 | Legal | <p>The Authorized Signatory holding Power of Attorney and the person whose DSC is used for submission of bids must be the same.</p> | <p>Power of attorney is issued by Director/CEO to a designated person/attorney for handling tenders, however the DSC that is used to submit the documents is of Director only, which is in sync with the details mentioned in Annexure 5: Power of Attorney/Letter of Authorization (page # 89). Please confirm if our understanding is correct.</p> | As per RFP |
| 98 | 5.2.6, Page No 13 | Legal | <p>All documents including Application Fee, EMD, Power of Attorney, relevant Appendices eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.</p> | <p>Our understanding is that original EMD (Bank Guarantee) is always submitted physically before submission of bid to the honorable Department, however this statement says otherwise. Please confirm if original EMD is to be submitted to the Department along with submission of bid online or not.</p> | <p>As per RFP EMD will be submitted online.</p> |
| 99 | 6.4.1, A2, Page No 28 | Technical | <p>Experience in setting up and operationalizing for In-bound calls, outbound calls, other related activities such as non-voice processes, and technical support, as on bid due date in a specific project.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> •Equal to or more than 150 Seats* = 15 marks •For every additional 50 Seats* beyond 150 Seats, additional 1 mark shall be provided up to maximum 5 additional marks <p>Note: Seats refers to total inbound seats and outbound seats</p> | <p>Please confirm if the total count of 400 seats can be from multiple projects or single project.</p> | <p>Specific project refers to a single project.</p> |

| | | | | | |
|-----|----------------------------|-----------|--|---|---|
| 100 | 9.4.2, Point 1, Page No 75 | Technical | SLA 01 – Average Speed to Answer - This is the percentage of calls that are answered by the Call Centre operators within 6 seconds post IVR ends. | As per industry norms, we request to increase the ASA to 10 seconds post IVR ends. Kindly consider. | As per RFP |
| 101 | 9.4.2, Point 2, Page No 75 | Technical | SLA 02 – Attrition Rate - This is the Attrition rate (AR) of Level-1 CCAs and Level-2 Dispatcher in the month. | Our understanding is that the attrition rate does not include forced attrition, which comprises of Zero Tolerance or non-performance cases. Please confirm. | As per RFP |
| 102 | 9.4.2, Point 3, Page No 75 | Technical | SLA 03 – Accessibility of Call Centre for all calls (Call Abandoned Rate) - To measure the % of callers that fail to connect to Call Centre. The purpose is to ensure that most road users attempting to contact Call Centre should be able to connect to it. | Our understanding is that over 110% of forecast deviation will not be considered in SLA penalty clause. Please confirm. | As per RFP |
| 103 | 9.4.2, Point 6, Page No 76 | Technical | SLA 06 – Response Time for non-voice mode of communications - Time taken for first response to customer via all sources other than voice calls. | Please confirm average handling time for non voice mode of communication for first response. | Refer section 9.4.2. (F) |
| 104 | 1.j, 2. i, page no 64 | General | All costs related to the SMS gateway, including charges and associated expenses, shall be borne by Manpower Service provider. | Ideally Telecom cost is considered as a pass-on cost to the Department, which is paid as per actuals, so would request to consider it as a pass on cost. Kindly consider. | As per RFP |
| 105 | 5.14.1, Page No 22 | Legal | Imbalanced Bid-Further, in case where the bid of the successful bidder is less than 85% of the average of all bids received, the successful bidder shall have to submit an Additional Performance Security (APS) in the form of a Bank Guarantee for 5% of the total project cost. | Kindly explain this clause | If a bidder wins the project but their quoted bid amount is less than 85% of the average of all bids received, then: The bid is considered "imbalanced" or "abnormally low". To safeguard against potential performance risks, the bidder must submit an Additional Performance Security (APS). This APS must be in the form of a Bank Guarantee worth 5% of the total project cost. |
| 106 | 5.3.1, Page 13 | Technical | The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24). | Would request you to kindly ammend as: The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2022-23, FY 2023-24 and 2024-25). | Refer corrigendum-2 |
| 107 | 5.3.1, Page 13 | Legal | i. Certificate from the Statutory Auditor/CA clearly specifying the annual turnover for the specified years in Annexure 4 | Would request you to kindly remove the Annexure 4 and consider the CA Certificate with any format mentining the Turn over and Net worth with UDIN | As per RFP |

| | | | | | |
|-----|----------------|-----------|---|--|---------------------|
| 108 | 5.3.1, Page 13 | Legal | i. Certificate from the Statutory Auditor/CA clearly specifying the annual turnover for the specified years in Annexure 4 | Would request you to kindly remove the Annexure 4 and consider the CA Certificate with any format mentioning the Turn over and Net worth with UDIN | As per RFP |
| 109 | 5.3.1, Page 13 | Legal | iii. Power of Attorney/Letter of Authorization as per Annexure 5. | Would request you to kindly specify the stamp paper value on which we are supposed to provide the Power of Attorney as it may be acceptable from Rs 100 to Rs 1000 | Refer corrigendum-2 |
| 110 | 5.3.3, Page 16 | Legal | Bidders shall submit, along with their Proposals, an EMD of Rs. 10 Lakhs only, in the form of a Electronic Bank Guarantee under Structured Financial Messaging System (SFMS). | Would request you to kindly allow EMD exemption for Registered MSME bidder. | Refer corrigendum-2 |
| 111 | 5.3.1, Page 14 | Technical | 4. Technical Capability b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls, outbound calls and other related activities such as non-voice processes, technical support, and data entry work, within the last five years. | Request you to kindly amend the clause as : 4. Technical Capability b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls/outbound calls within the last five years with Central / State Government in INDIA . | As per RFP |
| 112 | 6.4.1, Page 27 | Technical | A2 . Experience in setting up and operationalizing for In-bound calls, out bound calls, other related activities such as non-voice processes, and technical support, as on bid due date in a specific project. | Request you to kindly amend as : A2 . Experience in setting up and operationalizing for In-bound calls, out bound calls, other related activities such as non-voice processes, and technical support, as on bid due date. | As per RFP |
| 113 | 6.4.1, Page 27 | Technical | A3. Overall experience in implementing call centre services for emergency response for central or state government departments, entities, and public sector units (PSUs) in India. Marks shall be allotted as given below: Emergency response experience less than 3 Years = 5 Marks Emergency response experience equal to or more than 3 Years, but less than 5 Years = 10 Marks Emergency response experience equal to or more than 5 Years = 20 Marks Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or Highway Operations. | Request you to kindly amend as : A3. Overall experience in implementing call centre services for emergency response for central or state government departments, entities, and public sector units (PSUs) in India. Marks shall be allotted as given below: Emergency response experience less than 3 Years = 10 Marks Emergency response experience equal to or more than 3 Years, but less than 5 Years = 15 Marks Emergency response experience equal to or more than 5 Years = 20 Marks Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or Highway Operations. | As per RFP |

| | | | | | |
|-----|---------------------------|---|--|--|--|
| 114 | Page No 49 , Clause 9.1.1 | Others | The Manpower Service provider shall establish the proposed Call Centre for the 1033 Helpline project within Delhi-NCR | RuralShores establishes Rural Delivery centres thereby creating Rural employment. We currently have 14 delivery centers across 9 states in India employing around 3000 front line associates. Query - Can we propose a site in remote / rural NCR or can our existing centers be considered. This is because we can speak all Indian Local languages. | As per RFP |
| 115 | Page No 31, Clause 7.6.9 | Legal | FTE represents 8 hours login per day, 240 hours login for 30 days calendar month and 248 hours login for 31 days calendar month. Every logged manpower seat in a shift should have frequent call handling during login hours. | With 4 W off's and 2.25 Mandatory holidays as per the labor law, 1 FTE can work for 24 days in a Month. Therefore the net login hours can be only 8 x 24 = 192 Hours. Please clarify. | For level-1 CCA, level-1 CCA team lead, level-2 Dispatcher, level-2 dispatcher team lead, Quality Analyst, Backend Team, Social media complaint handler : Minimum manpower requirement in section 9.1.9 represents the required active headcount on any given day. To ensure consistent coverage while complying with labour laws including mandated weekly offs, leave entitlements, and shift rotations it is necessary to hire additional manpower beyond the daily operational requirement mentioned in 9.1.9 . This buffer will help maintain service levels without overburdening staff and ensure business continuity. |
| 116 | Page 94, Clause 10.8 | Financial | Cost/ person per month inclusive of all applicable charges excluding GST and fixed for the entire Contract period. | Quote to be per Month or for the entire period of 36 Months (To include Year on Year Cost escalation) | The monthly rate will remain fixed for the entire operational duration of 36 months of the contract. |
| 117 | | Request for proposal (RFP) for Selection of Agency for setting-up and operationalizing 24x7 NH Helpline 1033 Tender Ref No: IHMCL/1033Helpline/2025/01 | 5.3.1 - Eligibility Criteria; Point No 4. c. c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years. The relevant projects must be either completed or in operation as of the bid submission date. Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations | We do not have this experience of running Emergency services. Rest all Criteria we are meeting. Can we apply for the same. We are working with Banks, NBFCs & Fintech for Sales, Customer Service & Debt Management. 9 BPO Centres across India with more than 3500 seats. | As per RFP |

| | | | | | |
|-----|--|--|--|---|--|
| 118 | | Request for proposal (RFP) for Selection of Agency for setting-up and operationalizing 24x7 NH Helpline 1033 Tender Ref No: IHMCL/1033Helpline/2025 /01 | | We did not find any reward parameters. Pls clarify. | As per RFP, Refer section 5.3 and Section 6 |
|-----|--|--|--|---|--|