

**RFP for Selection of Service Provider for Software Development, Implementation and Setup
& Operation of Mo Sarkar Contact Centre, Government of Odisha**
REF No.: OCAC-SEGP-MISC-0012-2019/ENQ/20002

Corrigendum

SL#	Clause No	Existing Clause	Revised Clause
1.	2.4.7 Pg 19	Prequalification Criteria (General Bid)-Either lead or consortium bidder must have at least 1000 full time employees in its payroll as on date of submission of bid.	The bidder/any of consortium partner must have at least 400 full time employees in its payroll in the previous month of submission of Bid. Document to be submitted : Copy of the EPF combined challan cum return showing the number of Subscribers.
2.	2.4.7 Pg. 19 Prequalification Criteria (General Bid)	Prequalification Criteria (General Bid)- Either lead or consortium bidder should have minimum 3 years of Experience in BPO/ Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies.– One project of similar nature not less than the amount 10 cr.OR– Two projects of similar nature not less than the amount equal 7 Cr.OR– Three projects of similar nature not less than the amount equal 4cr.	The bidder/consortium partner (at least one) should have : (i) Minimum 3 years of Experience in Software Development Project in Govt. Sector/ PSUs and (ii) Minimum 3 years of Experience in BPO/Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies with following project values – One project of similar nature not less than the amount 10 cr. OR – Two projects of similar nature not less than the amount equal to 7 Cr each. OR – Three projects of similar nature not less than the amount equal 4cr. Note : The term 'similar nature' includes either Soft Development Project or BPO/Call Centre Operation or both pertaining to a single project. Document to be submitted : Copy of Work Order/ Contract along with completion certificate or billing details

3.	2.4.7 Pre Qualification Criteria (General Bid) Pg 20	Either lead or consortium bidder should have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender	The bidder/consortium partners (in case of consortium) must have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender. Documents to be submitted : Copy of valid certificates
4.	2.4.9 Technical Evaluation Criteria	Either lead bidder or consortium partner should have its operational Call/Contact centre in India. – Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks – Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks	The bidder/any consortium partner must have its operational Call/Contact Centre / Development Centre in India. – Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks – Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks Document to be submitted : 1. Details of the address and address proof. 2. Copy of latest EFP challan & Letter from HR
5.	2.4.9 Technical Evaluation Criteria; Point No. b Pg .22	Either lead bidder or consortium partner should have its development centre in India. – Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks – Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks	This clause is deleted as it is addressed against the clause 2.4.9 (a). 5 marks now added to the clause 2.4.9 (j): Presentation and Proof of concept
6.	2.4.9 Technical Evaluation Criteria; Point No. d Pg. 22	Parameters The lead bidder/ consortium partner should have minimum 3 years of Experience in BPO/ Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies – < 3 years: 0 marks – > 3 years and < 4 years: 3 marks – >= 4 years: 5 marks Max Score: 5 Supporting Document Copy of Work Order/ Contract	The bidder/any consortium partner must have its operational Call/Contact Centre / Development Centre in India. The bidder/any consortium partner should have minimum 3 years of Experience in Call/Contact Centre / Development Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies – < 3 years: 0 marks – > 3 years and < 4 years: 3 marks – >= 4 years: 5 marks Max Score: 5 Supporting Document Copy of Work Order/ Contract

7.	Section- 4.9 Pg 84	<p>Dear _____ Madam/Sir,</p> <p>We _____ who are established and reputed developers / manufacturers of _____ having development centre / factories at _____ (address of development centre / factory) do hereby authorize _____ M/s. _____ (Name and address of Agent) to submit a bid, and sign the contract with you against the above _____ RFP.</p> <p>We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender.</p>	The Bidder shall submit the authorization from the OEM as per the standard format of OEM indicating the support duration
8.	Rack Server (ACD, CTI, IVR, Recording, etc)-Annexure-A-Rack Server (ACD, CTI, IVR, Recording, etc)	Form Factor: 4U Rack Mountable	Bidder may propose Max 4U Rack Mountable.
9.		Processor: Up to 18 Core Intel Xeon Platinum processors, up to 125W	Bidder May propose Intel Xeon 2 x 18 Core Gold processors, up to 125 W
10.		Memory: 256 GB expandable up to 1.5TB in 12x DIMM slots using 128GB DIMMs; 2666MHz TruDDR4	Bidder have to supply Memory: 256 GB expandable as per the requirement.
11.		Drive Bays : Up to 16 SFF (including 4 NVMe) or 8 LFF bays, PLUS up to 4 SFF (in optical bay) & 2x internal M.2 boot	Bidder have to supply Drive Bays : Up to 16 SFF (including 4 NVMe) as per the requirement.
12.		HBA/RAID Support : Software RAID (8x ports) std; opt. hardware RAID , (up to 24x ports); up to 16-port HBAs	Bidder shall propose Hardware RAID

Revised Commercial Bid Format

4.11.1 Commercial Bid

4.11.1.1 Contact Centre Infra

Sl#	Item/Description	Unit	Qty	Rate	Price	Tax	Total
a)	Network Printer	No	2				
b)	Firewall	No	1				
c)	Access Card	No	50				
d)	UPS	No	1				
e)	Operating System	No	2				
f)	RDBMS	No	1				
g)	Storage	No	1				
h)	Display (Reception)	Lot	1				
i)	Display (Contact Centre)	No	4				
j)	Rack Server (ACD, CTI, IVR, Recording, etc)	No	2				
k)	Gateways	No	2				
<i>Sub-total</i>							

4.11.1.2 Contact Centre Solution

Sl#	Item/Description	Unit	Qty	Rate	Tax	Total
a)	Contact Centre Solution – OEM Solution as per functionality	Lot	1			
b)	Warranty support	Year	3			
<i>Sub-total</i>						

4.11.1.3 CRM and Reporting Console

Sl#	Item/Description	Unit	Qty	Rate	Tax	Total
a)	Development, Implementation	Lump-sum	1			
b)	Post Implementation Support	Lump-sum	1			
c)	Post Implementation Support – Program Manager	Man-Month	36			
d)	Post Implementation Support – MIS Experts	Man-Month	36			
e)	Security Audit	No	10			

<i>Sl#</i>	<i>Item/Description</i>	<i>Unit</i>	<i>Qty</i>	<i>Rate</i>	<i>Tax</i>	<i>Total</i>
f)	RDBMS of CRM (as per the specification mentioned under functionality of CRM)	As per licensing structure	Bidder to specify			
g)	Any other third party software license such as Unicode based Odia, Performance monitoring tool etc.					
h)	Software enhancement cost (if required, see clause 3.13.3 - Software Enhancement Service)		20 man months			
<i>Sub-total</i>						

4.11.1.4 Contact Centre Management

<i>Sl#</i>	<i>Item/Description</i>	<i>Unit</i>	<i>Qty</i>	<i>Rate</i>	<i>Tax</i>	<i>Total</i>
a)	Contact Centre Executive- <i>Inbound</i>	Man-Month	360 (10*36)			
b)	Contact Centre Executive - <i>Outbound</i>	Man-Month	1440 (40*36)			
c)	Floor Manager – <i>Inbound</i>	Man-Month	36			
d)	Floor Manager – <i>Outbound</i>	Man-Month	36			
<i>Sub-total</i>						

4.11.1.5 Data Analytics & Quality Monitoring

<i>Sl#</i>	<i>Item/Description</i>	<i>Unit</i>	<i>Qty</i>	<i>Rate</i>	<i>Tax</i>	<i>Total</i>
a)	Project Data Lead (Resident Coordinator)	Man-Month	36			
b)	Business Analyst	Man-Month	36			
c)	Data Compliance Manager	Man-Month	36			
d)	Data Visualization Manager	Man-Month	36			
<i>Sub-total</i>						

4.11.1.6 Cost Summary

Sl #	Item/Description	Cost in ₹	Total Tax in ₹	Total in ₹
a)	Contact Centre Infra			
b)	Contact Centre Solution			
c)	CRM and Reporting Console			
d)	Contact Centre Management			
e)	Data Analytics & Quality Monitoring			
Net Total				

N.B.

- i. The resource man-month cost is inclusive of accessories/licenses mentioned under clause no. 7.4.4. of this RFP document*
- ii. The no. of inbound and outbound resources may vary depending upon the requirement of the project.*
- iii. The unit rate quoted here is applicable for additional requirement of resources.*
- iv. The bidder has to quote the tax component of each item separately as per prevailing rate*

Revised Dates for Tender Submission & Evaluation

Last date and time for Submission of Bid -	04.03.2020, 2 P.M.
Opening of Pre-qualification & Technical bids -	04.03.2020, 4 P.M.
Technical Presentation -	06.03.2020 at 11 AM onwards
Opening of Financial bids -	To be intimated later

Other terms and conditions of the RFP remain unchanged.

RFP for Selection of Service Provider for Software Development, Implementation and Setup & Operation of Mo Sarkar Contact Centre, Government of Odisha
REF No.: OCAC-SEGP-MISC-0012-2019/ENQ/20002

Sl. No.	RFP Document Reference(s) & Section	Page No.	RFP clause details	Query/Suggestion/Clarification required	Clarification/Views of OCAC
M/s Luminous					
1	2.6.2	27	Earnest Money Deposit (EMD)-Bidders shall submit, along with their Bids, EMD of Rs. 60,00,000 (Rupees Sixty Lakh only) in the shape of Bank Draft OR Bank Guarantee	We request OCAC to please reduce the EMD amount Rs. 60,00,000 to Rs. 5,00,000	No change. As per RFP
2	2.4.7	19	Prequalification Criteria (General Bid)- Either lead or consortium bidder should have Average annual turnover of ₹35 Crores during last three financial years (i.e. 2016-17, 2017-18, 2018-19)	We request OCAC to please reduce the turnover from Rs. 35 Cr to 15 Cr at least , so others bidders can bid this tender and OCAC can get the chnace to shorlist the better bidder's	No change. As per RFP
3	2.4.7	19	Prequalification Criteria (General Bid)- Either lead or consortium bidder must have at least 1000 full time employees in its payroll as on date of submission of bid.	We request OCAC to please reduce the full time employee strength from 1000 to 250 at least.	Modified: The revised clause is as follows. The bidder/any of consortium partner must have at least 400 full time employees in its payroll in the previous month of submission of Bid. Document to be submitted : Copy of the EPF combined challan cum return showing the number of Subscribers.

4	2.4.7	19	<p>Prequalification Criteria (General Bid)- Either lead or consortium bidder should have minimum 3 years of Experience in BPO/ Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies. – One project of similar nature not less than the amount 10 cr. OR – Two projects of similar nature not less than the amount equal 7 Cr. OR – Three projects of similar nature not less than the amount equal 4cr.</p>	<p>We request OCAC to please amend the clause , so OCAC can receive the most of bids for this tender and they can select the best bidder's with suitable price margin "Either lead or consortium bidder should have minimum 3 years of Experience in Software development & implemenation/BPO/ Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies. – One project of similar nature not less than the amount 5 cr. OR – Two projects of similar nature not less than the amount equal 2.5 Cr. OR – Three projects of similar nature not less than the amount equal 1cr."</p>	<p>Modified: The revised clause is as follows. Prequalification Criteria (General Bid)- The bidder/consortium partner (at least one) should have : (i) Minimum 3 years of Experience in Software Development Project in Govt. Sector/ PSUs and (ii) Minimum 3 years of Experience in BPO/Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies with following project values – One project of similar nature not less than the amount 10 cr. OR – Two projects of similar nature not less than the amount equal to 7 Cr each. OR – Three projects of similar nature not less than the amount equal 4cr. Note : The term 'similar nature' includes either Soft Development Project or BPO/Call Centre Operation or both pertaining to a single project. Document to be submitted : Copy of Work Order/ Contract along with completion certificate or billing details</p>
5	2.4.7		<p>Pre Qualification Criteria (General Bid)- Either lead or consortium bidder should have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender</p>	<p>We request OCAC to please accept both CMMI Level 5 or 3 Certificate for this tender participation because very few CMMI level 5 bidder's are their and if OCAC allow both CMMI Levels i.e 3 & 5 then other eligible bidder's can bid this tender</p>	<p>Modified: The revised clause is as follows. The bidder/consortium partners (in case of cosrtium) must have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender. Documents Required Copy of valid certificates</p>

6	2.4.9	<p>Technical Evaluation Criteria-Either lead bidder or consortium partner should have its operational Call/Contact centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks - Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks 	<p>We request OCAC to please reduce the full time employee from 300 to 100 in Odisha state</p> <p>Center with morethan or equal to 100 full time employees outiste of odisha state</p>	<p>Modified: The revised clause is as follows.</p> <p>Technical Evaluation Criteria-The bidder/any consortium partner must have its operational Call/Contact Centre / Development Centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks - Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks <p>Document to be submitted :</p> <ol style="list-style-type: none"> 1. Details of the address and address proof. 2.Copy of latest EFP challan & Letter from HR
7	2.4.9	<p>Either lead bidder or consortium partner should have its development centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks - Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks 	<p>We request OCAC to please reduce the full time employee from 300 to 100 in Odisha state</p> <p>Center with morethan or equal to 100 full time employees outiste of odisha state</p>	<p>This clause is deleted as it is addressed against the clause 2.4.9 (a).</p> <p>5 marks now added to the clause 2.4.9 (j): Presentation and Proof of concept</p>
8	2.4.9	<p>The lead bidder/ consortium partner should have previous experience in successfully deploying & maintenance of Hardware required for software establishment with the project value of at least Rs. 1cr</p> <p>[2.5 marks will be awarded for each project maximum 2 projects]</p>	<p>We request OCAC to please redcue the work order vallue from 1 cr to 25 lacs at least</p>	<p>No change. As per RFP</p>

9	2.4.9		The lead bidder/ consortium partner should have previous experience in successfully developing software applications for Help Desk Management/ Grievance Management/ Call Centre with the project value of at least Rs. 50 Lacs >= 5 projects : 10 marks = 4 projects : 8 marks = 3 projects : 6 marks = 2 projects : 4 marks < 2 marks : 0 mark	We request OCAC to please consider Software development application for the Help Desk Management/ Grievance Management/ Call Centre/other applications	No change. As per RFP
10	Fact Sheet	10	Important Dates for RFP- 28 Feb 2020	We request OCAC to please extend the bid submission by at least 10 days from the present submission date	Accepted. The Bid submission date is extended by 5 days
M/s VIS Networks					
1	FR 11	45	Should have an open storage platform that can provide instant access to call recording in the storage.	Please clarify related to open storage	NAS will be used for the Storing of recording files
2	SL# J)	52	Rack Server (ACD, CTI, IVR, Recording, etc) Qty: 2	Quantity of server will depend on Contact Center modules proposed. Request to mention in <u>Quantity : as per requirement</u>	No change. As per RFP
3	3.4.4 4.11.1.2 3.4.3.2	51 89 45	3.4.4 Contact Centre Infra 4.11.1.2 Contact Centre Solution IVR shall be used during Out-bound calls to distribute communications to citizens. The IVR system should enable to make agentless outbound calls and blast calls to citizens	Request to provide Bill of Quantity of Contact Center solution and VC end point. Also provide call volume for IVR port for Outbound	Concurrent Call Volume will be 30, for IVR outbound calls. However, the system must have flexibility in generating the blasting call.

4	3.6.2	56	Do sample survey of calls on Call Quality	Please clarify related to survey of calls.	System shall have feature of checking call recordings as and when required by the authority.
5	3.6.2	56	Facilitate OCAC officials to listen to any calls at any point of time and give access to relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc. related to Mo Sarkar Contact Centre Setup)	Listen to call is related to silent monitoring of on-going calls? Please confirm and What type of access required to relevant sub-systems/servers	The officials, having administrative rights to handle the project, shall be able to access the system
6	3.7.4	58	3.7.4 Go-Live After incorporation of the suggestion received during UAT and operationalization of contact centre solution with 30 inbound and 120 outbound calls the system will be declared as Go-Live.	Please refer to query -6 for Bill of Quantity for Contact Center system. Like nos of Inbound agents, Inbound IVR ports, Out bound IVR ports, Screen along with voice recording, Text to speech/ ASR etc which will help to complete the proposal.	No change. As per RFP
7	FR 31	43	Integration a. Department Portal b. Contact Centre Infrastructure c. SMS d. Email	Please provide scope of integration of Contact center system with department portal (if any)	The said integration scope is applicable for CRM & Reporting Console only.

8	Section - 3.4.2.1	43	Repeat request or feedback analysis	Please provide detail related to repeat request	Repeat request is related to calls only and this kind of report has to be submitted by Bidder if required.
9	Section- 4.9	84	<p>Dear Madam/Sir,</p> <p>We</p> <p>_____ who are established and reputed developers / manufacturers of</p> <p>_____ having development centre / factories at</p> <p>_____ (address of development centre / factory) do hereby authorize M/s. _____</p> <p>_____ (Name and address of Agent) to submit a bid, and sign the contract with you against the above RFP.</p> <p>We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender.</p>	<p>Since OEM will not participate directly hence requesting to remove the following clause</p> <p>"We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender."</p>	The Bidder shall submit the authorization from the OEM as per the standard format of OEM indicating the support duration

M/s CSM Technologies Pvt. Ltd.

1	Fact Sheet	11	The Service Provider must set up & operationalize the contact centre and implement the CRM within 3 months from the date of receiving the work order. Post Implementation Support would be provided for a period of 36 months from the date of go-live of the Contact Centre and may be extended for another 24 months based on performance.	We understand that the extension of contract duration shall be made upon mutual agreement between Service Provider and OCAC. Any additional charges thus incurred shall also be mutually determined at the time of extension.	As per RFP Extension would be based on the price quoted by the bidder.
2	2.4.7 Prequalification Criteria (General Bid)	19	Either lead or consortium bidder must have at least 1000 full time employees in its payroll as on date of submission of bid	1,000 full time employee may be reduced to 500	Modified: The revised clause is as follows. The bidder/any of consortium partner must have at least 400 full time employees in its payroll in the previous month of submission of Bid. Document to be submitted : Copy of the EPF combined challan cum return showing the number of Subscribers.
3	2.4.6 Consortium Conditions		Consortium Conditions	As this project includes various components for successful project delivery Kindly allow Sub-contracting along with consortium.	No change. As per RFP
4	2.4.6 Consortium Conditions		Consortium Conditions	Opening of Escrow Bank Account by the consortium partners may be allowed for smooth revenue sharing. Escrow Bank Account Agreement will be shared with OCAC. Kindly accept.	No change. As per RFP

5	2.26 Replacement of Key Personnel	37	Change in key professionals beyond the allowable limit of the contract leads to implication of liquidated damage of 10% of the contract value.	Liquidated damage may not be linked to the resources' performance or replacement	No change. As per RFP
6	3.12 Deliverable & Payment Term	64	Contact Centre Management, Data Analytics & Quality Monitoring - Monthly Attendance sheet & SLA reports	Since deliverables are to be submitted on a monthly basis, we request that the payment be also made on a monthly basis.	No change. As per RFP
7	4.11.1 Commercial Bid	89	4.11.1.4 Contact Centre Management	Request to include line items for Floor Manager - Inbound Calls & Floor Manager - Outbound Calls	Accepted. Please refer to the revised Commercial Bid
8	Rack Server (ACD, CTI, IVR, Recording, etc)-Annexure-A- Rack Server (ACD, CTI, IVR, Recording, etc)		Form Factor: 4U Rack Mountable	To allow 1U and 2U servers we request to modify it to Max 4U Rack Mountable	Bidder may propose Max 4U Rack Mountable.
9			Processor: Up to 18 Core Intel Xeon Platinum processors, up to 125W	As Intel processor does not have 18C platinum processor so kindly modify as mentioned below Intel Xeon 2 x 18 Core Gold processors, up to 125 W	Bidder May propose Intel Xeon 2 x 18 Core Gold processors, up to 125 W
10			Memory: 256 GB expandable up to 1.5TB in 12x DIMM slots using 128GB DIMMs; 2666MHz TruDDR4	Request you to make it 256 GB expandable.	Bidder have to supply Memory: 256 GB expandable as per the requirement.

11			Drive Bays : Up to 16 SFF (including 4 NVMe) or 8 LFF bays, PLUS up to 4 SFF (in optical bay) & 2x internal M.2 boot	Kindly specify the no Drive Bays so that it will be helpful in costing.	Bidder have to supply Drive Bays : Up to 16 SFF (including 4 NVMe) as per the requirement.
12			HBA/RAID Support : Software RAID (8x ports) std; opt. hardware RAID , (up to 24x ports); up to 16-port HBAs	Request to modify it as Hardware RAID instead of software RAID as it is more reliable and hot swappable this will help the bidder in cost estimation RAID card upto 8x ports ,	Bidder shall propose Hardware RAID
13	5 Proposed Master Service Agreement	98	Master Service Agreement for Software Development, Implementation and Setup & Operationalization of Mo Sarkar Contact Centre, Government of Odisha”	We recommend that the MSA be signed with Lead bidder as well as with the consortium member. Kindly accept.	No change. As per RFP

M/s Avaya

1	FR 11	45	Should have an open storage platform that can provide instant access to call recording in the storage.	Please clarify related to open storage	NAS will be used for the Storing of recording files
2	SL# J)	52	Rack Server (ACD, CTI, IVR, Recording, etc) Qty: 2	Quantity of server will depend on Contact Center modules proposed. Request to mention in <u>Quantity : as per requirement</u>	No change. As per RFP
3	3.4.4 4.11.1.2 3.4.3.2	51 89 45	3.4.4 Contact Centre Infra 4.11.1.2 Contact Centre Solution IVR shall be used during Out-bound calls to distribute communications to citizens. The IVR system should enable to make agentless outbound calls and blast calls to citizens	Request to provide Bill of Quantity of Contact Center solution and VC end point. Also provide call volume for IVR port for Outbound	Concurrent Call Volume will be 30, for IVR outbound calls. However, the system must have flexibility in generating the blasting call.

4	3.6.2	56	Do sample survey of calls on Call Quality	Please clarify related to survey of calls.	System shall have feature of checking call recordings as and when required by the authority.
5	3.6.2	56	Facilitate OCAC officials to listen to any calls at any point of time and give access to relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc. related to Mo Sarkar Contact Centre Setup)	Listen to call is related to silent monitoring of on-going calls? Please confirm and What type of access required to relevant sub-systems/servers	The officials, having administrative rights to handle the project, shall be able to access the system
6	3.7.4	58	3.7.4 Go-Live After incorporation of the suggestion received during UAT and operationalization of contact centre solution with 30 inbound and 120 outbound calls the system will be declared as Go-Live.	Please refer to query -6 for Bill of Quantity for Contact Center system. Like nos of Inbound agents, Inbound IVR ports, Out bound IVR ports, Screen along with voice recording, Text to speech/ ASR etc which will help to complete the proposal.	No change. As per RFP
7	FR 31	43	Integration a. Department Portal b. Contact Centre Infrastructure c. SMS d. Email	Please provide scope of integration of Contact center system with department portal (if any)	The said integration scope is applicable for CRM & Reporting Console only.

8	Section - 3.4.2.1	43	Repeat request or feedback analysis	Please provide detail related to repeat request	Repeat request is related to calls only and this kind of report has to be submitted by Bidder if required.
9	Section- 4.9	84	<p>Dear Madam/Sir,</p> <p>We</p> <p>_____ who are established and reputed developers / manufacturers of</p> <p>_____ having development centre / factories at</p> <p>_____ (address of development centre / factory) do hereby authorize M/s. _____</p> <p>_____ (Name and address of Agent) to submit a bid, and sign the contract with you against the above RFP.</p> <p>We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender.</p>	<p>Since OEM will not participate directly hence requesting to remove the following clause</p> <p>"We hereby extend our full guarantee and warranty as per our agreement with the above firm for the clause of the General conditions of the Contract for the product and services offered by the above firm against this tender."</p>	The Boder shall submit the authorization from the OEM as per the standard format of OEM indicating the support duration

M/s ESDS					
1	2.4.7 Prequalification Criteria (General Bid); Point No. c	19	<p>Basis of evaluation Either lead or consortium bidder must have at least 1000 full time employees in its payroll as on date of submission of bid.</p> <p>Documents Required Copy of the latest EPF combined challan cum return showing the number of Subscribers.</p>	<p>Kindly amend the Clause as: Basis of evaluation: "Either lead or consortium bidder must have at least 600 full time employees in its payroll as on date of submission of bid." Documents Required Copy of the latest EPF combined challan cum return showing the</p>	<p>Modified: The revised clause is as follows.</p> <p>The bidder/any of consortium partner must have at least 400 full time employees in its payroll in the previous month of submission of Bid.</p> <p>Document to be submitted : Copy of the EPF combined challan cum return showing the number of Subscribers.</p>
2	2.4.7 Prequalification Criteria (General Bid); Point No. d	19	<p>Basis of evaluation Either lead or consortium bidder should have minimum 3 years of Experience in BPO/ Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies. – One project of similar nature not less than the amount 10 cr. OR – Two projects of similar nature not less than the amount equal 7 Cr. OR – Three projects of similar nature not less than the amount equal 4cr.</p> <p>Documents Required Copy of Work Order/ Contract along with completion certificate or billing details</p>	<p>Kindly amend the Clause as: Basis of evaluation: Either lead or consortium bidder should have minimum 3 years of Experience in IT/ITes services in Govt. Sector/ PSUs/ reputed Private Sector Companies. – One project of similar nature not less than the amount 10 cr. OR – Two projects of similar nature not less than the amount equal 7 Cr. OR – Three projects of similar nature not less than the amount equal 4cr.</p> <p>Documents Required Copy of Work Order/ Contract along with completion certificate or billing details</p>	<p>Modified: The revised clause is as follows.</p> <p>Prequalification Criteria (General Bid)- The bidder/consortium partner (at least one) should have :</p> <p>(i) Minimum 3 years of Experience in Software Development Project in Govt. Sector/ PSUs and (ii) Minimum 3 years of Experience in BPO/Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies with following project values</p> <p>– One project of similar nature not less than the amount 10 cr. OR – Two projects of similar nature not less than the amount equal to 7 Cr each. OR – Three projects of similar nature not less than the amount equal 4cr.</p> <p>Note : The term 'similar nature' includes either Soft Development Project or BPO/Call Centre Operation or both pertaining to a single project.</p> <p>Document to be submitted : Copy of Work Order/ Contract along with completion certificate or billing details</p>

3	2.4.7 Prequalification Criteria (General Bid); Point No. e	20	<p>Basis of evaluation Either lead or consortium bidder should have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender along with registration with Department of Telecommunications, Government of India to operate the BPO/Call Centre/Contact Centre Service.</p> <p>Documents Required Copy of valid certificates</p>	<p>Kindly amend the Clause as: Basis of evaluation Either lead or consortium bidder should have valid ISO 9001, ISO 27001 and CMMi Level 3 certification valid up to the date of submission of the tender.</p> <p>Documents Required Copy of valid certificates</p>	<p>Modified: The revised clause is as follows.</p> <p>The bidder/consortium partners (in case of consortium) must have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender.</p> <p>Documents Required Copy of valid certificates</p>
4	2.4.9 Technical Evaluation Criteria; Point No. a	22	<p>Parameters Either lead bidder or consortium partner should have its operational Call/Contact centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks - Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks <p>Max Score: 5 Supporting Document</p> <ul style="list-style-type: none"> - Details of the address and address proof. - Self-certified copy of the latest EPF combined challan cum return along with details of subscribers in the state of Odisha. 	<p>Kindly amend the Clause as: Parameters Either lead bidder or consortium partner should have its operational Call/Contact/Data centre.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees - 5 marks - Centre with more than or equal to 200 full time employees - 2.5 marks <p>Max Score: 5 Supporting Document:</p> <ul style="list-style-type: none"> - Details of the address and address proof. - Self-Declaration from the Bidder for number of employees 	<p>Modified: The revised clause is as follows.</p> <p>Technical Evaluation Criteria-The bidder/any consortium partner must have its operational Call/Contact Centre / Development Centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks - Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks <p>Document to be submitted :</p> <ol style="list-style-type: none"> 1. Details of the address and address proof. 2. Copy of latest EPF challan & Letter from HR

5	2.4.9 Technical Evaluation Criteria; Point No. b	22	<p>Parameters Either lead bidder or consortium partner should have its development centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks - Centre with more than or equal to 300 full time employees outside the state of Odisha - 2.5 marks <p>Max Score: 5 Supporting Document - Details of the address and address proof. - Copy of latest EFP challan & Letter from HR</p>	<p>Kindly amend the Clause as: Parameters Either lead bidder or consortium partner should have its development centre in India.</p> <ul style="list-style-type: none"> - Centre with more than or equal to 300 full time employees - 5 marks - Centre with more than or equal to 200 full time employees - 2.5 marks <p>Max Score: 5 Supporting Document: - Details of the address and address proof. - Copy of latest EFP challan & Letter from HR</p>	<p>This clause is deleted as it is addressed against the clause 2.4.9 (a).</p> <p>5 marks now added to the clause 2.4.9 (j): Presentation and Proof of concept</p>
6	2.4.9 Technical Evaluation Criteria; Point No. d	22	<p>Parameters The lead bidder/ consortium partner should have minimum 3 years of Experience in BPO/ Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies</p> <ul style="list-style-type: none"> - < 3 years: 0 marks - > 3 years and < 4 years: 3 marks - >= 4 years: 5 marks <p>Max Score: 5 Supporting Document Copy of Work Order/ Contract</p>	<p>Kindly amend the Clause as: Parameters The lead bidder/ consortium partner should have minimum 3 years of Experience in IT/ITes Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies</p> <ul style="list-style-type: none"> - < 3 years: 0 marks - > 3 years and < 4 years: 3 marks - >= 4 years: 5 marks <p>Max Score: 5 Supporting Document: Copy of Work Order/ Contract</p>	<p>The bidder/any consortium partner must have its operational Call/Contact Centre / Development Centre in India.</p> <p>The bidder/any consortium partner should have minimum 3 years of Experience in Call/Contact Centre / Development Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies</p> <ul style="list-style-type: none"> - < 3 years: 0 marks - > 3 years and < 4 years: 3 marks - >= 4 years: 5 marks <p>Max Score: 5 Supporting Document Copy of Work Order/ Contract</p>

7	2.4.9 Technical Evaluation Criteria; Point No. e	23	<p>Parameters The lead bidder/ consortium partner should have previous experience in successfully developing software applications for Help Desk Management/ Grievance Management/ Call Centre with the project value of at least Rs. 50 Lacs >= 5 projects : 10 marks = 4 projects : 8 marks = 3 projects : 6 marks = 2 projects : 4 marks < 2 marks : 0 mark Max Score: 10 Supporting Document Copy of Work Order/Contract along with client certificate</p>	<p>Kindly amend the Clause as: Parameters The lead bidder/ consortium partner should have previous experience in successfully developing/providing IT/Ites software applications for Workflow management/Help Desk Management/ Grievance Management/ Call Centre with the project value of at least Rs. 50 Lacs >= 5 projects : 10 marks = 4 projects : 8 marks = 3 projects : 6 marks = 2 projects : 4 marks < 2 marks : 0 mark Max Score: 10 Supporting Document: Copy of Work Order/ Contract</p>	No change. As per RFP
8	2.4.9 Technical Evaluation Criteria; Point No. f	23	<p>Parameters The lead bidder/ consortium partner should have an experience in deploying software solutions for statistical analysis/ Data analytics [5 marks will be awarded for each type of project] Max Score: 10 Supporting Document Copy of Work Order/Contract</p>	<p>Kindly amend the Clause as: Parameters The lead bidder/ consortium partner should have an experience in deploying software solutions for statistical analysis/ Data analytics/MIS Reporting [5 marks will be awarded for each project] Max Score: 10 Supporting Document: Copy of Work Order/ Contract</p>	No change. As per RFP

9	2.4.9 Technical Evaluation Criteria; Point No. g	23	<p>Parameters The lead bidder/ consortium partner should have previous experience in successfully setting up Call Centre with the following components (Minimum one project shall be considered):</p> <ul style="list-style-type: none"> - IVRS: 3 marks - LAN based IP Phones: 3 marks - Call logging/ Recording software: 2 marks - Manpower resources: 2 marks <p>Max Score: 10 Supporting Document Copy of Work ordealong with client credentials</p>	<p>Kindly amend the Clause as: Parameters The lead bidder/ consortium partner should have previous experience in successfully setting up Call Centre with the following components (Minimum one project shall be considered) (Own call center implementation for commercial purpose will be considered):</p> <ul style="list-style-type: none"> - IVRS: 3 marks - LAN based IP Phones: 3 marks - Call logging/ Recording software: 2 marks - Manpower resources: 2 marks <p>Max Score: 10 Supporting Document: Copy of Work order along with client credentials/Self-Declaration mentioning details of the own call center</p>	No change. As per RFP
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M/s BPO Convergence

1	2.26	37	Replacement of Key Personnel	<ul style="list-style-type: none"> - At senior level; replacement TAT should be of 60 days due to Notice Obligations, etc. This should be revised to 60 days from current 7+7 days in RFP. - Liquidated damage in absence of the Key Professionals beyond the allowable limit should be kept for the contract value of a month/time the resource was unavailable 	No change. As per RFP
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2	3.5	52-53	Contact Center Management	Since one floor manager is not enough to cover operational window; what span should we plan the additional supervision. We suggest a TL for every 10 CCE for inbound as well as outbound queues.	No change. As per RFP
3	3.5	52-53	Contact Center Management	Our understanding is that Floor Managers required for Inbound & Outbound separately - pls confirm.	Accepted. Please refer to the revised Commercial Bid
4	3.5.4	55	Bring your own device	What is meant by station licence and call center agent license ?	Along with resource bidder has to provide the station licence and call center agent license and all the required hardware mentioned in the section 3.5.4 Bring Your Own Device
5	3.12	64	Deliverables & Payment Term	Majority of expenses are salaries and hence have to paid monthly so the payment schedule should be monthly as we cannot expect either people work on credit or block working capital for extended periods.	No change. As per RFP
6	3.14.2	67	Post Implementation - SL Metrics	1. number of inbound associates should be basis volume trends and hence a call volume handling capacity should be fixed for each CCE taking into account most recent trends available. 2. CCEs less than 90 days old should be assessed at 50% of normal handling capacity on account of their Learning Curve	No change. As per RFP

M/s ApMoSys

1	Section - Information to the Bidder Clause 2.6.2 - Earnest Money Deposit (EMD)	27	RFP document can be downloaded from www.odisha.gov.in or www.ocac.in . The bidders are required to submit the Bid processing fee of Rs. 11,200 (including GST of 12%) in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate Bid processing fee shall be rejected.	We are MSME, NSIC certified. Kindly exempt us from Bid Processing Fee criteria.	No change. As per RFP
2	Section - Information to the Bidder Clause 2.4.7 Prequalification Criteria (General Bid), Sub Point - c	19	Bidders shall submit, along with their Bids, EMD of Rs. 60,00,000 (Rupees Sixty Lakh only) in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP at clause 4.10) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.	We are MSME, NSIC certified. Kindly exempt us from Earnest Money Deposit (EMD) criteria.	No change. As per RFP

3	Section - Information to the Bidder Clause 2.4.7 Prequalification Criteria (General Bid), Sub Point - c	19	Either lead or consortium bidder should have Average annual turnover of ₹35 Crores during last three financial years (i.e. 2016-17, 2017-18, 2018-19)	We are MSME, NSIC certified. Kindly exempt us from turnover criteria.	No change. As per RFP
4	Section - Information to the Bidder Clause 2.4.8 For OEM, Sub Point - a	20	Either lead or consortium bidder must have at least 1000 full time employees in its payroll as on date of submission of bid.	We are MSME, NSIC certified. Kindly exempt us from this criteria.	Modified: The revised clause is as follows. The bidder/any of consortium partner must have at least 400 full time employees in its payroll in the previous month of submission of Bid. Document to be submitted : Copy of the EPF combined challan cum return showing the number of Subscribers.
5			The OEM of the offered Contact Centre components i.e. PBX, ACD, CTI, IVRS, Reporting and IP Phones must be rated as 'Leaders' for at least twice in last three years in the latest 'Magic Quadrant for Contact Centre Infrastructure, Worldwide' published by Gartner.	Can listing in other research organisation be valid?	No change. As per RFP

M/s Tatwa					
1	2.4.7 Prequalification Criteria (General Bid)	20	Either lead or consortium bidder must have at least 1000 full time employees in its payroll as on date of submission of bid.	This project is of 50 seats therefore the requirement of 1000 full time employees is not necessary. Kindly reduce the count to 500 full time FTE	Modified: The revised clause is as follows. The bidder/any of consortium partner must have at least 400 full time employees in its payroll in the previous month of submission of Bid. Document to be submitted : Copy of the EPF combined challan cum return showing the number of Subscribers.
2	2.4.7 Prequalification Criteria (General Bid)	21	Either lead or consortium bidder should have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender along with registration with Department of Telecommunications, Government of India to operate the BPO/Call Centre/Contact Centre Service.	As the project is about Call Centre, CMMi level 3 should be considered, also the CMMi Level 3 should be on development services & call center services	Modified: The revised clause is as follows. The bidder/consortium partners (in case of cosrtium) must have valid ISO 9001, ISO 27001 and SEI CMMi Level 5 certification valid up to the date of submission of the tender. Documents Required Copy of valid certificates
3	2.4.8 For OEM		The OEM of the offered Contact Centre components i.e. PBX, ACD, CTI, IVRS, Reporting and IP Phones must be rated as 'Leaders' for at least twice in last three years in the latest 'Magic Quadrant for Contact Centre Infrastructure, Worldwide' published by Gartner.	It is very unlikely that a bidder should be in the Leaders Magic Quadrant for the same set of technology components for the last three years. So we request to make the magic quadrant in Leaders segment for 1 year in the last 3 years.	No change. As per RFP

4	2.4.8 For OEM		The call centre solution should have been deployed in minimum 5 projects handling over 1,00,000 calls per day in India.	IF the bidder is taking call centre solution from the OEM, then how can the bidder submit the "Copy of Work Order/Contract" of the OEM. Since OEM is not Consortium Partner, it will be difficult to submit the Work Orders. So we request to ask for OEM certificates instead of Work Orders.	No change. As per RFP
5	2.4.8 For OEM		The equipment of bidder should have the capability to operate with Geo-redundancy feature of SIP service provider	Request to clarify on the Geo-redundancy requirement?	Provision should be there to trace the geo location of the caller if required.
6	2.4.9 for local Consortium		Local partner inclusion plan in consortium	Consortium should be global, there should not be any local references.	No change. As per RFP
7	2.4.7 Prequalification Criteria (General Bid)	20	Either lead or consortium bidder should have Average annual turnover of Rs. 35 Crores during last three financial years (i.e. 2016-17, 2017-18, 2018-19)	We request to change the Avg. turnover to even numbers i.e. Rs. 30 Crores.	No change. As per RFP
8	2.4.9 Technical Evaluation Criteria		Either lead bidder or consortium partner should have its development centre in India. – Centre with more than or equal to 300 full time employees in the state of Odisha - 5 marks	The current project is for the Call Centre operations, there will requirement of more number of FTE's, hence there will no need of such a huge development centre with 300 plus employees.	This clause is deleted as it is addressed against the clause 2.4.9 (a). 5 marks now added to the clause 2.4.9 (j): Presentation and Proof of concept

9	2.4.9 Technical Evaluation Criteria		The lead bidder/ consortium partner should have previous experience in successfully deploying & maintenance of Hardware required for software establishment with the project value of at least Rs. 1 Cr	The bidder should have experience of hardware deployment and maintenance but we believe there is no need that the hardware should be provided to "software establishment". It could be for organization / institute etc. Please justify.	No change. As per RFP
10	2.4.9 Technical Evaluation Criteria		The lead bidder/ consortium partner should have an experience in deploying software solutions for statistical analysis/ Data analytics.	The projects involving dashboard in call centre also uses statistical analysis to show the dashboard. So we request to consider the same for evaluation.	No change. As per RFP
11	3.13.1 Adherence to Standards		A reference list of the minimum industry standards which the system components should adhere to is mentioned	We believe that the the mentioned standards in the respective coomponent needs to be in line with respective ISO standards.	No change. As per RFP

M/s Sarada Systems					
1	2.4.11 Financial bid Evaluation	25	The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees	Kindly consider the evaluation of financial bid exclusive of taxes.	Evaluation of financial bid shall be done inclusive of taxes, however the bidder has to quote the tax component of each item separately as per prevailing rate
2	3.12 Deliverable & Payment Term	64	Contact Centre Management, Data Analytics & Quality Monitoring - Monthly Attendance sheet & SLA reports	Kindly accept a monthly payment request instead of quarterly payment.	No change. As per RFP
3	3.12 Deliverable & Payment Term	64	UAT - 40% of total value of Implementation of CRM and Reporting Console	We understand that the exit criteria for UAT milestone shall be UAT sign-off by any one Department availing the service. Kindly confirm.	Exit criteria for UAT milestone shall be UAT sign-off by any two Departments
4	4.11.1 Commercial Bid	89	4.11.1.4 Contact Centre Management	Request teamed the cost breakup for Floor Manager - Inbound & Outbound	Accepted. Please refer to the revised Commercial Bid
5	13 SPECIAL CONDITIONS OF CONTRACT	115	e. Bank Account Details	Considering the responsibilities to be shared between the prime and consortium member for ease of operation request inclusion of Escrow Account.	No change. As per RFP