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**Proceedings of the Committee meeting held on 11.04.2022 to  
Address Pre-bid Queries in Response to the RFP for Selection of  
bidder for Implementation of Unified Animal Helpline, Odisha**

Members Present

1. Smt. Madhumita Rath, GM (Admn), OCAC
2. Dr Gopal Krishna Tripathy, Joint Director, VOTI
3. Umesh Ch. Mishra, Sr Consultant, OCAC
4. Kalpana Biswal, SA, OCAC
5. Chandan Kumar Pradhan, Consultant, SeMT
6. Lilandree Panda, Project Associate

At the outset, it was apprised to the committee that RFP was invited from interested bidders for selection of bidder for Implementation of Unified Animal Helpline, Odisha by publishing advertisement in "The Indian Express", the local daily "The Sambad" and web portal of Government of Odisha and OCAC i.e. "[www.odisha.gov.in](http://www.odisha.gov.in)" & [www.ocac.in](http://www.ocac.in) as well as eNivida Portal <https://enivida.odisha.gov.in>. The pre-bid meeting was organised on 11.04.2022 at 4.30 PM through online mode as per schedule. The following bidders<sup>attended</sup> the meeting :


1. M/s Tatwa Technologies Ltd
2. M/s TCIL
3. M/s Cyfuture
4. M/s Esquare System & Technologies Pvt. Ltd.
5. M/s Ziqitza Health Care Limited

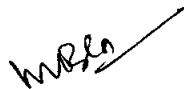
The Committee examined the queries received as well as queries asked during the pre-bid meeting and addressed the queries of respective bidders. After a detailed discussion the response to the queries and the Corrigendum of the RFP were finalized and are placed at Annexure-I and Annexure-II respectively. The Committee recommended to issue the Corrigendum & Pre-bid Response to the aforesaid RFP for intimation of bidders.

The meeting ended with vote of thanks to the Chair and all participants.

  
(Lilandree Panda)

  
(Chandan Kumar Pradhan)

  
(Kalpana Biswal)

  
(U. C. Mishra)

  
( G.K. Tripathy )

  
(Madhumita Rath)

Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ Views of OCAC & Department
<b>M/s Ziqtza Health Care Limited</b>				
1	Pt. 1. REQUEST FOR PROPOSAL (RFP)  Page No. 12/73	The selected bidder will be responsible for setup and operation of the Unified Animal Helpline, Odisha for a period of 5 years. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.	Kindly give a clarity on the toll free number of operation of the Unified Animal Helpline- Odisha	Toll free no. will be provisioned by the Department
2	Pt. 3.11. Pre-qualification Criteria Certification   Page No. 22/73	The bidder must possess a valid CMMI SVC/3 or above certificate and ISO 27001 Certificate as on date of submission of this RFP.	Kindly accept ISO 20000-1:2018 instead of CMMI SVC/3	No change. As per RFP
3	Pt. 3.11. Pre-qualification Criteria   Page No. 23/73	5. The Bidder should have operational Call/Contact Centre across the country with at least 200 employees as on date of submission of bid and at least 20 technically qualified professionals on its payroll with qualification MCA/Btech/BE or higher.	In call center to handle call there should be EMT / Doctor who can guide the person call for the emergency situation. Professional with BE/ MCA are good in technical background who can help if the system has a issue.  We request to allow the EMT/ Doctor for the above criteria as they can	No change. As per RFP
4	Pt. 5.5.2 Floor Manager  Page No. 36/73	Plan for coaching, training and retention for outbound call management	There should be doctor in the call center who can train and coach the call center staff for any challenging situations	No change. As per RFP

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Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ View of OCAC & Department
5	Pt. 5.5.3. Infrastructure for Set up of Helpline- BoQ   Page No. 37/73	Firewall Server	Qty mentioned as 1 it is recommended to have firewall in High availability mode, there is no backup is the qty mentioned is 1.	No change. As per RFP
6	Pt. 6.4. Scope Changes   Page No. 51/73	The Helpline shall have capacity for quick scalability to higher number of seats. The bidder shall be in a position to scale up their operations, as per requirement of the department. In such case, the bidder shall provide additional resources in a Shift and expand the setup. Cost impact shall be settled on the basis of agreed professional monthly shift charge.	Need clarity on the total number of call centre seats and the total number of manpower per shift required?	Pls refer clause 5.5.2 of RFP
7	Pt. 6.12. Expected Project Timeline & Deliverables   Page No. 54/73	Helpline Setup	Kindly make it T+45 days as procurement, installation & testing need time.	No change. As per RFP
<b>M/s E square System &amp; Technologies Pvt. Ltd.</b>				
1	Pt. 3.11. Pre-qualification Criteria sl.1  Page No. 22/73	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of Call Centre operation & software development for a period of at least 5 (Five) years as of March 31, 2021	kindly amend the clause to : "The Organization must be registered under the Indian Companies Act 1956/2013 and must have executed the Call centre setup for period of at least 5 (Five) years as of March 31, 2021"	No change. As per RFP

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Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ Views of OCAC & Department
2	Pt. 3.11. Pre-qualification Criteria sl.5   Page No. 23/73	The Bidder should have operational Call/Contact Centre across the country with at least 200 employees as on date of submission of bid and at least 20 technically qualified professionals on its payroll with qualification MCA/Btech/BE or higher.	as per RFP the total manpower will be required 10 so Kindly amend the clause to : "The Bidder should have executed Call/Contact Centre across the country/State for at least 15 employees as on date of submission of bid and at least 20 technically qualified professionals on its payroll	No change. As per RFP
3	Pt. 3.11. Pre-qualification Criteria sl.6   Page No. 23/73	The bidder must have executed projects for providing call centre services in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date with order value as follows: - one project of minimum order value ₹ 2 Cr. - Two projects with minimum order value of ₹ 1.5 Cr each OR - Three projects with minimum order value of ₹ 1 Cr each	Kindly amend the clause to : "The bidder must have executed projects for providing call centre solution in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date with order value as follows: - one project of minimum order value ₹ 2 Cr. - Two projects with minimum order value of ₹ 1.5 Cr each OR - Three projects with minimum order	No change. As per RFP
4	Pt. 3.13.1. Financial & Resource Strength sl.1   Page No. 25/73	The bidder should have years of experience in Call Centre operation as of 31.03.2021.	Kindly amend the clause to: "The bidder should have years of experience in Call Centre Setup as of 31.03.2021."	No change. As per RFP

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Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ View of OCAC & Department
5	Pt. 3.13.1. Financial & Resource Strength sl.2   Page No. 25/73	Revenue generated only from Call Centre operations during the last five (5) financial years ending on 31.03.2021.	Kindly amend the clause to : "Revenue generated only from Call Centre Setup and maintainance during the last five (5) financial years ending on 31.03.2021."	No change. As per RFP
6	Pt. 3.13.1. 3.13.1. Financial & Resource Strength sl.4   Page No. 25/73	The bidder should have its operational Call/Contact Centres available in India.	Kindly amend the clause to : "The bidder should have Executed Call/Contact Centres setup and maintainance in India."	No change. As per RFP
7	Pt. 3.13.2. Project experience and expertise sl.1   Page No. 26/73	The firm/ company should have developed and implemented CRM Application for any Call Centre Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India in last 5 years as on 31.03.2021.	Kindly amend the clause to : "The firm/ company should have developed and implemented CRM Application for any Call Centre Projects/software development project in State / Central Government/Govt. PSU/Govt. Autonomous body in India in last 7 years as on 31.03.2021."	No change. As per RFP
8	Pt. 3.13.2. Project experience and expertise sl.2   Page No. 26/73	Years of Experience in Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies.	Kindly amend the clause to : "Years of Experience in Call Centre setup for any Govt. Sector/ PSUs/ reputed Private Sector Companies."	No change. As per RFP

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Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ Views of OCAC & Department
<b>M/s Telecommunications Consultants India Limited (TCIL)</b>				
1	Pt. 3.11. Pre-qualification Criteria sl.1   Page No. 22/73	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of Call Centre operation & software development for a period of at least 5 (Five) years as of March 31, 2021	Minimum 10 years of operation to be considered	No change. As per RFP
2	Pt. 3.11. Pre-qualification Criteria sl.5   Page No. 23/73	The Bidder should have operational Call/Contact Centre across the country with at least 200 employees as on date of submission of bid and at least 20 technically qualified professionals on its payroll with qualification MCA/Btech/BE or higher.	Qualification to be removed	No change. As per RFP
3	Pt.7.1. Responsibility of F&ARD Department, Odisha sl.3   Page No. 56 / 73	Toll Free Number, PRI line	SIP lines may be used	Accepted  Pls refer Corrigendum

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Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ Views of OCAC & Department
<b>M/s Cyfuture</b>				
1	Pt. 3.13.1. Financial & Resource Strength sl.3   Page No. 25/73	The firm/ company should have development centre in Odisha and minimum 20 IT professionals with qualification BTech/BE/MCA or higher Documentary (Lease Agreement EPF Challan)	You are asking for Lease Agreement against the same. In the eligibility criteria you are asking to furnish undertaking for Centre operational in Odisha and in technical evaluation sheet you are asking for the office proof document. Kindly relax this	Pls refer corrigendum
2	Pt.3.13.3. Approach & Methodology sl.1   Page No. 27/73	Live demonstration of one CRM with option for photo capturing.	You are asking for a POC of CRM with option for photo capturing. Here we would like to inform you that for the demonstration of such CRM we will definitely require a fortnight post submission date for making of such POC as we do not have any existing POC against the requirement to be showcased.	No change. As per RFP
<b>M/s Tatwa</b>				
1	Page no 22, Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of Call Centre operation & software development for a period of at least 5 (Five) years as of March 31, 2021	Minimum 10 years of operation to be considered	No change. As per RFP

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Sl#	RFP Document Reference(s) (Section & Page Nos)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ Views of OCAC & Department
2	Page no 23, Manpower Strength	The Bidder should have operational Call/Contact Centre across the country with at least 200 employees as on date of submission of bid and at least 20 technically qualified professionals on its payroll with qualification MCA/Btech/BE or higher.	Qualification to be removed	No change. As per RFP
3	Page no 56, ROLE AND RESPONSIBILITY OF DIFFERENT STAKEHOLDERS	Toll Free Number, PRI line	SIP lines may be used	Accepted  Pls refer Corrigendum

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**SELECTION OF BIDDER FOR  
IMPLEMENTATION OF UNIFIED ANIMAL HELPLINE, ODISHA**

**RFP No.: OCAC-SEGP-MISC-0008-2022-22017**

**Corrigendum**

SL#	Clause /Section	Existing Clause	Revised Clause
1.	Pt.7.1. sl.3   Page No. 56 / 73	Responsibility of F&ARD Department, Odisha : Toll Free Number, PRI line	Responsibility of F&ARD Department, Odisha : Toll Free Number, SIP Trunk line
2.	Pt. 3.13.1. Financial & Resource Strength sl.3   Page No. 25/73	The firm/ company should have development centre in Odisha and minimum 20 IT professionals with qualification BTech/BE/MCA or higher Documentary (Lease Agreement EPF Challan)	The firm/ company should have minimum 20 IT professionals with qualification BTech/BE/MCA or higher (EPF Challan to be submitted)

*Prin Spande Mr. Sonu*

## REVISED CLAUSES

### 5.5.3. Infrastructure for Set up of Helpline- BoQ

The selected bidder shall supply, installation and commissioning of the following infrastructure for set up of the Animal Helpline as per specification herein.

Sl#	Items	Specification	Unit	Qty
a)	Access Switches	24 Port Layer-2 Switch	Nos.	1
b)	Dual I/O Jack	Dual RJ45 IP Box	Nos.	10
c)	1 Mtr LAN Cable	Connectivity between Patch Panel and Switch	Nos.	10
d)	2 Mtr LAN Cable	Connectivity at Nodes (System)	Nos.	10
e)	Patch Panel	24 Port	Nos.	1
f)	Cabling	Cabling for nodes	Nos.	10
g)	Server Rack		Nos.	1
h)	Online UPS for power backup	6 KVA online	Nos.	1
i)	Server	Server Hardware	Nos.	1
j)	Storage	NAS of 2 TB	Nos.	1
k)	Contact Centre Solution	Unified Communication Telephony Server with ACD, CLI, IVR features	Nos.	1
l)	Soft Phones	Soft Phones for All Agents & Supervisors	Nos.	5
m)	Head Phone	Noise-Cancelling Mike Gooseneck Flexible Heads	Nos.	5
n)	Desktop for CCE	i5, latest generation	Nos.	3
o)	UPS for CCE	1 KVA	Nos.	3
p)	Firewall	Network Security	Nos.	1
q)	Antivirus for Desktops		Nos.	3
r)	CRM Application		No	1

Note:

- The bidder is responsible to maintain all the IT (Hardware & Software) and Network components for a period of five years.
- All the equipment supplied under this RFP must have 5 years on-site comprehensive warranty with spare and labour

*Khr Spande MR from*

### 8.11.2 Cost of Infrastructure (Hardware & Software including CRM)

All items to be covered with warranty of 5 years.

SL#	Item Name	Description (Make & Model etc.)	Unit	Qty	Unit Rate	Taxes as Applicable	Unit Rate with Tax	Total Cost in ₹
1	Access Switches		Nos.	1				
2	Dual I/O Jack		Nodes	10				
3	1 Mtr LAN Cable		Nodes	10				
4	2 Mtr LAN Cable		Nodes	10				
5	Cabling		Nodes	10				
6	Patch Panel		Nos.	1				
7	Server Rack		Nos.	1				
8	Online UPS for power backup		Nos.	1				
9	Server		Nos.	1				
10	Storage		Nos.	1				
11	Contact Centre Solution		Nos.	1				
12	Soft Phones		Nos.	5				

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SL#	Item Name	Description (Make & Model etc.)	Unit	Qty	Unit Rate	Taxes as Applicable	Unit Rate with Tax	Total Cost in ₹
13	Head Phone		Nos.	5				
14	Desktop for CCE		Nos.	3				
15	UPS for CCE		Nos.	3				
16	Firewall		Nos.	1				
17	Antivirus for Desktops		Nos.	3				
18	CRM Application		No	1				
<b>Total Cost of Infrastructure</b>								

**Other terms and conditions of the RFP remain unchanged.**

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