

## Pre-Bid Response

<b>RFP for Selection of Agency for Operation, Management and Maintenance of Odisha's Digital Mobile Based Extension Service - Ama Krushi</b> <i>RFP No.: OCAC-SEGP-MISC-0015-2021-21037</i>				
Sl#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification/ Views of OCAC & Department
<b>M/s Tatwa</b>				
1	Page No.19. Prequalification criteria Point (b)	The bidder should have Average annual turnover of 40 Cr during last three financial years (i.e. 2020-21, 2019-20, 2018-19)	Requesting to decrease the annual turnover value to 30 Cr	The bidder should have Average annual turnover of 30 Cr during last three financial years (i.e. 2020-21, 2019-20, 2018-19)
2	Page No.20. Prequalification criteria Point (i)	The bidder must have executed/in the process of execution of similar nature project involving ICT, call centre management (with Interactive Voice Response systems, engaging with the rural population by periodically disseminating/exchanging information to/with them) & monitoring of entire operation for any Government Department / Government Agency / PSU in India during the last 5 years as on 31/03/2021 and value specified below - 1 project not less than ₹16 Cr. OR - 2 projects not less than ₹12 Cr. each OR - 3 projects not less than ₹8 Cr. Each	Our submission is that, taking the geo-location & local bidders into account, projects of Private & Large Corporates having a turnover of more than INR 1000 Crores may be considered for evaluation of the bid.	No change. As per RFP
3	Not Mentioned in the RFP	Requirement of buffer manpower	Request you to provide clarity on the requirement of buffer manpower	As per Industry standard to meet the requirement of Project

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4	Not Mentioned in the RFP	Requirement of shift timings & working days	Request you to provide clarity on the shift timings and working days	Normal Working hour : 9.30 AM to 5.30 PM Live Call Centre working hours : 12.30 PM to 8.30 PM On all Week days except Sunday, & National Holidays.
<b>M/s Gramvaani</b>				
1	Section 5	Consortium is not allowed.	Request to allow consortium	No change. As per RFP