



CUTTACK MUNICIPAL CORPORATION

Pre-bid Queries & Responses – “Selection of Agency for Establishment of Comprehensive Call Centre at Cuttack Municipal Corporation”

Pre-bid Meeting held on 27.07.2022 at 11:30 AM

Sl. No.	RFP Section, Clause & Page No.	Description	Detailed Description of query/ required clarifications	Response
1	Pre-qualification Criteria Page No.28 point No. PQ.3	The Bidder should have an Average Annual Turnover during last three financial years of Rs. 10 Crore or more. (i.e. 2018-19, 2019-20 & 2020-21) from BPO/Call Centre Businesses	The Bidder should have an Average Annual Turnover during last three financial years of Rs. 1 Crore or more (i.e. 2018-19, 2019-20 & 2020-21)	Agreed
2	PARAMETER/ Criteria, Page No. 29	Financial Capability of the Bidder a. Bidder average turnover $\geq$ 20 Cr. = 20 Points b. Bidder average turnover $\geq$ 15 Cr. & < Rs. 20 Cr. = 15 Points c. Bidder average turnover $\geq$ 10 Cr. & < Rs. 15 Cr. = 10 Points	Financial Capability of the Bidder a. Bidder average turnover = More than 1 Crore -20 Points b. Bidder average turnover = Rs.75 Lakhs to Rs.99.99 Lakhs = 15 Points c. Bidder average turnover = Rs.50 Lakhs to Rs.74.99 Lakhs = 15 Points	Financial Capability of the Bidder a. Bidder average turnover = More than 1 Crore -20 Points b. Bidder average turnover = Rs.75 Lakhs to Rs.99.99 Lakhs = 15 Points c. Bidder average turnover = Rs.50 Lakhs to Rs.74.99 Lakhs = 10 Points
3	EMD	Exemption	Kindly consider MSIME registered firm for EMD Exemption & purchase preference	Agreed, as per Govt. of Odisha Finance Dept. circular no. 8943/F Dt. 18.03.2021 & subsequent amendments bidders are exempted for paying the EMD.

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				However, bidders should have specific registration under MSME category for similar nature of services. Further, all the bidders are required to submit Bid Security Declaration as per Annexure I
4	8.2.1 Pre - qualification process & criteria PQ1, Page 29		We are requesting you kindly allow partnership firm so we can participate.	Agreed; Partnership Firm registered under Partnership Act 1932.
5	Bidding Data Sheet: Cost of Bid Document	Rs.10,000/- to be submitted in shape of DD from any Schedule Commercial Bank in favour of “Municipal Commissioner, CMC” to be drawn at Cuttack.		Rs.10,000/- to be submitted in shape of DD from any Schedule Commercial Bank in favour of “Commissioner, Cuttack Municipal Corporation” to be drawn at Cuttack.
6	Page 11	Hardware, Software, Telecom facilities:	1. Connectivity to be tollfree for inbound	Yes
7	Page 11	Hardware, Software, Telecom facilities:	2. Is screen recording mandatory for all? If yes recording to be stored for how many days. For call recording the ask is specified but not for screen.	Recording of all calls are mandatory but not limited to screen recording. Preference shall be given for maximum storage time.
8	Page 11	Hardware, Software, Telecom facilities:	4. Do we need to provide CRM? if yes what level of integration is needed with the citizen data base.	Preference shall be given to bidders providing end to end hassle free integrated

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				services like CRM which can synchronise with prevailing CMC citizen services.
9	Page 12	Operation & Maintenance of Call Centre	3. What would be FTE definition and pls clarify staffing pattern.	Staffing of proposed resources in shifts is the responsibility of the Agency.
10	Page 12	Operation & Maintenance of Call Centre	Is it 7 days working or Sunday is mandate WO	7 days working i.e. 24*7 in shifts
11	Page 15	Training	Training period will be of how many days	Depends on Agency's resourcing schedule
12	Responsibilities of Selected Bidder/Agency, Section Number 24/Page 15	There should be a provision of sending SMS/Audio messages to the beneficiaries of Cuttack.	Need clarification that weather it would be from dialer or CMC application and weather this would be in static form or dynamic	CMC doesnot have specific application. It is the responsibility of Agency to send SMS/Audio messages either from dialer or developed app to the beneficiaries in an efficient manner
13	Functional & Non-Functional Requirement Specification, Section Number f/Page 16	Call Centre Agents should be able to dial from the application interface integrated with MCTS application.	Need to understand the technology or language on which MCTS built	MCTS application is yet to be developed. The application interface integration should not be limited to only MCTS it should be able to integrate with any application which CMC may incorporate in later stage.

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14	Implementation of the IVRS solution, Section Number b/Page 15	Identifying the region from which the call is originating and greeting the caller in corresponding language of English and Hindi. The language of the IVRS menu should then be decided based on caller choice thereon.	Need clarity on this point as call origination can be confirm from telecom operator so how we would like to implement this on IVR	Integration with telecom operator shall be facilitated by CMC.
15	Hardware, Software, Telecom facilities:, Section Number 3/Page 9	All contemporary CMC of the art Business Intelligence Tools including but not limited to Automatic Roster Workforce Management Tool, Call Back Manager with Dialer, Voice Mail module (not only on IVR but for all agents across all services), Screen recording & Barging & Online Reports & Management Dashboards for CMC. The Agency are obligated to provide new Business Intelligence (BI) Tools and their updates at any time during the contract if CMC so desires at no extra cost.	Need clarity on type of call back manager weather it is scheduled or agent type .	Preference for auto caller facility.
16	Responsibilities of Selected Bidder/Agency, Section Number V/Page 14	Agency shall also integrate the proposed Call Centre Application. Agency shall prepare and Monitor the Project Plan, Periodic Status Reports on availability of Call Centre Agents, Call Centre application, Training Guidelines & Modules, prepare and submit risk and mitigation strategies, Review Meetings etc.	Need to understand what interfaces need to integrate in MCTS as for click to dial agent interface will integrate in MCTS application	Clarified earlier w.r.t. MCTS application

Bid Security Declaration

(On company letter head)

Bid Security Declaration Form Date:_____ RFP No. _____ To (insert complete name and address of the purchaser) I/ We. The undersigned, declare that: I/ We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration. I/ We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am / We are in a breach of any obligation under the bid conditions, because I/We a) have withdrawn/modified/amended, impairs or derogates from the RFP, my/our Bid during the period of bid validity specified in the form of Bid; or b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders. I/We understand this Bid Securing Declaration shall cease to be valid if I am/ we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

However, if the Authority demands to submit bid security at any point of time during the bid management process I/ We shall be liable to submit Bid Security amount within 15 days of issuance of notice to us in writing.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration) Name: (insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on _____ day of _____ (insert date of signing) Corporate Seal (where appropriate)