

E-tender for Engaging Call Center Agency for DDA

Clarifications to pre-bid queries received through Email

Sl.No.	RFP Document Reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Points of clarification	Reply
1.	Page No.: 8 2.3 Process Details For The DDA Call Center iv. Toll free number	After receiving the complaints through 1800110332 toll-free no, Facebook, twitter and Email executive will take proper details to register the complaints on call center software and send the complaint ID number to the complainant by sms.	The charges of the toll free number will be in the scope of DDA or service provider? Please clarify.	<i>DDA will bear the charges for the toll free number.</i>
2.	Page No.: 7 2.2 Indicative Scope of the Work:	The Call Center Agents would record the feedback received in a suitable format and will close the call. The information would be stored in the database and would be used for the purpose of further processing. The call centre agency will provide call centre software for call recording. The agents will have to inform the caller that they are on recording line.	Inbound & Outbound call Records: What will be the time and duration of call records, which may be required by DDA.	<i>Call records to be maintained for the entire period of contract and should be provided to DDA as and when desired.</i>
3.	Page No.: 20 4.8 PAYMENT TERMS	Final bill shall be paid within 90 days after submission of the final bill by the Contractor/Service Provider.	We request you to amend this clause and consider payment on monthly basis instead of 90 days after submission of the bills.	<i>Bills are processed on monthly basis only. However, processing may take upto 30 days.</i>
4.	Page No.: 2 1.5 EARNEST MONEY DEPOSIT (EMD)	a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy. (b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.	We are MSE Registered organization and Exempted for EMD payment .please confirm which document would be required to be uploaded for taking the EMD Exemption.	<i>Firms registered with National Small Industries Corporation (NSIC) for MSMEs will be exempted from EMD. Such bidders should produce relevant registration certificate along with self declaration claiming exemption should be uploaded.</i>

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			Only the EMD in demand draft format needs to be submitted in physical form to department as the rest entire submission is online. Besides EMD is there any other physical document which needs to be submitted	<i>EMD in desired format as per RFP should be uploaded on portal. No physical submission of any kind of documents is required.</i>
5.	Para no. 2.3	After receiving the complaints through 1800110332 toll-free no, Facebook, twitter and Email executive will take proper details to register the complaints on call center software and send the complaint ID number to the complainant by sms.	Who will bear the SMS charges?	<i>DDA will bear the sms charges.</i>
6.	Para no. 2.5.3, Second last point	Load Balancing of call across multiple inbound or outbound Asterisk servers is possible	Who will provide the server, DDA or Selected Bidder? Who will bear the charges for it?	<i>Server should be provided by the bidder.</i>
7.	Annexure I, Financial/Price Bid Schedule	# DDA will provide space for the team leader & executives, Desktop system with internet and telephone line	The furniture like desk, chair and infrastructure like Telephone, headphone to be provided by DDA or the selected Bidder?	<i>DDA will provide the space along with basic utilities like electricity, Desktop with internet, furniture, water.</i> <i>Software and other peripherals should be provided by the bidder.</i>
8.	General Query		Please confirm if minimum wages (as per Delhi minimum wages act) is applicable or not for all the participants Will the minimum wages price revision be passed on to the bidder or we need to take care of this in our pricing as this tender is for 2 Years.	<i>Yes. Delhi minimum wages act should be abided for the entire contract period. Besides, mandatory payments as per EPF,ESI, Bonus Act, etc.,</i> <i>The contract will be for a period of two years extendable by one year. Whole contract will be for the amount</i>

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				<i>quoted at the time of bidding and no increment or revision will be done during the contract period including revision of minimum wages.</i>
9.	General Query		Can the selected bidder provide Cloud based call centre solution? If the cloud based call centre solution cannot be provided then who would bear the charges for PRI Lines?	<i>It is not mandatory. PRI lines will be provided by DDA.</i>
10.	General Query		Is there any male-female ratio which needs to be maintained	<i>No such condition is part of the RFP.</i>
11.	General Query		Are there any hidden expenses like ID-Card, transportation, Uniform etc.	<i>ID-Card will be provided by DDA. Transportation will not be provided by DDA. Uniform is not required at present. However, if the need arises in future, it should be provided by the bidder.</i>
12.	General Query		Will department provide CRM software or the bidder needs to take care of this	<i>Call Center software should be provided by the bidder.</i>