



दिल्ली विकास प्राधिकरण DELHI DEVELOPMENT AUTHORITY

संचार विभाग Communications Department

बी-ब्लॉक, भू-तल, विकास सदन, नई दिल्ली-110023

B-Block, Ground Floor, Vikas Sadan, I.N.A., New Delhi-110023

No. F1(19)2025/Communications/ २५१

Date: 01.10.2025

**GeM Bid Number: GEM/2025/B/6732681 Dated: 26.09.2025**

**Clarifications on queries of bidders** regarding Engaging of a Professional Call Center Agency for Delhi Development Authority (DDA) for which the **pre-bid query meeting** was held on **30.09.2025** at 3.00 PM in the chamber of Commissioner-cum-Secretary, DDA, Vikas Sadan, New Delhi:

S.No.	Page No. & Clause No.	Query	Reply/Remark
1	P-10 4.4 Detailed scope of work. The Inbound and outbound telephony costs (meterable) related to Toll-Free Number (service provider shall be selected by DDA) shall be borne by DDA and all other cost/expense are to be borne by CCSP.	We seek your kind clarification regarding the cost and reimbursement arrangement outlined in the communication. As understood, the initial cost associated with inbound and outbound call setup will be borne by the DDA. Additionally, recurring monthly expenses incurred during operations will be reimbursed by the DDA upon submission of invoices, based on actuals. Kindly confirm if our understanding is correct, and whether any specific documentation, format, or timeline is to be followed for invoice submission and reimbursement Processing .	Already mentioned in RFP. The Inbound and outbound telephony costs related to Toll-Free Number shall be borne by DDA.
2.	P-10 4.4 Detailed scope of work. The cost related to PRI (inbound and outbound) and related infrastructure (for inbound and outbound), systems etc. shall be borne by the DDA. All other expenses related to Call Recording Software, Cloud Server etc. shall be borne by	We understand that the initial cost of PRI (inbound and outbound), associated infrastructure, and systems will be borne by the DDA. Furthermore, recurring monthly expenses are to be reimbursed by the DDA upon submission of invoices on an actual basis. In continuation of the above, we seek your kind clarification regarding the cost responsibility for the Customer Relationship Management (CRM) system, which is proposed to be used for both call management and call recording functionalities. Kindly confirm whether the cost of the CRM solution—whether one time or recurring—will also be borne by the DDA or reimbursed	The cost of CRM will be borne by the CCSP only. Refer clause 4.6.1 of the RFP

	Call Centre Service Provider.	under the existing arrangement.	
3.	<p>P-10</p> <p>4.4 Detailed scope of work</p> <p>It is also clarified that- for all processes inbound / outbound the first point of contact shall preferably be IVRS and other digital technologies as may be proposed by the bidder as part of its solution. However, DDA may specify certain campaigns where no agents-based calling will be required, and the calls shall only be delivered through IVRS and may also specify such campaigns where only agent- based calling may be there. Call Centre Service Provider shall be required to deliver services accordingly.</p>	<p>We understand that the DDA will take ownership of all expenses incurred for changes in the IVR system pertaining to any new campaign. We kindly request your confirmation on this understanding. Specifically, please clarify whether this includes:</p> <ul style="list-style-type: none"> <li>• Development and configuration costs for IVR changes</li> <li>• Any associated integration or testing charges</li> <li>• Ongoing support or maintenance related to the modified IVR flow Your confirmation will help us align our implementation and billing processes accordingly.</li> </ul>	<p>All cost related to IVRS will be borne by the CCSP as per clause 4.6.1 of RFP</p>
4	<p>P-12</p> <p>4.4 Detailed scope of work</p> <p>Feedback shall be taken through IVRS for 100% inbound calls and as per DDA requirements for outbound calls.</p>	<p>As per prevailing market standards and operational best practices, it is not feasible to capture feedback for 100% of inbound and outbound calls. We propose that the clause be revised to allow for randomized feedback collection from callers. This approach ensures representative sampling while significantly enhancing the efficiency of the staff deployed by the service provider. This modification aligns with industry norms and maintains the integrity of service quality monitoring without imposing undue operational constraints.</p>	<p>The CCSP shall strive to record the maximum feedback of the callers.</p>

5	<p>P-12</p> <p>4.4 Detailed scope of work</p> <p>The Call Centre shall have capacity to implement new processes – inbound and outbound as per requirements without disruption to ongoing processes.</p>	<p>We understand that, as per the tender provisions, the entire infrastructure required for establishing the call centre is to be procured by the Service Provider, and upon completion of the project, ownership of the same shall remain with the Service Provider. However, we seek clarification regarding the scope of invoice claims permitted under the clause. Specifically: The current wording appears to allow the bidder to raise invoices for additional infrastructure and manpower deployed during the course of the project. This seems to be at variance with the stated understanding that infrastructure ownership remains with the Service Provider. We kindly request your guidance on the following points:</p> <ul style="list-style-type: none"> <li>• Is the bidder permitted to claim reimbursement or raise invoices for infrastructure beyond the initial scope, even if ownership remains with the Service Provider?</li> <li>• Does the clause allow for invoicing of incremental manpower or equipment deployed to meet operational exigencies or performance benchmarks?</li> <li>• Should such claims be pre-approved or governed by a separate schedule or annexure?</li> </ul>	<p>No claim of reimbursement of additional technology or manpower will be paid by DDA. In case additional manpower is required during the contract period, DDA shall convey the same in advance and payment of the same will be billed on pro rata basis.</p>
6	<p>P-30-31</p> <p>Table 1: Bid submission documents</p> <p>As part of the bid, bidder should provide one (1) copy of Technical bid in soft copy (both bids in MS word format and pdf format) and shall submit one hard copy of necessary documents in DDA office VikasSadan as well. In case of any discrepancy, the pdf version shall prevail</p>	<p>We seek your kind clarification regarding the requirement for a hard copy submission as mentioned in the tender/documentation. Kindly confirm whether:</p> <ul style="list-style-type: none"> <li>• The hard copy submission is indeed mandatory, or</li> <li>• It has been mentioned inadvertently, and only a digital submission is required. A clear confirmation will help ensure compliance with the prescribed submission protocol and avoid any procedural discrepancies.</li> </ul>	<p>Hard copy of all documents as part of technical bid must be submitted on or before the last date of bid submission i.e. 13.10.2025, 12 PM in Communications Dept. Room No -16 Ground Floor Vikas Sadan.</p>

	<p>over the MS word version (The soft copies- PDF to be uploaded in *.rar extension files on GeM Portal) Original EMD and signed integrity pact is required to be submitted manually at DDA's office in a sealed cover and a scan copy of EMD and signed integrity pact needs to be uploaded on GEM PORTAL by the bidders. While submitting the original EMD and Integrity pact, the EMD and integrity pact should be placed in a sealed cover and the envelope be super scribed as "EARNEST MONEY DEPOSIT (EMD) and Integrity pact FOR RFP</p>		
7	<p>P-33-34</p> <p>8.2 Evaluation Criteria</p> <p>The bidder or its wholly owned subsidiary providing BPO/Call Centre services or the parent company of whom the bidder is a wholly owned subsidiary providing BPO/Call Centre services, must have registered itself with Department of Telecommunication (DoT) as call Centre. Copy of valid DOT certificate for the proposed sites by the bidder.</p>	<p>Upon reviewing the tender provisions, we would like to respectfully submit the following clarification and amendment request regarding the licensing requirement for call center operations. As per the latest regulatory guidelines, call center agencies are no longer required to obtain a license from the Department of Telecommunications (DOT) to operate. Instead, they are expected to adhere to the operational norms and guidelines prescribed by the DOT. We believe that the current clause, if left unchanged, may inadvertently restrict participation from otherwise capable and compliant bidders. To ensure broader competition and alignment with prevailing norms, we propose the following amendment: "The bidder shall submit a copy of the valid DOT certificate for the proposed sites at the time of award of the contract." This revision allows bidders adequate time to comply with documentation</p>	<p>As per the latest Government of India guidelines, the requirement to submit a valid DOT certificate has been reviewed and cancelled.</p>

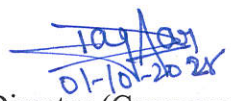
		requirements without creating a barrier to participation during the bidding stage.	
8	<p>P-9</p> <p>4.3 Estimated Volumes (inbound + outbound)</p> <p>4.3.1 Maximum call capacity/volume on per day is envisaged to be 1000. There may be a variation in the expected capacity/volume by +/- (plus/minus) 30% and the CCSP must be flexible to incorporate such new requirements and deliver services accordingly.</p>	<p>We seek your kind clarification on the following operational aspects outlined in the RFP, to ensure accurate planning and compliance: Seat Allocation: Kindly confirm whether the provision of a total daily count of 10 agents per day refers to a single entire operational day. Location Flexibility: Please clarify whether the call center may be operated from any part of the country or DDA will provide the space for establishing the call center. Staffing Norms and Buffer Provision: As per standard labour practices, no employee can be assigned to work continuously. To maintain uninterrupted operations, buffer staff would be required. Please confirm whether such buffer employees are to be included within the stipulated 10-seat limit or if they may be considered as additional.</p>	<p>The Call Centre will operate from A-Block, 3rd Floor, Vikas Sadan, with a team comprising ten executives and one team leader. The working hours will be from 10:00 AM to 6:00 PM, Monday to Saturday, in a single shift.</p>
9	<p>P-40</p> <p>9.1.2 Performance Guarantee</p> <p>The DDA will require the selected bidder to provide at its own cost and an unconditional, irrevocable and continuing Performance Bank Guarantee/Performance security for a value equivalent to 3% (three per cent) of the total value of the contract/tender/bid amount of the concerned selected bidder which must be submitted as per the timelines, rules and regulations mentioned in the RFP.</p>	<p>We propose that Insurance Surety Bonds (ISB) be accepted as a valid instrument for furnishing both the Earnest Money Deposit (EMD) and Contract Performance Guarantee (CPG), in line with recent procurement reforms encouraging alternative compliance mechanisms. We are prepared to submit the requisite bond immediately upon receiving approval. We trust that the Authority will consider this request favorably and issue the necessary clarification to facilitate inclusive and compliant bidding.</p>	<p>Insurance Surety Bonds (ISB) are already mentioned as acceptable form of EMD.</p>
10	General Query	We kindly seek clarification regarding the operational cost responsibilities	Provision of Electricity, Workplace premises and other

		<p>outlined in the RFP, specifically:</p> <ul style="list-style-type: none"> <li>• Electricity Charges: Please confirm whether the cost of electricity required for operating the call center will be borne by the Service Provider or reimbursed by the Authority.</li> <li>• Building Rent: Kindly clarify who will be responsible for bearing the rental expenses of the premises from which the call centre will operate.</li> <li>• A clear understanding of these components is essential for accurate financial planning and proposal structuring. We look forward to your guidance on the above.</li> </ul>	<p>physical infrastructure is already made by DDA.</p>
11	General Query	<p>Please confirm whether the charges for provisioning and maintaining the toll-free number will be borne by the Authority or if the Service Provider is expected to absorb these costs.</p>	<p>These cost will be borne by DDA.</p>
12.	General Query	<p>We kindly request clarification regarding the telecommunication setup for the proposed call center operations. Specifically:</p> <ul style="list-style-type: none"> <li>• Please confirm the number of telephone handsets and SIM cards required to be provisioned for the call centre staff. Page 8 of 8.</li> <li>• Kindly indicate whether each seat will require a dedicated device and SIM, or if shared configurations (e.g., softphones or pooled lines) are permissible under the scope of work.</li> </ul>	<p>Necessary Telephonic infrastructure including handsets will be borne by DDA.</p>
13.	General Query	<p>We kindly request that you provide details regarding the Average Handling Time (AHT) for inbound and outbound calls, as applicable under the scope of this project. Understanding the AHT is essential for accurately estimating staffing requirements, shift planning, and overall resource allocation to ensure seamless call centre operations in line with your expectations.</p>	<p>The Call Center executive shall handle the inbound calls and queries in the least possible time to the best of the satisfaction of the callers.</p>
14	General Query	<p>We respectfully seek clarification on the following technical aspect of the</p>	<p>Yes, CRM is required under the scope of</p>



		<p>proposed call centre operations:</p> <ul style="list-style-type: none"> <li>• Kindly confirm whether there is any requirement for deploying a Customer Relationship Management (CRM) system as part of the solution.</li> <li>• Additionally, please clarify whether the call centre platform is expected to be integrated with any existing departmental applications or software systems, and if so, kindly provide details regarding the nature and scope of such integration</li> </ul>	work of this RFP.
15	General Query	Whether the current manpower can be transitioned by the successful bidder ?	Yes
16	General Query	Whether the profile of executives and Team Leader need to be shared beforehand	Only after award of work
17	General Query	Whether an additional manpower is required to ensure quality as stipulated in RFP	No, provision of manpower should be strictly as per RFP. However, if any additional quality assurance personnel is deployed, the cost of it shall solely be borne by the CCSP.
18	General Query	Bank Details of DDA's for submission of EMD are not provided in RFP	<p>The following are the account details of Delhi Development Authority:</p> <p>DELHI DEVELOPMENT AUTHORITY</p> <p>Bank-SBI A/c -37443686706 IFSC- SBIN0008005</p> <p>BANK -CBI A/c-3654096366 IFSC-CBIN0282695</p>
19	General Query	Clause no 4.7 related to Training may be reviewed as per extant practice for averting payment issues.	The call center agency will provide at least 7 days training to the

			<p>proposed human resources based on the material provided by DDA. However, the proposed manpower will be inducted after assessment and approval from DDA. On the job training related to functioning of various depts. of DDA will be provided by DDA itself in phased manner.</p>
20	General Query	<p>Updates about submission of Copy of the valid Certificate issued from the accreditation organization: • ISO 27001-2013 as mentioned in RFP Clause 8.2 sub clause 7 (Certifications)</p>	<p>Latest guidelines and updated certifications are also acceptable.</p>

  
 Asst. Director (Communications)