

**RFP for Selection of Service Provider to Setup, Operate and
Management of State Helpline for Senior Citizens, Government of Odisha
REF No.: OCAC-SEGP-MISC-0027-2020-20048**

Sl. No.	RFP Document Reference(s) & Section & page no.	RFP clause details	Query/Suggestion/Clarification required	Clarification/Views of OCAC
M/s Alankit				
1	Factsheet Section 07, Project Duration	States project duration as only 01 year whereas on page 01 'structure of RFP' states this as 03 year project.	Kindly confirm the exact duration of this project, is it 01 year or 03 years?	1 year
2	4.4.3 Earnest Money Deposit (EMD)	Bidders shall submit, along with their Bids, EMD of Rs. 5,00,000(RupeesFive Lakhs only) in the shape of Bank Draft OR Bank Guarantee	Please provide waiver of EMD as per GFR guidelines Rule 170 Bid Security that provides ; " waiver of EMD to Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)"	As per Govt of Odisha Guideline
3	5.2 Prequalification Criteria (General Bid) Quality Certifications (page 11)	ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2011, CMMI Level 3 SVC	ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2011, are sufficiently cover the scope and essence of the project.	No change. As per RFP
4	7.2 Operational Standards for State Helpline (page 18)	b) Reporting i. Public dashboard for reporting the calls received, types of issues, number of issues closed / in-progress / opened.	What kind of Dash Board and reporting formats to be used? Where this report to be published? How the integration would happen?	Report on Call Statistics to be generated from Call Centre solution software
5	7.3 Scope of the Work for State Helpline (page 17)	To make outbound calls for creating awareness about the senior citizen schemes of the Government, periodically or as required by the Ministry or Senior citizens Department.	What is the % of outbound calls to be made and who will be responsible for payment of telephone bills for both inbound and outbound calls?	No. of Outbound Calls is as per the requirement to support Senior citizens

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6	8.4 Responsibility of OCAC& SSEPD Department	Bear monthly recurring expenses for IP based PRI Lines (Toll Free Number), SMS, Email, etc.	What about cost for outbound calls? will it also be managed by the OCAC itself?	PRI Line and Telephone bills are responsibility of OCAC & SSEPD department
7	7.3 Scope of the Work for State Helpline (page 17)	d) To operate the services from 6 AM to 10 PM, in shifts, all 7 days in a week.	This will require provisioning for transport facility to call centre staff, kindly confirm how transport needs to be billed to OCAC	Transportation for call centre staff etc. will be the responsibility of the bidder.
8	7.4.2 Field Response / Field Operations (page 20)	<p>e) This team will meet the senior citizens regularly and conduct meetings / outreach programmes.</p> <p>f) The team will visit resource persons /organisations and understand their process, study them for quality, on-board persons/ organisations that can be referred to, conduct regular quality checks, support them wherever required.</p> <p>g) The team will also interact with all the stakeholders on the ground, build awareness and take common issues faced by the senior citizens for resolution at the state /national level.</p> <p>h) The field response team will work with a network of NGOs, resource persons/ organisation, community-based groups, volunteers and state and district level authorities. The team will work with partners for ensuring service delivery and timely redressal of grievances.</p>	<p>Kindly provide details of monthly budget for field staff's conveyance, outreach programs and awareness activities etc.</p> <p>Also clarify how this will be reimbursed to service providers?</p> <p>Who will provide prior clearance and approval for conducting such event.</p>	<p>The activities are job responsibility of Field response Officers (FRO)</p> <p>FROs to organise & coordinate the awareness camps as per approval of OCAC & SSEPD department and the selected bidder to claim for reimbursement separately</p>

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9	7.8.1 Training (page 26)	Initial training for Staff	As part of implementation, an initial 'train the trainer session' for 50-60 hours along with training manuals should be provided by SW department to understand issues, challenges so that manpower can be trained accordingly by implementing organisation.	Initial training to be provided by SSEPD department
10	9.8 Team Composition & 9.9 Curriculum Vitae (CV) of Key Personnel Proposed (page 46 & 47)	Name of Staff with qualification and experience	Specific skillset and expertise is needed for this project and providing names of the staff is difficult at bidding stage. Please waive this format from submission.	No change. As per RFP
11	7.8.8 Deliverable & Payment Term Page 28)	Remaining 20% of Total value of Call Centre Set up to be paid equally in 4 quarters. Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.	Since salary and other recurring expenses are paid every month, it is requested that this is paid in advance (like other states) or settled every month.	No change. As per RFP
12	7.4.1 Dedicated Helpline Centre	j) Update status of a particular complaint, while receiving feedback for further action through Grievance Management Application of SSEPD Department	Please provide provision to quote price for integration of Grievance Management Application of SSEPD Department.	No change. As per RFP The deployed Call Officer will use the Grievance Management Application of SSEPD Department.
13	8.1 b- Operational SLA Parameters (page 32)	System Uptime- of (99.4%)	SLA parameters are really tough to achieve (e.g. system uptime of (99.4%). Allow relaxation for lockdown, pandemic or any etc force majeure situations.	Pls refer Section 8 - Important points

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M/s Esquare				
1	Annexure-A :Call Centre Infra Specification Point no. 5 Page no. 59	L2 Switch HP/CISCO	We request you to kindly consider & include the brands HP/CISCO/JUNIPER/DELL/NETGEAR as preferred makes for L2 Switch category.	Accepted. Please refer Corrigendum
2	Annexure-A :Call Centre Infra Specification Point no. 8 Page no. 60	Access Points	Kindly provide specification for Access Points	Accepted. Please refer Corrigendum
3	Annexure-A :Call Centre Infra Specification Point no. 10 Page no. 60	UPS APC/Luminus	We request you to kindly consider & include the brands APC/Luminus/BPE/Vertiv as preferred makes for UPS category.	Accepted. Please refer Corrigendum
4	Annexure-A :Call Centre Infra Specification	Mountable Rack	As per RFP specification the required server is 2 U Rack mountable but in the Bill of Material there is no option for Server Rack for supply. so it is requested kindly include 1 nos. 42U Server Rack (600x1000) with accesories.	Accepted. Please refer Corrigendum
5	Annexure-A :Call Centre Infra Specification	NAS Storage	as per RFP there is no NAS Stoarge. So it is requested to include 1 nos. 32TB NAS Storage minimum to keep the call centre Data	No change. As per RFP
6	Annexure-A :Call Centre Infra Specification	MFP	as per RFP we found that there is no multifunction requirement. In a day to day work printer,scanner are rquired so it is requested kindly include	Accepted. Please refer Corrigendum
7	Annexure-A :Call Centre Infra Specification Point no. 17 Page no. 60	Projector	SVGA & WUXGA_RB are two different models. Kindly confirm which one is required. It can be selected either SVGA or WUXGA	Accepted. Please refer Corrigendum

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8	7.4.5 Page No.22, Human Resources	Field Response Officer	Please provide clarification on FROs placement. Where they will be stationed as they are having field work in state and district level. If we will be placing them in district level, then we are having 30 districts and the no of FROs are 15.	The FROs will be stationed at Districts. 15 FROs to be deployed to work @ 1:2 districts to support the beneficiaries
9	Annexure-A :Call Centre Infra Specification Point no. 11 Page no. 60	Headsets	Kindly confirm the warranty period of Headsets.	One year Please Refer Corrigendum
10	Detailed Hardware Specification 5) Television specification Point no. 9 Page no. 73	USB Port - 2 or more	Kindly amend/change the point as: USB Port - 1 nos. or more	Accepted. Please refer Corrigendum

M/s Tatwa

1	7.4.1 Dedicated Helpline Centre and clause 7.4.2 Field Response / Field Operations. Page-28.	For cases requiring field support, the information shall be passed on to field response team and partners and followed up for closure.	As per RFP, there will be 15 FROs that the SI will recruit and place, so with this limited number of FROs it seems handling queries / grievances that require field intervention at different districts/locations in Odisha will be a challenge. We suggest to have 1 FRO per district to ensure efficient service delivery.	No change. As per RFP
2	5.3 Technical Evaluation Criteria. Page-20	Evaluation of the turnover / receipts of past 3 years (= 20 crore :4 points, then For each additional 10 Crores :2 points (Max 10 points))	Taking the size of the project and operational requirements, it suggested to modify the marking for turnover as "(= 20 Crores: 6 marks then for each additional 5 Crores: 2 points)".	No change. As per RFP

SI. No.	RFP Document Reference(s) & Section & page no.	RFP clause details	Query/Suggestion/Clarification required	Clarification/Views of OCAC
3	5.3 Technical Evaluation Criteria & 7.4.5.1 Team Composition. Page-20, 31	Human resource capability (= 30 full time employees : 4 points For each additional 20 employees :2 points (Max 10 points))	As per the scope of work, there is requirement of about 30 resources in all, so it is ideal to start the evaluation from 50 employees. So it may be modified to (= 50 full time employees: 4 points For each additional 30 employees: 2 points (Max 10 points)) for experienced and efficient SI selection.	No change. As per RFP
4	5.3 Technical Evaluation Criteria. Page 20	Evaluation of the organization having field level work experience	As per our understanding, large corporate projects will also be considered for evaluation. Please Confirm	No change. As per RFP
5	7.4.3 Call Centre Infra. Page 29	UPS	Please confirm the back-up time in case of power failure. Request you to specify the warranty, we believe all the hardware's warranty requirement will be for 3 years. Please confirm.	Please refer Corrigendum
6	Page-67, Annexure-A	2 x Intel Xeon 8 core, 2.6 Ghz and above, 2 U server 64 GB RAM, 3x1.2 TB SATA/SAS HDD, raid 5 with 3 years onsite warranty. In specification it is mentioned as HDD 3x1.2 TB SATA 2x1 TB	Please clarify on the specification of server requirement.	Please refer Corrigendum
7	Page-72, Annex-A	RAID 0,1	Is it RAID 0,1 or RAID 0,1,5 as mentioned in specification. Please clarify.	Please refer Corrigendum
8	Page-68	Door Access	Proximity card based (Is it 10 cards or 10 number of door access)	10 Cards
9	Page-28	Grievance solution of SSEPD Dept.	We need to know the hoisting place of solution how this will be accessed by the SI for call centre.	Portal Application of SSEPD to be accessed by the SI for call centre.

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10	Annexure-A, Page 72	Hardware Raid PERC H330+ RAID Controller	It seems the spec is for DELL server, so HP RAID card should be accepted.	Please refer Corrigendum
11	7.4.4 Call Centre Solution	The CTI (Computer Telephony Interface) shall facilitate transfer of screen of Call Centre officer in case of call transfers within the Contact Centre.	Is the screen transfer is mandatory or it is optional	No change. As per RFP