

**Clarification/Modification/Addendum to Pre- Bid Quires for RFP documents against tender ID No. EIC/RWSS/50/23-24 held on 01.03.2024 in Conference Hall of EIC REGARDING SELECTION OF AGENCY/FIRMS FOR Establishment and Operation of Grievance Management System through Call Centre**

Sl. No.	Name of Member/Company/Agency	Queries	Clarification/ Modification given to the queries.
1	Harish Chandra Malhotra	<p>1.How many shifts are required in this project as you have mentioned 6 AM – 6 PM.</p> <p>2. Can the call center be outside Bhubaneswar for running this project</p> <p>3.Who bears Telecom charges of Toll-free &amp; PRI – Department or bidder?</p> <p>4. Are 10 agents required in each shift of 8 Hours each.</p> <p>5. Who provides IVRS – Department or bidder?</p> <p>6. The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,000 (Rupees Fifty Thousand) in the shape of Term Deposit Receipt / Bank Guarantee from any Nationalized / Schedule Bank in favor of "Engineer-in-Chief, RWSS, Bhubaneswar" payable at Bhubaneswar.</p> <p>Here you are asking for EMD of 50,000 whereas on Page #30 of RFP it is mentioned - The EMD of Rs 1,00,000/- in the form of _____ is attached.</p> <p>So, kindly confirm about the EMD amount</p> <p>7.Besides the BG is there any other mode of EMD payment like Demand Draft or Online Payment. Kindly confirm.</p>	<p>1. It depends on the bidder to decide the number of shifts. As per requirement, the Call Center should be operational from 6 AM to 6 PM.</p> <p>2. The call center should be in Bhubaneswar.</p> <p>3. Only the monthly Telecom charges of Toll-free &amp; PRI shall be borne by the Authority on actual basis. The usage charges for the same will be paid by the selected bidder and shall be claimed from the Authority on monthly basis after producing the payment receipt and after due verification. The selected bidder shall furnish the Original Bills, inbound &amp; outbound call details, staffing related reports and any other document as requested by the Authority along with the monthly invoice. Apart from monthly telecom charges, any other expenditures related to setting up of Call Centre shall be borne by the selected bidder.</p> <p>4. The minimum number of agents available for this project should be 10 at any point of time.</p> <p>5. Bidder shall arrange for IVRS, Dialler and related hardware, software and network components for running the call centre operations.</p> <p>6. The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 100,000 (Rupees One Lakh) in the shape of Term Deposit Receipt / Bank Guarantee from any Nationalized / Schedule Bank in favor of</p>

Sl. No.	Name of Member/Company/Agency	Queries	Clarification/ Modification given to the queries.
2	Nirmal Kumar-Tatwa Technologies Ltd.	1. Toll free charges to be reimbursed as per actual 2. Clarity on the EMD amount whether it is Rs 50000 or Rs100000	1. Clarified above. 2. Clarified above.
3	Abhisekh Jha	Similar work experience for any govt project with min 10 seats. <b>Can the third party with similar experience bid for this project.</b>	The bidder should have undertaken similar works by itself. Third party experience shall not be considered for the purpose of evaluation.
4	Madhu Bathula	1. May we form a consortium for this tender? 2. In case a consortium is permitted, what are the conditions for the same?	Any kind of JV/ Consortium is not allowed.
5	-	Section 7, Annexure-1, Format for Financial Proposal	The revised Format for Financial Proposal is enclosed as <b>Annexure-A</b> of this document. The bidders are required to furnish the Financials as per the format provided in this document.

**Date Corrigendum for RFP documents against BID ID No. EIC/RWSS/50/23-24 REGARDING SELECTION OF AGENCY/FIRMS FOR Establishment and Operation of Grievance Management System through Call Centre**

Sl. No.	Dates as per existing document of RFP	Modification as per Date Corrigendum
6	Time, Date and Venue of Opening of Technical Proposal <b>11:30 PM</b> on [02-04-2024] Jal 'O' Parimal Bhawan, Unit-5, Bhubaneswar – 751001	Time, Date and Venue of Opening of Technical Proposal <b>11:30 AM</b> on [02-04-2024] Jal 'O' Parimal Bhawan, Unit-5, Bhubaneswar – 751001

  
 EIC RWSS&S  
 Odisha

ANNEXURE – A

SECTION - 7  
FORMS & FORMATS

ANNEXURE-1

FORMAT FOR FINANCIAL PROPOSAL

Dated: .....

To,

The Engineer-In-Chief, RWS&S  
Jal 'O' Parimal Bhawan,  
Unit-5, Bhubaneswar - 751001  
Office Phone: (0674) 2395734

Sub: Request for Proposal (RFP) for selection of firm to "Establishment and Operation of Grievance Management System through Call Centre"

- (a) We, the undersigned, offer to provide above service in accordance with your RFP. Our Financial proposal for project is given as below;

S. No	Description	Rate inclusive of all expenditure (Capital and Recurring excluding monthly Telecom charges of Toll Free Number)	Applicable GST	Total (Amount in Rs.)
A	Call Centre: Unit Cost per seat per month (inclusive of all costs, both on recurring and non-recurring heads on operationalization of Call Centre excluding monthly Telecom charges of Toll Free Number)			

- (b) Our financial proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the proposal, i.e.....(date).
- (c) We undertake in competing for and, if the award is made to us, in executing the above services, we will strongly observe the laws against fraud and corruption to force in India namely Prevention of Corruption Act 1988. We understand that you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature:

(Name, Designation and Address)