

#	Page no	Section and point no.	RFP Clause	Remarks	NSIC Response
1.	29	Section – 6.1 point no -8	The Bidder must have set up a Call Centre of at least 25 FTEs for any state/ central Govt./PSU in the last three years.	With 15 years old in contact center operations. We have more than 1000 seats operational PAN India. We have never focused on govt projects and want to start working on them. We had processes from RECPDCL and NSIC but the volumes were very low. We have also acquired Gujarat Tourism project but it hasn't took off yet. We would request to waive of this clause so that companies like us who have been doing exceptionally well in private sector can also extend their services to govt sector. Hence request waiver to become eligible for the tender	No change in eligibility criteria would be allowed
2.	7	Section – 2, point no-2	The Earnest Money Deposit of Rs. 1,00,000/- (Rupees Lakh only) by way of demand draft only drawn in favor of "The National Small Industries Corporation Ltd." payable at New Delhi shall be submitted along with Technical Offer.	We are a medium enterprise registered under MSME Act. Would request waiver of EMD for the tender.	The waiver of EMD is not applicable to Medium enterprises as per MSME Act. Hence request cannot be considered.
3	31	Section – 6.2, point no -1	Managing Call Centre operations for inbound and/or outbound calls for any Govt. department or PSU client in India <ul style="list-style-type: none"> • 3 or more Clients : 10 marks 	Since we don't have any client from Govt. or PSU, we would request to mark us on other parameters rather than marking us down for this one.	No change in eligibility criteria would be allowed.

			<ul style="list-style-type: none"> • 2 clients : 7 marks • 1 client: 5 marks 		
4	32	Section-6.2, point no-3	The Bidder is required to provide particulars of clients as per the following requirements: The Clients for which the bidder is providing services for Call Centre operations in India, preferably in Govt. /public sector in India, for the following services,	We have multiple clienteles for whom we are fulfilling the mentioned requirement; however, as informed earlier, it is not govt or PSUs. Pls allow us to showcase our other clienteles here and score marks.	No change in eligibility criteria would be allowed.
5	7	2	The offers without EMD will be rejected. However, exemption from EMD is applicable under Rule 170 & 173 of General Financial Rules (GFR), 2017 for Micro & Small Enterprises (MSEs) as per the "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012". A copy of valid certificate/ proof of registration for the Call Centre Services must be enclosed along with the Technical offer for availing exemption. Relaxed Norms of Public Procurement for startups shall also be applicable for MSEs in respect of EMD and prior turn-over/experience criteria.	Kindly clarify that if any bidder having Udyog Aadhaar Memorandum will be exempted for EMD submissions or not.	Udyog Aadhaar Memorandum would be accepted as a proof of MSME registration. However, EMD exemption will be allowed only to the Micro and Small Enterprises (MSEs) as per the investment criteria in plant & machinery/equipment defined in MSME Act.

Ref : SIC/HO/NSSH CALLCENTRE/14/16-17 , Pre-Bid Meeting dated 20-06-2019
Response to Queries of Prospective Bidders - RFP for Call Center Services on Outsourced Model

6	32	3	<p>Reference Site Feedback The Bidder is required to provide particulars of clients as per the following requirements: The Clients for which the bidder is providing services for Call Centre operations in India, preferably in Govt. /public sector in India, for the following services,</p> <ul style="list-style-type: none"> • Inbound call handling for queries/requests/complaints handling and • Outbound call handling for Grievance Redressal and query solving <p>NSIC reserves the right to visit the same and include the same for evaluation</p>	For this clause, your require contact detail of client?	Yes, concerned contact details (Phone, email and postal address) would be required.
7	33	6	<p>Human capital Strength 1) Number of FTE working</p> <ul style="list-style-type: none"> • 500 and above : 10 marks • 250 to 499 : 7.5 marks • 100 to 249 : 5 marks 	Declaration of HR Head would be enough or need another proof.	Declaration from HR head counter signed by authorized signatory would suffice
8	21	5.2.2	5.2.2.1	As per note PRI connection to be procured by Successful bidder, but payment of the same will be done by NSIC on actuals?	<p>PRI connection will be procured by NSIC and placed at the disposal of the successful bidder.</p> <p>The recurring payment for the same will be done by NSIC</p>

					subject to verification of each bill by the successful bidder.
9	NA	NA	NA	Inbound wait time is mentioned as 45 seconds, but Required AHT is not mentioned in the tender	Once call center is operational, AHT may be mutually decided after observing the actual call volume, talk time, after call tasks etc.
10	9	9. Earnest Money Deposit	Earnest Money Deposit (EMD) in the form of Demand Draft from a nationalized Bank for Rs. 1,00,000/- (Rupees one lakh only) drawn in favor of "The National Small Industries Corporation Limited, New Delhi"	We would request you to provide IFSC code for the EMD transaction	In case a Bidder intends to furnish EMD through online bank transfer then such Bid will be accepted subject to the condition that UTR number and self-certified bank statement is submitted by the Bidder in the Technical Bid. The IFSC code and account details of NSIC can be shared with prospective bidders on one-on-one basis.
11	15	4.Objective & Scope of work	Blended process (Outbound/inbound Calls, Bulk SMS and emails support	a) We understand that we will be allowed to involve our vendor for SMS services. Kindly confirm. b) Also, kindly confirm NSIC will provide the Email ID or CBSL needs to provide the same.	a) Arranging SMS services at competitive cost will be the responsibility of successful bidder. The recurring cost, on actuals, would be reimbursed to the Successful Bidder on production of original bills/invoices. b)NSIC will provide email IDs

12	17	5. Detailed Scope of Work	Accessible through Toll Free Number 1800-11-1955	Kindly confirm the toll free number 1800-11-1955 will be continued or CBSL needs to arrange the same	The toll free number will be continued to be used for inbound calls, however for outbound number to be arranged by successful bidder
13	17	Service window	9:30 AM to 6:30 PM, 7 days a week	Kindly confirm, do we need to consider Engineers for floor support as well or FMS support would be provided by NSIC	Maintenance & operations of hardware, software, and technology components at the proposed site is the responsibility of the successful bidder and the same should be carried out by appropriate manpower.
14	21	NSIC's responsibility	NSIC will be responsible for arranging premises duly equipped with requisite infrastructure for dedicated seating for FTEs	We understand we'll get space in NSIC premise along with ready LAN infrastructure and server room.	Physical space including the server room would be provided by NSIC. Creating a wireless LAN would be the responsibility of the successful bidder.
15	23	Unified Call Centre Application	The software shall maintain complete call, email & chat history and case history of all communications received at the call center through a central customer relationship management (CRM) tool. The Successful Bidder shall provide access for all the data of this application and role based	a) We understand we need to develop CRM duly integrated to calling platform. Kindly confirm. b) Let us know from where NSIC personnel would be accessing this? They would be operating from actual site or they will access it through internet?	a) Yes b) Solution should have provision to allow access of CRM to NSIC personnel at the actual site as well as through internet.

			reports to NSIC.		
16	27	Storage and retrieval	All calls made be voice logged i.e. all calls will be recorded by the Call Centre and the audio file s will be stored & maintained for future reference as per the terms specified by NSIC. All voice logs transferred to NSIC are to be purged on a monthly basis based on instructions from NSIC.	<p>a) We request you to provide the call recording retention period</p> <p>b) Also, for how many months we need to keep recording in storage</p> <p>c) We understand that we need to transfer voice call recording to NSIC on regular basis. Kindly confirm</p> <p>d)Also, please confirm the mode of transfer- like through VPN/ Tape or Ftp</p>	<p>a) It is advisable to keep the call recording retention period of 6 months.</p> <p>b) It is advisable to keep the call recording for 6 months.</p> <p>c) Yes.</p> <p>d) May be decided mutually in discussion with successful bidder</p>
17		General question	General question	<p>a)Kindly confirm, Is there any existing NSIC domain already in place so that we can take desktops in NSIC domain or we need to consider domain from our end</p> <p>b) CBSL need to provide Antivirus as well for all systems. Kindly confirm</p> <p>c)Kindly confirm, CBSL need to take care of Microsoft security patches for desktop as well</p> <p>d) We understand that i3 desktop with 4 Gb RAM will suffice the purpose. Kindly let us know if any specific desktop configuration is required.</p> <p>e) We would request you to confirm whether CBSL needs to take systems in domain or systems can be kept in workgroup</p> <p>f) Kindly confirm is there any internet</p>	<p>a) It is the responsibility of successful bidder to arrange all necessary technology components</p> <p>b, c, d, e) Operation & maintenance of technical components according to industry standard is the responsibility of the successful bidder</p>

				based website required for agents. If yes, kindly let us know the bandwidth requirement of internet.	f) There will be requirement of accessing websites through internet. Bidders have to assess the bandwidth requirement at their own.
18	General question			<p>a) Kindly confirm whether we can put our MPLS/P2p link at NSIC premise</p> <p>b) We would request you to confirm whether we need to connect delivery center to any of the NSIC location/ Data center</p> <p>c) We understand that order for PRI and Internet link would be placed by NSIC end as this business is operational at NSIC premise. Kindly Confirm</p> <p>d) Will NSIC allow us to put our MPLS/P2P link at their premise so that some or more functionalities can be extended from our existing set up</p> <p>e) Kindly confirm will NSIC will arrange us OSP license if required</p>	<p>a) Solution to be proposed by successful bidder</p> <p>b) As of now there is no such requirement</p> <p>c) PRI connection would be provided by NSIC. However procurement of internet link is the responsibility of successful bidder</p> <p>d) Solution to be proposed by successful bidder</p> <p>e) No</p>
19	5.2.1. NSIC's Responsibility	NSIC will be responsible for arranging premises duly equipped with requisite Infrastructure for dedicated seating for FTEs with proper lighting, air conditioning etc. to ensure sufficient comfort levels to the FTEs/Agents. The space provided to the	Kindly elaborate on type of Safety and security required from CBSL. (Example FE, PA system, Emergency exit, Fire Hydrant, system, Sprinklers et c.). We would request you to provide list of safety and security facilities required from CBSL.	Such requirements would be met as per prevailing NSIC standard	

			successful Bidder will be lockable by the successful Bidder but the responsibility of safety and security of all furniture, fixtures, fittings etc. provided by NSIC and the entire infrastructure put up by the successful Bidder for the day-to-day operations of the Call Centre will be of the successful Bidder														
20	35	14.Frame Time	<p>The Successful Bidder is expected to adhere to these timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:</p> <table border="1"> <thead> <tr> <th>S.N.</th> <th>Key Activities</th> <th>Time Lines</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Date of issuance of PO</td> <td>T</td> </tr> <tr> <td>2</td> <td>Entire setup of call center including infrastructure establishment, resource training and other set up</td> <td>30 days</td> </tr> <tr> <td>3</td> <td>Go-Live of call center</td> <td>T+30</td> </tr> </tbody> </table>	S.N.	Key Activities	Time Lines	1	Date of issuance of PO	T	2	Entire setup of call center including infrastructure establishment, resource training and other set up	30 days	3	Go-Live of call center	T+30	<p>Taking into consideration the recruitment timeline , training, and transition period, we request you to allot at least 60 days to go live from the date if award of the contract</p>	<p>No changes can be done in the timelines.</p>
S.N.	Key Activities	Time Lines															
1	Date of issuance of PO	T															
2	Entire setup of call center including infrastructure establishment, resource training and other set up	30 days															
3	Go-Live of call center	T+30															
21	15	4. Objective & Scope of work	<p>The solution should, at minimum, consist of the elements listed below. Additionally, the solution should be readily configurable, with minimal, if any, development efforts required.</p> <ul style="list-style-type: none"> • 10 seater call center set up headed by a Team Lead • Blended process (Outbound/inbound Calls, Bulk SMS and emails support) 	<p>We understand that NSIC will provide the premises and the requirements specified in the scope of work 4.2. is to be arranged by CBSL at this premises. Kindly confirm.</p> <p>Please let us know if this process currently operational or not. This is currently operated by whom.</p> <p>Please confirm if NSIC is ready to rebadge the current staff to our rolls.</p>	<p>Sufficient details are mentioned in RFP</p> <p>Query is not related to RFP</p> <p>Query is not related to RFP</p>												

			<ul style="list-style-type: none"> • Capable of operating 12/7/365 and includes the following tools: <ul style="list-style-type: none"> o Complete outbound and inbound solution o E-mail response management o Session recording and transcript mailing o Self-service Knowledge-base o Analytics and Quality System o Telephony Infrastructure, including Computer Telephony Integration (CTI) o Interactive Voice Response (IVR) technology o CRM software 		
22	18	5. Detailed Scope of Work	All Inbound calling will be received on a toll free number and in no case wait time of the caller will be more than 45 sec.	Kindly share the wait time considered if there is a sudden surge in Inbound call volume and if the inbound call volume crosses the given projection of 100 calls per day	This may be mutually decided with successful bidder basis actual call volumes experienced in first quarter of operations.
23	21	5.1.2 Transaction Services:	Exchange of information through a mail or any other media. The transactional services can be static (Registration form, FFC form, Training Form etc.) or dynamic (VDP / Training program, events etc.). Information is to be provided to customers over phone/email/SMS based on data available at NSSH based on application number, UAM Number,	We would request you to specify what would be the channel/ form of any other media for exchange of information.	It refers to channels of interaction including inbound call, outbound calls, emails, chat and SMS.

			etc.		
24	25	5.4 Quality Assurance :	d) NSIC may do a random sample survey of calls/ emails on quality as well as be involved into calls/ emails without prior notification on a daily basis. For this purpose administration level permissions to access relevant sub-systems/servers (including IVR, ACD, security measures including data & software backups, firewalls, antivirus software updates, etc. related to NSSH Call Centre Setup) shall be provided to NSIC.	a)We would request you to provide more clarity on which parameters Quality audits would be done b) Can the requirements mentioned in this clause met smoothly, at what cost and is it feasible from IS perspective. Kindly confirm	a & b) Sufficient details are mentioned in the RFP
25	25	5.4 Quality Assurance :	e) To monitor and generate reports including those required for cross-verification of SLAs and related payments will be provided by the Successful Bidder.	Kindly specify which Quality Monitoring System / Tool should be incorporated to meet the said requirements	Sufficient details are mentioned in the RFP
26	25	5.4 Quality Assurance :	g) If it is observed by NSIC that a FTE/Team leader has misbehaved with a caller/ visitor on telephone/ chat window, or if complaint is received against any of the FTE/Team leader, if his/her performance is found to be lacking in the opinion of NSIC, NSIC may instruct the Successful Bidder to remove such person from NSSH Call Centre immediately and suitable replacement of such	We would request you to amend the time frame from 7 days to 25 days, keeping in mind the overall procedure.	Time frame cannot be changed

			person should be provided within 7 days.		
27	21	5.2.2.2. Interactive Voice Response System (IVRS)	<p>a) Receive all inbound calls on the telephone number 1800-11-1955 with IVRS guiding to opt for FTE of either NSIC or NSSH.</p> <p>b) The calls to NSIC would be routed to specified seats for which IVRS should have enough provision. Handling of such calls beyond this point is not in the present scope of work.</p> <p>c) The calls to NSSH, as per the choice made by the caller through IVR, should have an easy navigable voice assistance for the caller to select the desired option of language, IVRS should promote and educate beneficiaries regarding government schemes and programs with a permission from caller, preferably at the end of the call and all messages should be tailor made considering the profile of the person calling, region, gender etc.</p> <p>d) Prompts callers to make selection(s)</p> <p>e) Ability to identify state and language based on originating number and IVR should</p>	We would request you to share the current IVR tree with the bidder for better understanding of the flow	Such details can be discussed with the successful bidder

			<p>communicate in the same language.</p> <p>f) Ability to direct the calls to a regional language speaking FTE/Agent based on language preference/originating number.</p> <p>g) Provide an easy to configure system that enables the users to change the IVR tree with no hard coding</p> <p>h) The IVR solution must be capable of capturing usage details of each caller as the caller traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.</p> <p>i) The IVR must integrate with the rest of the proposed solution to provide seamless call centre performance</p> <p>j) Successful Bidder shall configure and implement the IVR product and dialer along with any required third party solutions to meet NSSH's requirements.</p> <p>k) Successful Bidder shall design the IVR tree structure in consultation and with the approval of NSIC. NSIC may suggest changes and customization in IVR</p>		
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			tree structure from time to time, which the Successful Bidder shall execute within 10 working days with no additional cost. l) There shall also be a provision of ignoring the IVRS and directly landing the call with FTE. m) In case of additional language request from NSIC, the Successful Bidder should be able to configure additional language in the IVR. n) Successful Bidder should be able to configure important messages/advertisements on IVR free of cost during the waiting period. The content and time period for such messages/advertisements shall be decided by NSIC.		
28	25	5.4 Quality Assurance :	h) Additionally, it should be possible to remotely monitor performance on all SLAs/KPIs and also of all the applications provided by the system i.e. real time ACD statistics, calls in queue, number of FTEs logged in, number of FTEs abandoned answered calls, query of the call logs of a particular customer etc. by designated Call Centre Coordinator or Call Centre in-charge.	a) We would request you to provide more clarity on the term "remotely". Whether it means within the premises of call centre or from outside the premises, Kindly confirm. b) Kindly confirm what are the applications which will suffice the aforementioned requirement	a) System should have provisions to give access to information from outside the premises. b) Solution is to be proposed by bidder
29	25	5.5 Monitoring	Suitable reporting software should be available to generate standard	a) Kindly share the frequency at which these reports should be shared	a) System should have provisions to generate

		<p>and Reporting:</p>	<p>report formats to measure/verify various SLAs, for monitoring the performance of FTEs, IVRS, ACD, etc. Successful Bidder has to provide a portal for report viewing by the NSSH or its designated Bidder(s).</p> <ul style="list-style-type: none"> · Reports should also be available in common format like Excel, PDF, Word, etc. & should be configurable to be mailed to a defined mailing list. · The Successful Bidder shall also assist NSIC in responding to queries and investigations initiated by the statutory bodies or law enforcement agencies as well as in fulfilling regulatory reporting requirements. · NSIC will approve on the format of the reports to be submitted by the Successful Bidder to NSIC. If NSIC requests the Successful Bidder to provide customized reports, the Successful Bidder will provide customized reports at no cost to NSIC. The following reports, but not limited to, must be provided by the Successful Bidder: (Entire list of 22 reports) 	<p>b) We would request you to provide more clarity on the type assistance NSIC require from bidder for replying to queries & investigations initiated by the statutory bodies or law enforcement agencies</p>	<p>reports based on time duration and criteria.</p> <p>b) Sufficient information is mentioned in RFP.</p>
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30	27	5.5 Monitoring and Reporting:	v) Availability report – Availability report of all the agents. System should log the time of availability of agents during the course of shift. Break should be also be logged in the system. It shall be ensured that 8 hours productive time is logged in the system per day basis for each agent	Kindly specify the tool/ application should be used to monitor availability & breaks of agents	Solution is to be proposed by bidder								
31	27	5.7 Issue and Escalation Management Procedure	<p>In case of issues/escalation raised by caller/chat initiator, the Successful Bidder shall escalate the matter to the concerned officer in NSSH as per the mutually agreed escalation matrix. However, initially,</p> <table border="1" data-bbox="577 842 1032 959"> <thead> <tr> <th>Escalation Levels</th> <th>Contact Person</th> </tr> </thead> <tbody> <tr> <td>Level 1</td> <td>Team Lead (Successful Bidder)</td> </tr> <tr> <td>Level 2</td> <td>PMU – NSSH</td> </tr> <tr> <td>Level 3</td> <td>Dy. General Manager (NSSH)</td> </tr> </tbody> </table> <p>following escalation matrix shall be followed to handle issues:</p>	Escalation Levels	Contact Person	Level 1	Team Lead (Successful Bidder)	Level 2	PMU – NSSH	Level 3	Dy. General Manager (NSSH)	<p>a) We would request you to provide TAT for resolving any grievance b) Kindly confirm on how to escalate issues raised by customers (is it through CRM or e-mail, etc.)</p>	a & b) sufficient information is mentioned in the RFP
Escalation Levels	Contact Person												
Level 1	Team Lead (Successful Bidder)												
Level 2	PMU – NSSH												
Level 3	Dy. General Manager (NSSH)												
32	34	13. Payment Terms	<p>The successful bidder's payments will be paid on Monthly basis after adjusting for penalty (if any) as per Call Centre Cost given by bidder. The Cost will be computed by multiplying the number of seats deployed every month, excluding the Team Lead, with that of cost of per seat per month rate. Payment cycle shall</p>	<p>a) Kindly confirm who would be the SLA report from NSIC team on the exact penalty deduction amount before processing any invoice b) Also, please confirm Is there any beta period</p>	a & b) Sufficient information is mentioned in the RFP with no beta period .								

			<p>be considered from go-live date only. Bidder shall submit all the reports as mutually agreed between NSIC team and bidder, after respective period before the payment of that period. These reports may include but not limited to:</p> <ul style="list-style-type: none"> -SLA Compliance Reports -Inbound call details -Outbound call details - Emails details - Staffing related Report - Any other report as requested by NSIC. 		
33	38	16. Penalties	<p>Penalty table includes penalty that would be levied on successful bidder on non-achievement of SLAs. Slabs have been created for each SLA and penalty would be imposed on successful bidder as per the SLA achievement/ non-achievement for the period under consideration. Penalties are mentioned as a percentage of components of cost, for example, support cost or call centre cost etc.</p>	<p>We would request you to provide beta period of 90 days.</p>	<p>No change in RFP can be done for this clause</p>
34	25	5.4 Quality Assurance :	<p>f) The call/ emails data from the tapes/voice/ email logger should be archived on to hard disk as per Gol policy. The data on the hard disk</p>	<p>Kindly share the frequency to share the data on hard disk</p>	<p>Please refer clause 5.6 "Storage and retrieval"</p>

			should be stored in using such naming conventions that support easy retrieval. NSIC might require the records to be kept for longer period of time.		
35	General Questions	General Questions	General Questions	<p>a) NSIC is providing the physical infrastructure and Inbound number. As per TRAI guidelines for obtaining the PRI; the bidder needs to submit address prof and post formalities- it takes 45 to 90 days for termination. Therefore, we request you to provide the outbound lines as well.</p> <p>b) Once the completion of project/ end of contract the bidder shares the CRM database; however the IP rights will remain with bidder.</p> <p>c)Kindly provide more clarity on the term “Monthly hours for FTE”</p>	<p>a) Request cannot be considered</p> <p>b & c) Necessary information is mentioned in RFP</p>
36	Note: Suggestions were provided by prospective bidders for relaxing certain SLA parameters. However, no change in the SLA parameters is accepted				