

**Clarifications and changes in Request for Proposal for providing “Handloom Helpline Centre” after the pre-bid meeting held on 21.09.2016**

S.No.	Clause No.	Original Clause	Comments received	Response of Authority (Change / Clarification)
1.	Point ii on Page 2	Essential/Minimum qualification of a Call Centre Executive will be as follows: 1) A diploma in Handloom technology. 2) The Call Centre Executive must have fluency in the local language as well as in English also. 3) Experience: 1 year experience in Handloom sector.	Finding the persons with diploma in handloom technology is not possible due to limited number of such persons. The qualification may be changed.	Modified clause Essential/Minimum qualification of a Call Centre Executive will be as follows: 1) Possess a graduate degree. 2) The Call Centre Executive must have fluency in the local language as well as in English also. 3) Experience: 1 year experience of working in call centre.
2.	Point f on Page 6	.... Service Provider shall provide enterprise class CRM application.....	Enterprise CRM functions are much more than the scope of presently proposed Handloom Helpline Centre	The word “enterprise class” is omitted.
3.	New		How many access nodes will be there for CRM other than CCE	New line added in point c on Page 6 : The CRM will be accessed by 40 officials from the NHDC side.
4.	Point xiii on Page 9	..... Backup SIM charges will also be borne by NHDC.....	Which backup to be used in failure of PRI line.	Modified clause .....Wireless phones to be used as backup in case of failure of PRI.....
5.	Point 2.1 on Page 1	No. of SIMS – 10 nos.	Whether SMS gateway can be used for sending bulk SMS.	Yes. SMS gateway can be used for sending bulk SMS.
6.	Point ii, iv, v, vi under Technical on Page 49	ii Accreditations obtained by the bidding Company iv Arrangements for customers’ feedback and its	Please elaborate on the documents required to establish these	In Point ii ‘Accreditations’ is replaced with ‘certifications’. Point iv, v and vi are deleted.

		redressal in the company v Experience of handling a weaver based Call Centre or handloom Products based Call Centre vi Industrial Relations in the Company	requirements.	
7.	Form 5.2 on Page 45	Undertaking on Service Level Agreement	Under which bid this undertaking required to be submitted.	Undertaking on Service Level Agreement to be submitted along with Technical Bid.
8.	Point e on Page 14	A consortium of companies .....	Up to how many companies can be made part of consortium.	Modified clause. A consortium of up to 3 companies ..... New point added <ul style="list-style-type: none"> <li>The lead partner of the consortium should fulfill at least 50% of turn over criteria and full experience criteria.</li> </ul>
9.	Para 6 on Page 38	It shall have space& capacity to house double the number of seats.	What will be the location for additional capacity.	Modified clause. It shall have space& capacity to house double the number of seats at the same location.
10.	New		Exemption for NSIC registered companies for bid document fee and Bid Security.	New line added In point 3.1 on Page 13 : NSIC registered agencies are exempted for RFP document fee. In point 3.13(a) : NSIC registered agencies are exempted for Bid Security.
11.	Point 3.1 on Page 13	Cost of RFP document	Under which bid RFP document fee required to be submitted.	New line added RFP document fee should be kept with Pre-Qualification Bid.
12.	Point 4.8 on Page 35	.....within 30 days from the date.....	At least 45 day's time should be given for training of CCE on the subject.	Modified clause ..... within 45 days from the date.....
13.	Point 3.19.1 on Page 26	The bidder should be having a positive net worth for last two years.....	Either positive net worth for only last year or positive net worth/adjusted net worth for the last	No Change.

			two years	
14.	Point 3.13 (c) on page no. 20	Bidder's Bid security will be discharged or returned within thirty (60) days after the expiration of the period of Bid validity."	The numeric value and those in words doesn't match. Please confirm the number of days to be considered.	The number of days in words shall be read as Sixty.
15.	Clause 4.0 on page no. 32	General Conditions for Bidding	Modifications and deletions in some of the conditions	Not agreed
16.	Point b on page no. 10	.....NHDC has the right to evaluate (directly or through Ministry of Textiles) the executives appointed by the Service Provider at any stage and can terminate them in case they are not found suitable. Under such circumstances, the Service Provider shall replace them within one week.....	We request you to dilute this clause mentioning that the employee shall be terminated within 30 days as we need to provide a 30 days notice before termination to any employee	Modified clause .....NHDC has the right to evaluate (directly or through Ministry of Textiles) the executives appointed by the Service Provider at any stage and can terminate them in case they are not found suitable. Under such circumstances, warning will be issued for improvement on first time and if found not suitable on next time then the Service Provider shall replace them within one week. ....
17.	Clarification		Ownership of toll free number, SIM,PRI and other related telecom services required for the call centre	Ownership of telecom services will be with NHDC. Agency running the call centre will be responsible for procuring these services. The hardware required for the services to be arranged by the agency.
18.	Point i on page no. 8	.....These PC s shall be of prescribed configuration or above and be under warranty/AMC of OEM.....	Please share specification of desktop to be provisioned by the service provider.	Modified clause ..... These PCs shall be under warranty/AMC of OEM.....
19.	Clarification		Is the CRM software to be set up in 1 location or Multiple locations? Is NHDC open to On-premise or cloud hosted CRM?	No conditions on part of NHDC in this regard. However, the security of the software and database to be ascertained.

20.	Clarification		Is there a need for Real-time Integration of CRM with any other systems WebPortal of DCH/NHDC/Govt and other Webportal? Please let us know if these need to be integrated or can be separately opened by CCE on Browser?	No integration required. Other web portal can be separately opened by CCE on browser.
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The Revised RFP will be published on <http://eprocure.gov.in> shortly. The revised date for submission of bids will be mentioned in the revised RFP document. Bidders are requested to submit the bids online on the mentioned site before revised date.