

| CORRIGENDUM and PRE-BID QUERIES | | | | | | |
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| Sl. No. | RFP Part No. | Section No. | Page no. | Content of the RFP requiring clarification | Clarification Sought | Response by Trust |
| 1 | General | Eligibility criteria-2-e | | should have executed three (3) similar work (Call Centre Maintenance) for three years should not be less then Rs.5.00 Crores turnover | The turnover will be considered for Fy 2017-18. 2018-19 & 2019-20 | The turnover will be considered for Fy 2016-17. 2017-18, and 2018-19. |
| 2 | General | Eligibility criteria-E-b | 10 | Should have executed three (3) similar work(Call Centre Maintenance) for three years should not be less then Rs. 5.00 Crores turnover. | Turnover of Organisation should be of 5 Cr irrespective of work order value(And minimum of 3 W/O is required).Is this undertsanding of this RFP content correct. | The turnover of the entire organization should be Rs.5.00 crores per annum |
| 3 | | Eligibity Crieria 1. E - e | 10 | The Prospective bidder should hold a valid contract labour license for supply of BPO Services to the Principal employer and should have paid necessary fees and deposits into Government Treasury as per provision of the Contract Labour (Regulation and Abolition Act,1970)and Rules,1971.The Agency is required to deposit a valid labour license from the competet Authority under the provisions of the Contract Labour (Regulation and Abolition Act,1970)and Rules,1971. | Contract Licence is procured only after the Award as it is joint application submission by Principal & service provider, Can the contact Labour Licence be taken after the Award is issued and submit within 60 days of Award Letter | The bidder should hold a valid contract labour licence for supply of BPO Services. After awarding the work the bider has to procure fresh contract licence within 60 days from the date of issue of the work award letter. |
| 4 | General | Procedure for submission of bids | 11 | The prospective bidder shall submit hard copy of the bid document submitted in the e-procurement platform along with D.D for tender processing fees in a sealed cover | In NIT it is mentioned to submit EMD in hard copy and in this clause it is asking for all documents to be submitted in hardcopy, Kindly confirm whether Technical proposal needs to be submitted both online and offline & Financial proposal to be submitted online only. | The hard copy of technical and financial proposals need to be submitted both online and offline. Financial bid of hard copy to be submitted in the seald cover (2). |

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| 5 | | 2_A EMD | | A. The bidder/firm shall deposit the amount as mentioned below towards Bid Security (Earnest Money Deposit) as online payment, as described, from any Nationalized Banks /Commercial Banks/Scheduled Banks for an amount of Rs.5,00,000/- (Rupees Five Lakhs only) in favour of the “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad” | We are MSME and NSIC registered, Hence we should get . Exemption on EMD and bid fee. | For MSME and NSIC the EMD was exempted on production of valid certificate. |
| 6 | Procedure of Opening Bids | 5 | 12 | The Tender Evaluation Committee shall open all the bids in the presence of the Bidders or their authorized representatives on dates & time indicated above (General Information about Tender).Persons carrying authorization letter from bidders only shall be permitted to attend the meetings. The technical bids of those, who are not qualified in Technical bids shall not be opened and considered for Commercial evaluation. | seems Typo Error it should be The Financial bids of those , who are not qualified in Technical bids shall not be opened and considered for commercial evaluation | The tender evaluation committee shall open all the bids received online with the digital keys. The presence of authorised representatives is optional, However, the representatives carrying the authorization letter from bidders shall only be permitted to attend the meeting. The financial bid of those who are not qualified in technical bids shall not be opened and considered for commercial evaluation. |
| 7 | General | 6.b.3 | 13 | List of Customers to whom similar services rendered / are being provided. Legible copies of documents of work orders, service agreements etc in support of agency's experience for the last three years in providing such services in Govt. / Public Sector Undertaking/Autonomous bodies/Reputed Private Companies / Organizations. Documentary evidences showing three similar completed works, with Rs. 5.00 Crores during the last three years have to be submitted. (as Annexure-T3). | WorkOrders Specific to Call Center Operations to the tune of 5Cr is necessary Or the Organisational turnover of 5Cr is acceptable.We understand the submission of Workorder for verification,but please elaborate on service agreements etc. (Which more documents you require). | For the bid submission relevant work order legible copies are to be submitted. In case of award of work or any further clarification, the SLAS to be furnished based on request from AHCT. |

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| 8 | General | Period of contact | 15 | The Contact shall be initially awarded for a period of two years from the date of award of contract. However, Aarogyasri Health Care Trust at its discretion may extend the contract for a further period of additional two years as per rate, terms and conditions agreed upon. It is extendable by another two years on mutual agreement | Just wanted a confirmation there would be negotiation of rates after first 2years of work completion.Is this understanding of the RFP correct. | The extension of contract after initial two years would be on the agreed rates, terms and conditions in the intial tender. |
| 9 | | B Description of Services | 20 | iii. Manage the Trust Call Centre Technical Infrastructure System, communications infrastructure, including standard managing call reporting tools, as directed by Trust. | We understand power backup infrastructure facility will also be provided by Trust | Manage the Trust Call Centre Technical Infrastructure System, communications infrastructure, power backup infrastructure including standard managing call reporting tools, as directed by Trust. |
| 10 | Deliverables | 3(NOTE) | 26 | Although Trust will provide the facility, equipment, landlines, and other infrastructure components, the BPO Service Provider will be expected to manage these assets on a daily basis. | We request the TIA to specify how old the equipment, landlines, and other infrastructure components are, also share the details with Manufacturing date, model name, date of installation, these all details will help us to know the performance of the service. If they need to be replaced then we would have to calculate the cost. We request to share the specifications of current Set-up could be shared,it would be very helpful for all paties as these components are provided by TIA already. | As stated, the Trust will provide the facility, equipment, Landlines and other infrastructure components, the BPO service provider will be expected to mange these assets on a daily bais. |
| 11 | Deliverables | Clause (iii) | 29 | The Service Provider shall arrange for sessions on sharing of knowledge as ‘value addition’ once in a quarter at Trust premises. | We request you to modify the price bid with one more option as " Ancillary Charges " in price bid, since the price bid comprises of only Operations Staffs costing and does not include Knowledge Sharing Session and Training Session. | The cost on arranging training session / work shops, would be reimbursed as per actual expenditure. incurred provided such sessions are done with the approval of AHCT, and on submission of actual bills |
| 12 | Deliverables | Clause (vi) | 30 | The BPO Service Provider shall arrange the workshops/ training sessions for its staff. The BPO Service Provider has to conduct atleast one (1) training programme in a month for its staff. | | |

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| 13 | Following is the indicative list of reports to be prepared by the BPO Service Provider: | Refreshments& Transport: vii | 30 | Mineral water shall be provided. Coffee/ Tea vending machine shall be provided. All the staff shall be provided with common transport so that the staff reaches on time. | 1. Will the administrative cost include all this or separate billing has to be done for this expenses on reimbursement basis. 2. Do we have to provide a transport or pay monthly allowance, should this be part of administrative charges or separate reimbursement will be provided | 1. Mineral water and coffee/tea expenses will be reimbursed as per actual based on submission of bills 2. The bus fare amount may be paid to the employees towards transport allowance which is not part of the administrative cost. |
| 14 | | E. Trust Responsibilities | 37 | Workstation class PCs for management of the software, the telephone switch software, the digital recording software and interface, and the web access to the data system | PRI lines and telephony solution will be provided by Trust or BPO service provider needs to arrange that? | Provided by AHCT |
| 15 | | E. Trust Responsibilities | 37 | Workstation class PCs for management of the software, the telephone switch software, the digital recording software and interface, and the web access to the data system | Is there any Toll free number already there for Trust? If yes which providers? | Yes by AHCT |
| 16 | | 4_Financial Strength | 65 | Previous Work Experience: Should have executed three Provide (3) similar work(Call Centre Maintenance) for three years should Must meet Copies of not be less than Rs. 5.00 Crores turnover. | We understand 3 work order cumulatively having value of 5.00 crore | Over all company turnover can be shown as the work experience which shall include call centre experience. Annual turnover of the agency should not be less than Rs. 5.00 Cr. During the last (3) financial years. (2016-17, 2017-18 and 2018-19 |
| 17 | BPO Service Provider's Responsibilities | RESPONSIBILITIES | 122 | Equipment and materials made available to the BPO Service Provider by the Trust, or purchased by the BPO Service Provider with funds provided by the Trust shall be the property of the Trust and shall be marked accordingly. | We request the department to share with all the equipment and material details with manufacturing and installation details, as it will help us for cost calculation | The equipment cost is borne by AHCT. |
| 18 | General | General | | | Request to confirm is Consortium is allowed? | NO |
| 19 | General | SUBJECT OF CONTRACT | 131 | Project Plan shall be Annexure-2. | Annexure - 2 is missing, request to share the format of same. | To be submitted after award of the contract by successful bidder |

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| 20 | General | Documents Approval | 131 | Approval/Review of Technical Documents by the Project Manager The list of documents shall be: 1. Project Plan. 2. Two months roster of staff deployment. 3. Document containing personnel replacements | Request the authority to confirm that do we need to submit these details with in Technical Bid | To be submitted after award of the work by the successful bidder. |
| 21 | . | SUBJECT OF CONTRACT | | Appendix 1, 2, 3 | All mentioned appendixs are missing, request to share the format of same. | Not applicable deleted |
| 22 | | PRICE-SCHEDULE | 140 | Administrative Cost Percentage ----- -- | Can we have format in which the amount has to be added as we have BOQ sheet. Because in other terms it is mentioned GST not be included but in Price-Schedule it is mentioned to share GST% | all the statutory payments will be made by AHCT. The bidder has to quote the administrative cost/comission. |
| 23 | Annexure C-2 | Price Schedule | 140 | Administrative Cost Percentage ----- -- Only % EPF, % ESI, % Agency Service Charges, % GST, % total | if 12% of PF & 0.75% ESI will work out to Rs 1912/- for HA Salary and net in hand will be Rs. 13088/- but current deduction is only 989 and net in hand is Rs. 14054 /- the difference will be Rs. 966/- will create a grievance with HA plz.. Suggest PF to be deducted on Bais or Gross 15,000/- We need to get it clarified that quote is only to be given for administrative cost. PF , ESI and GST ON TOTAL contract will be reimbursed additionally. Wording immediately after dotted line is little confusing. In earlier tenders all % were clubbed and quote was given | |
| 24 | Subsidiary Company | | | | Subsidiary company experience will consider | Subsidiary company experience will be considered |
| 25 | Leaves | | | | Leaves to employees | The individuals sent by outsourcing agency are eligible for (15) days Casual Leave for year. |

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| 26 | Gratuity | | | | Gratuity | The Agency is providing outsourcing employees, therefore they have to follow the Gratuity Guidelines. |
| 27 | | Eligibility criteria | | e. The Prospective bidder should hold a valid contract Labour License for supply of BPO Services to the Principal employer, he has to submit the existing Labour License and should have paid necessary fees and deposits into Government Treasury as per 13 provision of the Contract Labour (Regulation and Abolition Act,1970)and Rules,1971.The Agency is required to deposit a valid labour license from the competent Authority under the provisions of the Contract Labour (Regulation and Abolition Act,1970)and Rules,1971 | Please allow submit the undertaking “post awarded the contract bidder shall submit the Labour License within one month”. | As clarified at Sl.No.(3) |
| 28 | | b) Documents to be enclosed with hard copy of “Bid Document which was uploaded in the E-procurement platform ”: | | b) Documents to be enclosed with hard copy of “Bid Document which was uploaded in the E-procurement platform ”: | Due to prevention of covid 19 please allow Document submission process through online only. | Hard copies must be submitted. |