

CORRIGENDUM

CLARIFICATIONS ON PRE-BID QUERIES

Sl. No.	RFP Part No.	Section No.	Page no.	Content of the RFP requiring clarification	Clarification Sought	Response by Trust
1	General	Eligibility criteria	13	Should have executed three (3) similar work (Call Centre Maintenance) for three years should not be less than Rs. 3.00 Crores turnover.	we understand that bidder should have executed each Three similar work for three year should not less than of Total (2017-2018+2018-2019+2019-2020) Rs. 3.00 Crores Turnover. kindly Clarify	should have excuteed atleast one similar work per year. The firm overall Turnover should not be less than 3.00 Crores per year.
2	General	Eligibility criteria	13	Should have executed three (3) similar work (Call Centre Maintenance) for three years should not be less than Rs. 3.00 Crores turnover.	We understand that Similar work refers to attend Inbound and Outbound calls , Reply for customer query's E-mail and register complains in CRM of Call centre Kindly Clarify	Yes, should attend inbound and outbound calls, reply to customers and register complaints in CRM of call center.
3		Clause - 15	18	The Performance Gurantee should be in the form of D.D in favour of Chief Executive Officer AHCT, which shall be 10% of Total Contract value.	We requeust to reduce the Performance Gurantee to 5% instead of 10% and Bank Gurantee should be accepted instead of D.D.	The performance Gurantee is 10% of Contract value and Bank Gurantee will be accepted
4	General	Clause 6 (i)	13	The prospective bidders should have experience of running /maintaining call centre in State/Central Government Depts., Autonomous bodies in PSUs and reputed private companies during the last three (3) years.	May we request the authorities to consider a Consortium for ensuring a competitive participation and extend the areas of expertise to the Client. OR May we request the authorities to consider experience from projects executed between Group Companies (Companies which belong under a common Group but have different entities based on the business functions).	consortium bids will not be entertained.
5		Clause 6 (ii)	13	Should produce solvency certificate from Nationalized /Scheduled Bank for an amount of minimum Rs.10 Lakhs. The solvency certificate should not be more than three months old	Is there a specific format for the Insolvency Certificate?	Solvency Certificate issued by any Nationalized /Schedule Bank will be accepted. No specific format.

6		Clause 6 (e)	13	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...	Is this certificate required after award of contract? Will a Labour Certificate instead of contract Labour Certificate qualify? As it still supports the project requirement.	Contract Labour Licence issued by Govt. of Telangana is required to participate in the bid.
7		Checklist for Pre-Qualification Bid	41	Copies of Income Tax returns for the last three (3) financial years 2017-18, 2018-19 and 2019-20 duly authenticated. copy of audited Balance Sheets for the last three years (Turnover per year should not be less than Rupees: Three Crore during the last three financial years) Annexure PQ-1	Since, as per the guidelines the IT Returns for 2019-20 are to be filed before 31st Dec 2020, What document would be allowed for the FY 2019-20?	If the IT returns of 2019-20 is not available, the IT returns since 2016-17, will be accepted in the place of last 3 years 2016-17, 2017-18 and 2018-19.
8		Annexure C2, Commercial Bid	52	Commercial Bid - PRICE-SCHEDULE	The Commercial Bid talks only about the Administrative Fee %age. The reimbursement of Salaries is not specified. Also, if there is any other expense pertaining to the Staff be reimbursed?	Reimbursement of salaries is available at Page No.(22) Clause 24. The expenditure pertains to staff, Tea, water and training session as approved by the Trust will be reimbursed.
9		Additional Query		Seater	We may need to understand how many seater Call Center is there to	56 seater call center
10				Extension	We request for an extension by 7 working days after the publication of the Pre-Bid Responses / Corrigendum / addendum for ensuring a due diligence on the terms and scope of work.	No extension will be given.
11				Online Submission	May we request to make the submission online for both the Bid Technical & Financial) along with EMD Submission to ensure a contact-less submission	Both online and Hard copies of the bid need to be submitted.
12				Online Participation for Pre-Bid Meeting	May we request for having a Video Conference based participation for the PreBid Meeting. This is to follow the social distancing norms and guidelines	No video conference on prebid meeting.

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