

CORRIGENDUM NOTICE

FOR

Selection of Agency for Implementation of Web based Helpdesk Application & Call Centre for BRDS

Issued by:

**BIHAR RURAL DEVELOPMENT SOCIETY,
RURAL DEVELOPMENT DEPARTMENT,
GOVERNMENT OF BIHAR**

Bihar Rural Development Society (BRDS)
Red-cross Building, North Gandhi Maidan,
Patna- 800001

Government of Bihar
Rural Development Department
Bihar Rural Development Society

CORRIGENDUM

Corrigendum-I

Date: November 02, 2018


CEO, Bihar Rural Development Society, Govt. of Bihar invites Request for proposal from eligible agencies for **Selection of Agency for Implementation of Web based Helpdesk Application & Call Centre** the Bihar Rural Development Society (BRDS), Rural Development Department, Government of Bihar, vide Notice Inviting Tender (NIT) dated October 15th, 2018 and proposal are due for receiving up to November 5th, 2018 at 14:00hrs.

2. As scheduled, a pre-bid conference for above held on October 23, 2018 at BRDS office, Patna to clarify queries of the perspective consultant firms.
3. Subsequently Corrigendum- I to the RFP document is being issued, clarifying queries raised by prospective consultant firms during pre-proposal conference or received through email. This corrigendum shall be considered part of the RFP document. Prospective Bidders are hereby notified that they shall make necessary adjustments/modification to their proposals in reference to this corrigendum. Except as described in Corrigendum-I, the original RFP document remains unchanged.
4. The Corrigendum-I to the RFP document and response to pre-proposal queries (Annexure-I) are also available on the website www.rdd.bih.nic.in and can be downloaded by the perspective bidders.
5. It is hereby informed to all potential bidders that Contract Period is being revised. Initial Contract Period will be for 3 years and it may get extended for another two years.
6. It is hereby informed that in order to provide reasonable time to all potential bidders after issuance of corrigendum, the Date of submission of Bids/Proposals has been rescheduled as per below given table. The venue of the submission shall remain as mentioned in the RFP.



Sr. No.	Clause Reference	Original Clause	Amended Clause
1	1 Document Control Sheet	Last date and time for receipt of proposals : November 5, 2018, 14.00 Hrs	Last date and time for receipt of proposals : November 19, 2018, 13.00 Hrs
2	1 Document Control Sheet	Date and time of opening of Technical Proposal: November 5, 2018, 15.00 Hrs	Date and time of opening of Technical Proposal: November 19, 2018, 14.00 Hrs

7. Updated format of Commercial BID is annexed with this Corrigendum.
8. The Corrigendum -I and response to queries (Annexure-I) raised in pre-bid meeting or received through email are tabulated on the next pages.


 (Arvind Kumar Chaudhary)
 CEO, BRDS

Pre Bid Questionnaire and BRDS Response

Sl. No.	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BRDS Response
1	Page Number - 10, Section 3.1 (Project Objective)	BRDS Helpline will have a toll-free number with at least 10 Calls connecting at the same time.	Please clarify who will bear the charges of the toll-free number.	Bidder will have to take the number on behalf of BRDS. It will be paid by the Bidder and actual charges will be claimed as per the provision in Financial Proposal. In Case of completion of the contract the number will continue by BRDS without any extra fee to the bidder.
2	Page Number - 11, Section 3.2 (Scope of Work under (a) Information Helpdesk Application)	The implementing agency should arrange for hosting of the application for a period of 36 months from Go-Live.	We understand that as per RFP the initial contract period will be one year and on the basis of performance the contract period may extend for another two years. Hence, kindly confirm whether the bidder will quote the cost of hosting & maintenance services of the application for 1 year or 3 years.	<i>The implementing agency should arrange for hosting of the application for a period of 36 months from Go-Live.</i>
3	Page Number - 11, Section 3.2 (Scope of Work under (a) Information Helpdesk)	The implementing agency should provide the backup of the Voice logs and the call reports to the BRDS in every month.	We understand the mode of providing the Monthly log can be as per the bidder convenience i.e. CD/DVD/External HDD	External HDD



	Application)			
4	Page Number - 11, Section 3.2 (Scope of Work under (a) Information Helpdesk Application under Media Gateway and PRI System)	High Speed Internet facility required will also be taken by the successful Bidder.	Nothing is mentioned on specific Bandwidth required i.e. 2 mbps/ 5 mbps. Please mention	5 MBPS
5	Page Number - 12, Section 3.2 (Scope of Work under (f) Language Requirements)	Language Requirements The call center must initially support English, Hindi, Bhojpuri, and Maithili languages. The proposed call center solution must be capable to handle other Bihar's dialects.	We understand that the call center executives shall support in English, Hindi, Bhojpuri and Maithili languages. However, the proposed call center solutions shall be bilingual i.e. English and Hindi. Kindly confirm.	The proposed call center solution shall be bilingual i.e. English and Hindi. However, call center executives shall support in English, Hindi, Bhojpuri and Maithili languages so that they can communicate with rural people.
6	Page Number - 12, Section 3.2 (Scope of Work under (g) Civil Infrastructure)	All required infrastructure	We understand that call center shall function from bidder's premises and the space with all required amenities for setting up call center and required furniture shall be provided by bidder and it will be included in bidder's cost. Kindly confirm.	YES.
7	Page Number -	Component	Payment Terms	No payment terms are 1. Separate


	14, Section 3.6 (Payment Terms under (c))	<p>Call Centre Establishment</p> <p>✓ 80% after the successful Implementation of the Software as Capex Expenditure.</p> <p>✓ 20% after 6 months of successful Implementation of the Software and Operationalization of call center.</p>	mentioned for the Hosting and Call Centre Setup (Including Hardware & Infrastructure). Kindly clarify	<p>component is added for Web Hosting in Financial Bid Section under OPEX.</p> <p>2. Separate component is added for Space, Hardware & Infrastructure rentals in OPEX components.</p>
	Monthly Maintenance	✓ Monthly Payment will be done for PRI and Internet Lease Line, BULK SMS and 10+1 call center resources.		
8	Page Number - 16, Section 4.2 (Prequalification Criteria, Serial No. (i) Legal Entity)	The bidder must have cleared up-to-date Service Tax & EPF.	<p>Request you to kindly revise the clause as stated below:</p> <p>The bidder must submit latest GST return & EPF challan.</p>	Amended as: The bidder must submit latest GST return & EPF challan.
9	Page Number - 16, Section 4.2 (Prequalification Criteria, Serial No. (ii) Average Annual Turnover as on 31st March 2018)	The average annual turnover of the bidder from IT/ITES during last three financial years ending at 31/03/2018 should not be less than Rs. 5 Crores.	<p>Considering the broad scope and future enhancements in the application, we request you to kindly amend the clause as:</p> <p>The average annual turnover of the bidder from IT/ITES during last three financial years ending at 31/03/2018 should not be less than Rs. 10 Crores.</p>	No Change.
10	Page Number - 16, Section 4.2 (Prequalification Criteria, Serial No. (ii) Average Annual Turnover as on 31st March	<p>The average annual turnover of the bidder from IT/ITES during last three financial years ending at 31/03/2018 should not be less than Rs. 5 Crores.</p> <p><u>Documents Required</u></p> <p>Certified copy of the audited</p>	<p>Turnover can be accessed from certified PL Account also. Hence, we request you to kindly modify the documents required as:-</p> <p>Certified copy of the</p>	No Change.

	2018)	statement of accounts (PL Account & Balance Sheet, Certificate from Chartered Accountant, as a proof of annual turnover stated.	audited statement of accounts (PL Account & Balance Sheet) or Certificate from Chartered Accountant, as a proof of average annual turnover stated.	
11	Page Number - 16, Section 4.2 (Prequalification Criteria, Serial No.(iii) Net Worth)	The bidder company should have positive net worth. <u>Documents Required</u> Certified copy from the C.A as a proof of positive net worth.	We request you to kindly modify the documents required as: Certified copy of the audited statement of accounts (PL Account & Balance Sheet) or Certified copy from the C.A as a proof of positive net worth.	No Change.
12	Page Number - 16, Section 4.2 (Prequalification Criteria, Serial No. (viii) Fees)	The Bidder must furnish the EMD of Rs. 1.0 lakhs.	Request you to kindly furnish bank details to prepare EMD in the form of Bank Guarantee.	EMD in form of D.D. only from any Scheduled Commercial Bank.
13	Page Number - 17, Section 4.4 (Scoring Model & Evaluation of Bids, Serial No.(a) under Criteria (i))	Average annual turnover from System Integration/ICT Systems Development and Implementation Work in last 3 financial years ending at 31/03/2018. >= Rs.10 crores: 15 Marks) > Rs.5 crores < Rs. 10 crores: 10 Marks) < Rs.5 crores (5 Marks)	In line with the PQ, Request you to kindly modify the basis of average annual turnover criteria evaluation with change in the marking scheme as clearly specified below: Average annual turnover from System Integration/ICT Systems Development and Implementation Work in last 3 financial years ending at 31/03/2018. ≥ 10 Crores & ≤ 15 Crores : 5 Marks >15 Crores & ≤ 20 Crores :10 Marks	No Change.

			>20 Crores : 15 Marks	
14	Page Number - 17, Section 4.4 (Scoring Model & Evaluation of Bids, Serial No.(a) (ii)) Quality	CMMi Level 5: 15 Marks CMMi Level 3 : 7 Marks	We request to include ISO certification also to enhance the quality benchmark: CMMi Level 5 : 15 Marks CMMi Level 3 : 10 Marks ISO 9001:2015 (Quality Certificate): 5 marks	No Change
15	Page Number - 18, Section 4.4 (Scoring Model & Evaluation of Bids, Serial No.(d) under Approach and Methodology	Technical proposal and presentation	Please clarify if the technical presentation has to be submitted along with the bid response or shall be held at separate date.	The technical presentation has to be submitted along with the bid proposal only.
16	Page Number - 27, Section 8 (Commercial Bid, B: OPEX, Serial No. 1 and 2)	Technical Supervisor [B.E. / B.Tech. with an experience of 5 years in similar operations] Call Centre Executives [Graduate with an experience of 2 years in similar operations having Computer certifications (DCA)]	Request you to kindly revise the qualifications as stated below: Technical Supervisor [B.E. / B.Tech. /MCA] with an experience of 5 years in similar operations] Call Centre Executives [Graduate with an experience of 2 years in similar operations.]	No Change for Qualification of Technical Supervisor. For Call Centre Executive: Graduate with an experience of 2 years in similar operations. No need for DCA certification.
17	Not in RFP	Security audit through a Cert-In empanelled agency	Please clarify if BRDS will bear the cost of security audit.	It will be borne by the bidder.
18	Page Number - 5, Document Control Sheet	Last date and time for receipt of proposals : November 5, 2018, 14.00 Hrs	We request you to kindly extend the submission date by 2 weeks from the date of issue of	Last Date for submission is changed.

			corrigendum/pre-bid response, if any.	
19	Initial Contract period is 1 year	Initial Contract period is 1 year. The vendor is expected to provide 10 Call center Executives and one Technical Supervisor at call center during the operation period in one shifts for a year and if required this contract may be extended up to 3 years on the same monthly rate.	Considering high value Capex involvement in the project Initial contract period should be at least 3 year.	Amended as: <i>Initial Contract period is 3 year. The vendor is expected to provide 10 Call center Executives and one Technical Supervisor at call center during the operation period in one shifts for three years and if required this contract may be extended for 2 more years on the same monthly rate.</i>
20	3 Terms of Reference Under 3.1 Project Objective	BRDS Helpline is being setup by BRDS as a one stop information/facilitation center for common people as well as BRDS officials who have some queries regarding services/schemes being implemented by BRDS. BRDS Helpline will have a toll-free number with at least 10 Calls connecting at the same time.	Will department to provide the Toll free number or bidder would take this on behalf of BRDS	Bidder will have to take the number on behalf of BRDS. In Case of completion of the contract the number will continue by BRDS without any extra fee by the bidder.
21	3.6 Payment Terms	Monthly Maintenance: - Monthly Payment will be done for PRI and Internet Lease Line, BULK SMS and 10+1 call Centre resources.	Request to BRDS to keep PRI and Internet Lease Line, BULK SMS separate from call Centre resources payment	It is separate component in Financial proposal
22	4.2 Prequalification Criteria	The Bidder should be an established IT services company, and should have been in operation for a period of at least 5 years as on 31st March 2018, as evidenced by the Certificate of Commencement of Business issued by the Registrar of	It is say that company should registered in Bihar or can be consider other state registered companies as well	Can be registered anywhere but the call center must be in Bihar only.

		Companies/Bihar Act.		
23	(v) Certifications	The bidder must possess CMMi Level 3 certification or above	Request to BRDS to consider Undertaking which say that Successful bidder shall submit the required certificate with in a decent time	No Change
24	(v) Certifications	The bidder must possess CMMi Level 3 certification or above	CMMi Level 3 certification is for Software companies. Kindly remove this clause and demand for ISO Certification.	No Change.


21/11/2018

(Arvind Kumar Chaudhary)

CEO, BRDS

8 Commercial Bid

Dated: __/__/__

To,
The CEO,
Bihar Rural Development Society
Patna

Sub: Proposal for Implementation of Web based Helpdesk Application & Call Centre for BRDS

Dear Sir,

We, the undersigned, offer to provide above service in accordance with your RFP. Our financial proposal for project is given as below:

A: CAPEX

Sl. No	Expenditure Head	Type of Unit	Unit Rate	Number of Units	Total Cost*
1	Design and Development of Software as per the scope of the work.	One Time		1	
2	Integrated Voice Response system with 10 User Licenses and One Supervisor License	One Time		1	
3	SMS Gateway Integration	One Time		1	
Total Amount of CAPEX					

B: OPEX

Sl. No.	Expenditure Head	Type of Unit	Unit Rate	Units	Months	Total Cost*
1	Technical Supervisor [B.E. /B.Tech. with an experience of 5 years in similar operations]	Monthly		1	36	
2	Call Centre Executives [Graduate with an experience of 2 years in similar operations]	Monthly		10	36	
3	Bulk SMS Facility	Monthly		1	36	
4	Rental charges for PRI (Annual 12 Lakh Calls)	Monthly		1	36	
5	Rental charges for Internet Lease Line (5 MBPS).	Monthly		1	36	
6	Web Hosting Charges and software maintenance	Monthly		1	36	
7	Rental charges for Space, Hardware and Infrastructure	Monthly		1	36	
Total Amount of OPEX						