

BIHAR STATE ELECTRONICS DEVELOPMENT CORPORATION LIMITED
NIT NO. 1466/19 DATED 26.02.2019
Clarification and Corrigendum to the Queries submitted by Bidders

Sl.No.	Company Name	Content of RFP requiring clarification (s)	Page Number (s) & Section of RFP	Points of Clarification	Remarks/Corrigendum/Clarification correction in RFP
1	PACE COMPUTER SERVICES	Who will provide the Space	Space	Department Should provide the space	Department will provide space, electricity etc.
2		4.7.(a)(b)(c)	Clause 4.7 Time line Page 15	At least 30days should be give from TO(i.e. Date of Issue of LOI)	Accepted. 30 days time is allowed from T0
3		Should be a company registered under companies act	Clause 5.2(i)legal entity Page 17	Proprietorship/Partnership firms should also be considered in addition to company	No Change
4		Cost Including Taxes	Clause 10 Commercial Bid (Page-28)	Weather GST will be payable extra	Commercial bid is self explanatory. Tax/GST to be quoted and will be as per prevailing rates.
5	ENTIT CONSULTANCY SERVICES PVT.LTD.	The average annual turnover of the bidder from IT/ITES during last three financial years ending at 31/03/2017 should not be less than Rs. 3 Crores	Page 18 (II) - Average Annual Turnover as on 31st March 2015	We are already handling multiple call centers projects in different states and for different state government departments. We are requesting you to reduce the average annual turnover from 3 Crores to 1.5 Crores for last three financial years.	Should be read as: Average turnover during last 3 Financial years ending at 31.03.2018. 3.0 Cr. turnover clause remains unchanged
6		The bidder must possess CMMi Level 3 certification or above.	Page 18 (v) - Certifications	Request you to also consider ISO 9001:2015 and 27001:2013 instead of CMMi L3 certificate	No Change
7				We believe that Space, Electricity, Internet facility kind of all required infrastructures will	Yes

				provide by BPSM. Kindly confirm?	
8				Kindly specify the current total duration of contract and after extension if it goes?	As in RFP
9		20% of CAPEX and 100% of OPEX in 12 equal QGR after making deductions, if any	Page 15- Payment terms	We are requesting you to modify the condition like release OPEX payment monthly basis.	No Change
10		Design and Development of Helpdesk Software	Page 28-10 Commercial Bid A : CAPEX	1. Do we need to develop web application only? 2. Do we need to develop the same for Mobile app platform (Android and IOS) both? If yes for Mobile App then please confirm the app platform (Android and IOS) Request to modify the same in Commercial Bid format	No Change
11	SUREVIN BPO SERVICES LTD.	The bidder must possess CMMi Level 3 certification or above	Page No. 17 5.2 Prequalification Criteria	Please allow "The bidder must possess ISO 9001:2015 or ISO/IEC 27001:2013"	No Change
12		Call Centre Space	Page No. 13 Scope of Work	Who will provide the Call Centre Space ? Department or Vendor	Department will provide.
13	HB SOFTWARE SOLUTIONS INDIA PVT.LTD.	The bidder should have experience of running at least two call centre with at least 10 resources or above of value more than Rs 75 lacs or above	Page no 18 VI Technical Capability	The bidder should have experience of running at least one call centre with at least 10 resources or above of value more than Rs 75 lacs or above for Govt, institution. Or The bidder should have experience of running at least one call centre with at least 30 resources or above of value more than Rs/- 2.5 Crore. or above for Govt. institution	Accepted. Bidder should have experience of running at least one call centre. Rest is unchanged.

		for Govt. institution.			
14		The bidder should have successfully \ employed Two software application for Help desk Management / Grievance management for Govt institution	Page no 18 VI Technical Capability	The bidder should have successfully Deployed Two software application for Control Room Management/Help desk Management / Grievance management for Govt institution	Accepted. Control Room Management is also allowed
15	Change suggested by BPSM vide Letter no. 611 dated 26.03.2019		Scope of Software page 13	<ol style="list-style-type: none"> 1. Call Centre and software should have provision/facility to listen call and monitor live call by Senior Officer. 2. The proposed call centre software should be smoothly integrated with the existing BPGRA software through API. 3. Legacy data of present call centre should be maintained in the proposed software and database. 	Accepted. All the three suggestions are included in the scope of work.

(Vijay Kumar Sinha)
Project Lead

(Smt. Sanjivani)
Manager (PMU)

(A.R Mallick)
Asst. Manager (A/c)

(H.S Dwivedi)
GM (Projects)