

				
CORRIGENDUM - 2 dated: 23.12.2025				
BYPL NIT NO:		CMC/BY/25-26/RS/AvS/29 (Rfx. No. 2200000156)		
Work:		Providing Call Centre Services for BYPL		
Subject		Reply of prebid queries of the bidders		
Sl. No.	Page No. of RFP	RFP Clause	Bidders Query / Suggestion	BYPL's Response/clarification/Amendment
1	Page 17, Clause 7 (3), Time schedule	Date & time for submission of techno-commercial bid & Price bid 26.12.2025, 14:00 Hrs.	Extension is sought for atleast 7 days in view of christmas holidays	Bid submission date & time extended upto 02.01.2026 upto 14:00 Hrs.
2	Page.10, Clause 1.4 Duration of work	Two (3) years (Initially contract awarded for 1 year & shall be renewed for next 2 years on performance basis of contractor	As per prebid discussion dated 17.12.2025 the clarification is sought	Revised as "Three (3) years (Initially contract awarded for 1 year & shall be renewed for next 2 years on performance basis of contractor"
3	Page-65, Clause 2.5 (Ramp UP/DOWN	1-Technical Skill Ramp-up or Ramp down: 15 days' notice 2- Multi-skilled Agent Ramp-up: 30 days' notice	Exceed no. of days from 15 to 30 days for Ramp up/down and for multi skilled agent ramp up from 30 days to 45 days	Tender conditions shall prevail
4	Page-67, Penalty Clauses	<ul style="list-style-type: none"> •Daily call center uptime (Functional) shall be at 99.9%. Failing to achieve 99.9% up time due to issue with Center infrastructure penalty of Rs 20,000 per hour will be applicable. •Shift adherence- 100% daily shift wise login to be maintained. For each headcount short per shift, penalty of 2 X daily seat cost to be applied. •Agent Quality: Failing to achieve MTD agreed Agent quality score will attract penalty of Rs.100,000 per month. •Service Level: Failing to achieve MTD agreed service level, will attract a penalty of Rs. 2,00,000/- on a monthly basis. •Penalty on Call avoidance (Blank call and Call disconnection) is 10,000/ per day. •For any escalation of Rude behavior (Abusive language), if proven will attract a penalty of Rs.50,000/- per incident. The call center employee has to be terminated from the BYPL process. •Agent quality: Failing to achieve MTD agreed Agent quality score will attract penalty of Rs.2,00,000/- on a monthly basis. •In case of any unethical conduct a penalty of Rs 2,00,000/- will be imposed. 	We request to kindly improvise that the penalty should not exceed 5% of total yearly contract value	Tender conditions shall prevail
5	Penalty Clauses	<p>Daily Call center uptime (Functional) shall be at 99.9%. Failing to achieve 99.9% up time due to issue with Center infrastructure penalty of Rs 20,000 per hour will be applicable.</p> <p>Shift adherence- 100% daily shift wise login to be maintained. For each headcount short per shift, penalty of 2 X daily seat cost to be applied.</p>	<p>We request you to change the Uptime percent to 99% as it is the standard practice. Also, there are SLA penalties in place which address the deviation in the uptime %.</p> <p>Hence, we request you to remove the Rs.20,000 per hour penalty.</p> <p>We request this penalty be removed as the SLA penalties address any SLA deviation caused by shift non adherence.</p>	Tender conditions shall prevail
6	15,15.1	SEALING AND MARKING OF BIDS-Bid submission: One original (hard copies) and one duplicate (total two copies) of all the Bid Documents shall be sealed and submitted to the Company before the closing time for submission of the bid.	Please confirm if bid needs to be submitted only on SRM portal in soft copy OR we also need to submit 2 hard copies (one original & one xerox) to BYPL. Please confirm	Bid submission shall be done through SRM portal only. However, only the original copy of EMD & Tender Fees need to be submitted at BYPL office, address mentioned in the RFP.
7	Penalty clauses	<p>Agent quality: Failing to achieve MTD agreed Agent quality score will attract penalty of Rs. 100,000/- per month.</p> <p>Agent quality: Failing to achieve MTD agreed Agent quality score will attract penalty of Rs.2,00,000/- on a monthly basis.</p>	<p>(1) Please confirm exact penalty amount</p> <p>(2) In case the MTD agreed Agent quality score is achieved then there should be a provision of rewards on monthly basis.</p>	Tender conditions shall prevail
8	Penalty clauses	Service Level: Failing to achieve MTD agreed service level, will attract a penalty of Rs. 2,00,000/- on a monthly basis.	In case the MTD agreed service level is achieved then there should be a provision of rewards on monthly basis.	
9	Penalty clauses	For any escalation of Rude behaviour (Abusive language), if proven will attract a penalty of Rs.50,000/- per incident. The call center employee has to be terminated from the BYPL process.	In case of abusive language, ZTP (Zero Tolerance Policy) is followed across industry, wherein termination of the employee is mandatory. However, a monetary penalty of Rs 50,000/- per instance is too steep, hence request to reconsider the amount and reduce it to maximum Rs 10,000/-	Tender conditions shall prevail

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10	Section V	2. Enterprise Resource Design – Solution Requirements	Kindly share weekly or the monthly offered volumes to be considered for sizing of Email, O&M Operations, Social Media and Video calls.?	We require a total of 13 executives to handle the processes mentioned below: • Email – 4 executives • O&M Operations – 3 executives • Social Media – 3 executives • Video Calls – 3 executives
11	Section V	2. Enterprise Resource Design – Solution Requirements	Kindly share the targeted AHT for O&M Operations, Social Media and Video calls. For Outbound Calls , kindly share connect AHT bifurcated into Right Party Connect AHT and Non-Right Party Connect AHT.	This will depend entirely on the survey design and the script
12	Section V	2. Enterprise Resource Design – Solution Requirements	Kindly share 4 - 6 weeks of daily interval level volume to assess the day of the week and intraday volume factor for sizing purpose of Inbound Calls, Email, O&M Operations, Social Media and Video calls. Alternatively, please share day of the week volume factor for each channel in-scope at LOB level. E.g. - Mon-15%, Tue-16% & so on and intraday eg 09:00 - 3%, 10:00 - 2.5% etc for the week days.	Refer to tender terms & conditions
13	Section V	2. Enterprise Resource Design – Solution Requirements	Hours of operations has been shared as 24*7*365. Is this applicable for all channels including outbound calls? If not, please share HOOP at channel level.	Operational Timings: Supply and Emergency Services will operate 24*7*365. DSS and Commercial Services will function from 09:00 AM to 05:00 PM. Outbound Operations will run from 08:00 AM to 08:00 PM.
14	Section V	2. Enterprise Resource Design – Solution Requirements	Could you provide the turnaround time (TAT/Service Level) for O&M Operations and social media and video calls. Additionally, please provide abandon % target for inbound calls, social media, and video calls.	Tender conditions shall prevail
15	Section V	2. Enterprise Resource Design – Solution Requirements	At what level is that SL/ASA and abandon target is required to be achieved i.e. daily, weekly or monthly?	Tender conditions shall prevail
16	Section V	2. Enterprise Resource Design – Solution Requirements	Could you confirm if an outbound call is connected to a non-right party to be re-attempted until the right party is connected or not be re-attempted?	Only one call will be made, and the remarks will be captured accordingly.
18	Section V	2. Enterprise Resource Design – Solution Requirements	Please share maximum number of attempts to be made to a non-connected outbound call? Also, please share attempt wise connect % e.g. attempt 1 - 40%, attempt 2 - 30%, etc.?	The BYPL team will confirm if multiple call attempts are required. This will depend entirely on the campaign and may be two or three attempts.
19	Section V	2. Enterprise Resource Design – Solution Requirements	Could you confirm how do we expect the Outbound calls to be made, dialler or manual calling? If Dialler, then is it predictive or preview? If Outbound Calls to be made via manual dialling or preview dialler then, please share the non-connect AHT to be considered e.g. - 30 secs, 45 secs or etc.?	Calls will be made through manual dialing.
20	Section V	2. Enterprise Resource Design – Solution Requirements	How many touches are expected per transaction of Backoffice, Email and any other non-live channel in-scope. For multiple touches, please clarify if the AHT shared is inclusive all required touches, if not then, please share the AHT i.e. inclusive of all touches.?	Refer to tender terms & conditions
21	Section V	2. Enterprise Resource Design – Solution Requirements	Does Backoffice, Email and any other non-live channel require maker and checker process as well? If yes, will require maker and checker APT/AHT for each query type.?	The requirement will be communicated if needed
22	Section V	2. Enterprise Resource Design – Solution Requirements	Is there a scope of multiskilling between Channels in-scope?	Refer to tender terms & conditions
23	Section V	2. Enterprise Resource Design – Solution Requirements	Please provide Training, Nesting, OJT Duration for new hires?	Each associate must undergo a 7-day training program prior to commencement of work.
24	Section V	2.5 Ramp Up/Down	Could you provide the L2 escalation call volume. Additionally, we recommend L2 agent Ramp-up: 60 days' notice?	L2 escalation monthly call volume is approximately 5,000. For notice tender conditions shall prevail.
29	34	Indemnity	The NIT currently indicates that only the contractor is obliged to indemnify the client. Could you please confirm if you would be open to discussing the inclusion of a mutual indemnity clause?	Tender conditions shall prevail
30	FORMAT – 4.3	NON-DISCLOSURE AGREEMENT	We note that the NDA is currently unilateral, as Teleperformance will be sharing confidential information such as pricing and know-how. Would you be open to negotiating the NDA to make it mutual?	Tender conditions shall prevail
31	22	Limitation of Liability	We note that the contractor's liability is currently limited to the contract value. Would you be open to negotiating the liability cap?	Tender conditions shall prevail
32	22	Limitation of Liability	The liability clause does not exclude consequential damages. Can we agree to exclude them, as they are unpredictable and often disproportionate to the contract value?	Tender conditions shall prevail
33	23	Termination	We note that the contractor currently has no termination rights. To safeguard the contractor's interests in a dynamic business environment, we request inclusion of a termination right. Please let us know if you are open to discuss this.	Tender conditions shall prevail
34	10	Liquidated Damages	We note penalties, SLAs, and liability are already defined. Adding liquidated damages risks double recovery, may not reflect actual loss, and can be viewed as punitive rather than compensatory. Can we omit LDs or, at minimum, limit them to specific, measurable breaches?	Tender conditions shall prevail
35	Section V	Outbound Calling activity	We understand that the contractor will act solely as a data processor and not as a data controller. In this context, would BYPL be willing to provide an indemnity to the contractor for any outbound promotional calling activities carried out as per BYPL's instructions	Tender conditions shall prevail
36	Section V	2. Enterprise Resource Design – Solution Requirements	Please advise on any restrictions on technology/solution deployment/API integration etc.	Tender conditions shall prevail
37	Section V	2. Enterprise Resource Design – Solution Requirements	What type of training environment do you currently provide for an agent? Is it classroom-based, virtual, or hybrid? Do you have a sandbox training environment ?	The 7-day training program will be conducted entirely classroom-based.
38	Section V	2. Enterprise Resource Design – Solution Requirements	We'd like to understand your current agents' workflow. How many applications or screens do agents currently navigate? Are they required to toggle through multiple screens? Do you perceive this as a potential area for operational optimization?	No, associates will work on a single screen, which is the in-house CRM.
39	Section V	1. Call Centre Operations Scope	Are there any ongoing or planned transformation initiatives—such as platform upgrades, workflow redesigns, or content expansion—that the Bidder will be expected to support or manage post-transition?	Tender condition shall prevail
40	Section V	1. Call Centre Operations Scope	Which parts of the current workflow are primarily manual or require significant agent intervention? What is the current level of automation within the process?	We are transitioning to AI-based automation. Currently, Technical Services has already been implemented.

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41	Section V	1. Call Centre Operations Scope	Could you please provide detailed process maps for each of the processes included in the scope?	SOPs will be provided after award of work.
43	Section V	3. Chatbot Process – Scope & Requirements	What is the chat containment rate?	On a daily basis, we handle approximately 30 chat interactions.
44	Section V	3. Chatbot Process – Scope & Requirements	Is there a centralized knowledge base in place for agents to refer to? If so, is it structured as an article-based repository, or does it leverage semantic search capabilities for faster and more intuitive access to information?	We have an updated Knowledge Bank.
45	Section V	2. Enterprise Resource Design – Solution Requirements	Could you please share the current performance levels and historical data for the past six months on key business metrics such as AHT, Abandon Rate, CSAT, FCR, repeat call rate, outage restoration time, and billing dispute resolution time? Are there any KPIs that you feel are not meeting expectations? If so, which ones, and what do you believe are the underlying causes?	We have the following metrics readily available and can provide them if associates are deployed with us: Customer Satisfaction (C-SAT): 98% Abandoned Calls: 0.11% Average Handling Time (AHT): approximately 3 minutes
46	Section V	1. Call Centre Operations Scope	Can you please provide the AHT and volume split by the various top contact drivers mentioned in the document?	Refer to tender terms & conditions
47	Section V	2. Enterprise Resource Design – Solution Requirements	What is the current callback rate and its primary causes?	Approximately 5% of customer calls will be followed up with a callback.
48	Section V	1. Call Centre Operations Scope	What is the current IVR menu structure and self-serve options?	Will be provided after award of work.
49	Section V	2. Enterprise Resource Design – Solution Requirements	Which chatbot platform is in use, how are intents managed and trained, and what are the handoff rules to live agents?	Refer to tender terms & conditions
50	Section V	1. Call Centre Operations Scope	Which social media monitoring tools are used, and how are they integrated with CRM for case creation and closure?	Refer to tender terms & conditions
51	Section V	2. Enterprise Resource Design – Solution Requirements	How are the 20 audits per agent per month sampled and weighted across dimensions such as soft skills, compliance, and technical accuracy? Do you consider this frequency sufficient to accurately gauge agent performance? Also, are these audits conducted manually, or is there an automated system in place?	This will be performed by QA manually using an Excel sheet.
53	Section V	2. Enterprise Resource Design – Solution Requirements	What is your interest in utilising AI/automation for managing queries? Could you please share your vision for leveraging AI and automation within the scope of this engagement?	Refer to tender terms & conditions
54	Section V	2. Enterprise Resource Design – Solution Requirements	Could you please share your current technology landscape that you use for CRM, learning management systems, chat platform, video assistance platform, etc?	Refer to tender terms & conditions
55	Section V	1. Call Centre Operations Scope	What type of queries require video call assistance? Which technology do you use for virtual contact centre?	We use in-house technology, and associates will handle customer interactions via Zoom video calls.
56	Section V	1. Call Centre Operations Scope	What is your vision for this RFP? What strategic objectives do you aim to achieve through outsourcing?	Refer to tender terms & conditions
57	Section V	2.7 Technology & Connectivity Call Centre Technology & MPLS connectivity provided by BYPL	We understand that all applications required for contact centre operations including Telephony, Chat, Email, Web, Social Media, Video Call Assistance (VCCC) Solution will be provided by BYPL. Are there any other tools/applications to be provided by the Bidder apart from those provided by BYPL? Please confirm.	Refer to tender terms & conditions
58	Section V	2.7 Technology & Connectivity Call Centre Technology & MPLS connectivity provided by BYPL	We expect BYPL to provide PRI links for Telephony and MPLS (for both voice and data access) till Bidder delivery centre. Kindly confirm whether local internet connectivity is required to be provisioned by bidder at its delivery centre or all application access including internet-based will be provisioned through BYPL MPLS. If bidder is required to provision local Internet access, please share the per user Internet bandwidth required.	MPLS Connectivity will be provided by BYPL
59	Section V	2.7 Technology & Connectivity Call Centre Technology & MPLS connectivity provided by BYPL	Kindly confirm whether BYPL will be providing the Voice Media Gateways to be deployed at Bidder's delivery centre for domestic outbound calling to meet DOT guidelines. Please share pre-requisites for hosting the gateway device including power requirements.	Refer to tender terms & conditions
60	Section V	2.7 Technology & Connectivity Call Centre Technology & MPLS connectivity provided by BYPL	Are there any BYPL applications to be installed locally on the agent workstations?	Yes Call Center related application
61	Section V	4.5 Agent & Supervisor Desktop Specifications a. Hardware Configuration : Screen Resolution 1920 x 1080	Kindly confirm the preferred monitor size and whether dual monitors are required for agents and/or supervisors.	17 inches .Screen Resolution 1920x1080.
62	Section V	4.5 Agent & Supervisor Desktop Specifications c. Office Suite	Under Section 4.5 Agent & Supervisor Desktop Specifications, It is asked to provide MS office. Kindly confirm whether all agents and support staff requires MS office.	MS Excel
63	Section V	4.4 Infrastructure Compatibility – Cisco Finesse a. Antivirus Software (with patch management) a. Antivirus Software (with patch management) Supported antivirus solutions include: <input type="checkbox"/> McAfee VirusScan Enterprise 8.8i <input type="checkbox"/> Symantec Endpoint Protection 12.1 and above <input type="checkbox"/> Trend Micro Office Scan 10.6 <input type="checkbox"/> Trend Micro Deep Security Version 9.0	As per RFP, under Infrastructure Compatibility section specific antivirus, patch management tools have been mentioned. Bidder provides next generation security solutions such as CrowdStrike EDR and Tanium patch management solution. Kindly confirm whether BYPL is fine with the bidder provided antivirus and patch management solution.	Refer to tender terms & conditions
64	Section V	4.2 Network Configuration & Security Role-Based Access: o Agents must log in to BYPL ADS (Active Directory Services) for role-based access control.	Under Section 4.2 Network Configuration & Security : Role-Based Access, It is mentioned that Agents must log in to BYPL ADS (Active Directory Services) for role-based access control. Please confirm whether Bidder provided desktops would be part of BYPL domain or desktops can be part of bidder provided domain.	Refer to tender terms & conditions

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65	Section V	4.2 Network Configuration & Security <input type="checkbox"/> Dedicated VLAN: o All BYPL agents' desktops must operate on a dedicated VLAN. o No sharing of VLAN with other processes/desktops. <input type="checkbox"/> Firewall Protection: o The dedicated VLAN must be protected using the bidder's own firewall hardware.	Please confirm if BYPL would be providing IP subnets to be used by bidder at bidder's delivery centre. Can bidder use its own IP subnets at bidder's delivery centre LAN?	Refer to tender terms & conditions
66	Section - I, 3.1 Page 11	3.1. The bidder shall furnish, as part of its bid, an EMD of the requisite amount. The EMD is required to protect the Company against the risk of Bidder's conduct which would warrant forfeiture.	Would request you to kindly allow EMD exemption for Registered MSME bidder.	Tender conditions shall prevail
67	Section - I, 4.1 Page 12	a) From BCP DRP (Business Continuity Plan - Disaster Recovery Plan) perspective, Bidder should have 2 sites with at least one of them existing (operational) in Delhi or NCR & other operational site in PAN India (other than Delhi or NCR).	Would request you to amend as: From BCP DRP (Business Continuity Plan - Disaster Recovery Plan) perspective, Bidder should have 2 operational sites in PAN India.	Tender conditions shall prevail
68	Section - I, 4.1 Page 12	b) Bidder must have at least 150 seats in Operation in Delhi or NCR (single location) and Back Up facilities with at least 50 seats in Operation in PAN India (Single location). Relevant documentary evidence is to be submitted by the bidder.	Would request you to kindly accept an undertaking to set up an operational site in Delhi or NCR within 60 days from the date of acceptance of the LOI.	
69	Page no. 65 2.8 Call Handling Metrics	Tentative Manpower count FY26-27: Pre-shift: 1000 executives + 15% shrinkage	Please confirm whether 1000 executives is required per shift or per annum.	The tentative manpower requirement is 1,000 per annum.
70	Page no. 64, 2.1 Agent Qualification & Certification	General Agents: o Minimum: 12th Pass o Experience: 6 months in voice process o Language: Proficiency in Hindi or English (preferably both) Specialised Agents: o Minimum: Graduate o Experience: 2 years in call center o Language: Proficient in written Hindi & English o Additional: High analytical & soft skills o Certification by BYPL in addition to standard screening	Please confirm the bifurcation of General agents and Specialised agents out of 1000 nos. given as specialised agents education qualification should be Graduate	We require 60% general associates and 40% specialized associates. Agent Qualification & Certification • General Agents: o Minimum: 12th Pass o Experience: 6 months in voice process o Language: Proficiency in Hindi or English (preferably both) • Specialized Agents: o Minimum: Graduate o Experience: 2 years in call center o Language: Proficient in written Hindi & English o Additional: High analytical & soft skills o Certification by BYPL in addition to standard screening
71	General	Volume pattern for location wise or shift time	Kindly specify No. of csp for location wise and also clarify on shift timing	Shift timing mentioned below : Morning shift , General Shift, Evening Shift and Night Shift . This is 24*7*365 days run process.
72	General		3-. How many unplanned outages have occurred in the past 2years? What were the volumes spikes (in percentage or absolute values) observed during these unplanned outages. 5- What is the percent of Complaint calls received in Inbound calls? 6-Is there a dedicated team deployed to coordinate with field teams and internal departments? What percentage of Inbound calls required coordination with Field teams and Internal departments. 7- Who does the Complaint Filtering? Is this done by the Inbound agents or is there a separate team for it. 8-. How many batches will BYPL train? What is the TTT (Train-the Trainer) framework followed by BYPL?	3.Its totally depends on the weather and outage . 5.100% of complaints are from technical calls, while for other services, 30% are complaints and the remaining 70% are customer queries/ Request." 6.In each shift, outbound associates and the supervisor will coordinate with GNIIT/TO or the concerned officials. 7.Associates filter the complaints as per the customer VOC and tag 100% of the calls. 8.There will be a trainer at the vendor location, and BYPL will provide a Train-the-Trainer certificate.
			10- Need more details on "Video Call Assistances: Virtual Customer Care Centre". What is the scope and requirement? Who will provide the technology for Video calling? 12- What tools are provided by BYPL for Social Media screening? 14- How many L2 Tenured agents are required for Escalation handling? 15- Would BYPL provide CRM/Dialer/Ticketing system or would need 3i to provide it as part of the Call Center Technology? 17- How is Call Avoidance identified by BYPL?	10.Video calls connected through Zoom Application and executive have Webcam and Headphone for taking Video Call. 12. The complete process workflow will be shared and disclosed once the association is finalized. 14. Two associates are required per shift 15.The BYPL team has its own in-house technology, and the CRM is also in-house. 17. For review and verification, screen recordings are available, and the call recording has been captured 100% and can be accessed. Plus the total technology is in-house.
73	General		Kindly confirm if BYPL is open to considering Work From Home (WFH) as BCP.	No, work-from-home facility is not available.
74	General		Kindly confirm Versant requirement for the agents.Additionally, please share what educational qualifications, certifications, or prior experience are required for role - Trainer, Quality Analyst, TL & Assistant Manager)?	refer to tender terms & conditions

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75	General	-	Do BYPL have multifactor authentication in place? If yes, what is the mechanism deployed for MFA? Is the bidder expected to provide any Hardware like YubiKey, if yes please share the details of the hardware devices to be procured for MFA?	NA