

CORRIGENDUM 1	Response to the pre-bid queries and change in tender conditions
Date:	27.10.2021
BYPL NIT NO:	CMC/BY/21-22/RS/SvS/RD/25 DT: 09.10.2021
Work:	PROVIDING CALL CENTER SERVICES IN BYPL

Part A: Response to Pre-bid queries

Sl.No	Clause Reference	Description	Bidder's Query	BYPL Response
1	Section IV, Scope of Work	-	CRM will be ours or of BSES Yamuna	Its will be of BSES Yamuna Power's
2	Section IV, Scope of Work	-	Number of IVRS levels required	The total technology will be ours.
3	Section IV, Scope of Work	-	Kindly provide the seats required information day-wise as well as both locations wise. Also, what will be the ratio of Inbound – Outbound – Email support agents	It will be based on operational requirement
4	Section IV, Scope of Work	-	Kindly confirm about the Telephony charges – who will bear	P2P Link connectivity, will provide by Bidders, and PRI/SIP is already integrated on BYPL DC & DR
5	Section IV, Scope of Work	-	Any male-female ratio to be maintained	As per the requirement of the Call Flow
6	Section IV, Scope of Work	-	Is there any API Integration work under scope of this project	No, Only operation KRA/KPA is part of Bidders
7	Section IV, Scope of Work	-	Is there any transport requirement also for the night shift agents	It will be based on operational requirement
8	Section IV, Scope of Work	-	Is it ok to have both primary and secondary site in same state	It will be based on operational requirement
9	Section IV, Scope of Work	-	Is it ok to have both primary and secondary site in same state	It will be based on operational requirement
10	Section IV, Scope of Work	-	You are asking for An undertaking that salary of deployed resource shall be as per applicable minimum wages in NCT of Delhi whereas in Price bid format you are asking for Delhi, Haryana & UP commercials.	Please replace NCT of Delhi as NCR which includes Haryana & Noida.
11	Section IV, Scope of Work	-	How will be the L1 bidder be decided	Based on quoted & Reverse Auction Prices
12	Section IV, Scope of Work	-	Are there any hidden charges like uniform, biometric, cctv etc. to be considered.	As per Industry standards
13	Section IV, Scope of Work	-	What is per shift manpower requirement.	Its will provided by us to your operation team as per the Call flow
14	Section IV, Scope of Work	-	What is expected from Bidder besides providing required manpower.	Please refer detailed Scope of Work mentioned in tender documents
15	Section IV, Scope of Work	-	Who will be responsible to provide the CC technology ?	BSES Yamuna will provide the Technology
16	Section IV, Scope of Work	-	Should we Implement the IVR or will BSES Provide the same.	BSES Yamuna will provide the Technology
17	Section IV, Scope of Work	-	Is there any specific make model of headset recommended ?	We have CISCO PCCE 12.0, Refer CISCO PCCE Comptability
18	Section IV, Scope of Work	-	Would we need to provision Internet at the delivery center? if yes aprox bandwidth requirement kindly suggest.	Internet is not required at Agent End Point for Inbound and out bound call, CRM and SAP.
19	Section IV, Scope of Work	-	Would there be a standard monitor size needed or 19" would suffice?	19" will suffice
20	Section IV, Scope of Work	-	Would BSES will provide e-mail management application as well?	Email Mgmt and Social Media is part of contact Center Solution.

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21	Section IV, Scope of Work	-	Price bid format is asking for 3 Pricing based on Locations, is it Only to ascertain the Cost of Operations or Is it a Mandate that we have 3 centers ?	To ascertain the cost of operations
22	Section IV, Scope of Work	-	Kindly share the Call Volume Half Hourly or Hourly to ascertain the night shift People count.	It will be based on operational requirement
23	Section IV, Scope of Work	-	What is the Operation Window For Outbound Process ?	Its 8am to 8pm
24	Section IV, Scope of Work	-	what is the Operations Days for Outbound Process ?	All 7 days in a week
25	Section IV, Scope of Work	-	What is the AHT for the Outbound Process?	It will vary from process to process
26	Section IV, Scope of Work	-	Should Inbound / Outbound / Email be handled by separate team or is it Blended ?	It will be blended
27	Section IV, Scope of Work	-	For Outbound - Would there be One time Allocation of Data for the Month?	It will vary from process to process
28	Section IV, Scope of Work	-	If it is Non One time allocation - What is the Data Allocation Pattern - Daywise (from Day 1 to Day 30)	Again will depend on the process to process
29	Section IV, Scope of Work	-	What is the total headcount of current operations?	It will be based on your operational requirement
30	Section IV, Scope of Work	-	Is there any current training tool used to train the agents?	There will be a class room training programme for new hires
31	Section IV, Scope of Work	-	What will be new hire training schedule for process training and OJT?	Atleast 2 weeks followed by 15 days OJT
32	Section IV, Scope of Work	-	Please share the current quality management framework followed?	In briefing in talking about Call Quality audit the ratio of Quality auditor verses agents is mentioned in the tender document. Further as per the operations goes the call quality calibration and call auditing structure and legends will be decided.
33	Section IV, Scope of Work	-	What is the minimum and maximum number of attempts to be made for outbound calling.	atleast 3 attempts
34	Section IV, Scope of Work	-	Kindly help with the clarification on BCP?	Please refer tender documents
35	Section IV, Scope of Work	-	Please provide the required process Headcount for Inbound, Outbound and email – break up for these LOB's	It will be based on operational requirement
36	Section IV, Scope of Work	-	Please provide Span of control for support staff (TL, QA, AM/Manager, Trainer, MIS etc)	It is mentioned in the tender document
37	Section IV, Scope of Work	-	Is BGV required for the advisors and support staff and what forms of background checks are required?	Yes, document and previous organization check.
38	Section IV, Scope of Work	-	Please confirm the New hire Training duration/days for this process for each LOB (Classroom Training days & Certification days, OJT if applicable)- Please let us know will the New hire Training is billable	2 Weeks including certification
39	Section IV, Scope of Work	-	What would be the Certification process for New hires?	Ceritification will be carried by our team, which will include an online test and mock calls
40	Section IV, Scope of Work	-	Since the volume for calls, emails change during peak seasons is a seasonal ramp up and ramp down required?	It will be based on operational requirement
41	Section IV, Scope of Work	-	Please provide the Call volumes expected for outbound queue - require historical data for outbound	Its is as per the requirement

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42	Section IV, Scope of Work	-	Please provide Half hourly interval historical data for last one year for inbound, outbound, email Can we also get: a) call volume trend by lingual queue bifurcation month on month b) occupancy by language queue c) AHT by language queue	It will be based on operational requirement. The Call volume depends upon the Peak & Off- Peak season and the manpower allocation will be shared accordingly.
43	Section IV, Scope of Work	-	Kindly provide Historical AHT for voice and TAT for non-voice lob	LOB wise (Inbound) : Technical- 120secs, Commercial - 180secs & New Connection (DSS) - 240secs. And for Outbound it will depend on the process.
44	Section IV, Scope of Work	-	Can agents handle multiple emails at the same time only one at a time. How many emails can one agent handle concurrently?	Email is part of call ceter solution, Currently we will be not catering to email process
45	Section IV, Scope of Work	-	Please provide the Occupancy by the language queue	Varies in Hindi Calls - 95%-98% & English Calls - 5%-2% depending on the peak & off-peak season
46	Section IV, Scope of Work	-	Please provide Occupancy in Email Process	Email is part of call ceter solution, Currently we will be not catering to email process
47	Section IV, Scope of Work	-	Please list the holiday's process will be closed	Operational Time Window is 24*7*365
48	Section IV, Scope of Work	-	Is there a Quality monitoring process defined for each LOB? Is there going to be audit sheet provided or do we need make the audit sheet with inputs from client	We will be providing the Quality audit sheet which necessary legends (Inbound & Outbound)
49	Section IV, Scope of Work	-	Will we get forecast month on month or do we get forecast for entire year for planning manpower for each LOB	It will be based on operational requirement
50	Section IV, Scope of Work	-	Is the business fine to deploy part time or work from home to manage peak and tuffs for calling	No part time manpower
51	Section IV, Scope of Work	-	Kindly provide the definition of FTE's in hours per month	It will be based on operational requirement
52	Section IV, Scope of Work	-	Kindly provide clarity on the portal to access the information or we need to build one for email and phone support	Request IT team to response the same
53	Section IV, Scope of Work	-	How will the transfer of calls happen to new partner? Will there be split between volumes with existing partner a month before moving 100% call volume to new partner (gradual movement) or hard stop at existing center and start operations at new center? What will be the call split percentage between each sites	It will be based on operational requirement
54	Section IV, Scope of Work	-	What will be the Transition period to go-live	Will depend upon the Bidder readiness (for e.g. P2P lines, Infrastructure,etc.)
55	Section IV, Scope of Work	-	What will be the split of HC for Primary and BCP site?	It will be based on operational requirement
56	Section IV, Scope of Work	-	Will BCP site too go-live together along with Primary site or can be planned in phase wise manner?	Ideally both the sites should go-live simulatenously
57	Section IV, Scope of Work	-	Please provide the duration of the nesting phase	For OGT period, it is 15 days

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58	Section I, Request for Quotation	Earnest money Deposit: ₹6 Lakhs	We request to consider EMD Exemption for Bidders Registered under MSME Category	Tender conditions shall prevail
59	Section I, 1.3, Qualification Criteria	<p>Bidder must have 05 years of experience with knowledge and exposure w.r.t services rendered to call center to the reputed organization and shall have successfully carried out and completed similar works in last five years, with following criteria :</p> <p>a) One similar completed work costing not less than Rs 2.1 Cr b) Two similar completed works, each costing not less than amount of Rs 1.5 Cr c) Three similar completed works, each costing not less than amount of Rs 1.2 Cr</p> <p>Order copy and performance certificate shall be submitted in this regard.</p>	<p>Kindly accept copy of work order and agreement in case of completed/ on-going contracts. Order copy and performance certificate or agreement shall be submitted in this regard</p>	Tender conditions shall prevail
60	Section I, 1.3, Qualification Criteria	<p>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 NCR (Single location).</p> <p>Relevant documentary evidence to be submitted by the bidder.</p>	Bidder's existing operational seat capacity 50 seats which from time to time can be further increased up to 150 seats based on BSES's service requirements at the same location in Delhi/NCR?	Tender conditions shall prevail
61	Section I, 1.3, Site Inspection	Company reserves the right to carry out technical/ commercial capability/ infrastructure assessment of the firms by inspection or by any other means and company's decision shall be final in this regard.	Kindly confirm at what stage of the bidding the inspection shall be carried out by the department?	Tender conditions are crystal clear
62	1.4.2, Award Decision	The Contract shall initially be placed for a period of one year and shall be renewed next year based on performance of the vendor as reviewed by the officer-in-charge of the project from BYPL	Kindly consider atleast 2 year contract with extension of 1 year	Tender conditions shall prevail
63	Section III, Terms & Conditions	The Security Performance Bank Guarantee shall be of 10% of the total value of order and shall be valid till completion, plus three (3) months towards claim period.	Kindly consider PBG at 3% of the contract value as per latest Gol guidelines	Tender conditions shall prevail
64	Section I, RFQ	Bid submission date	Extension of bid submission date	Bid submission date has been extended till 02.11.2021, 15:00 Hrs. Technical bid shall be opened on 02.11.2021, 15:30 Hrs

Sl.No	Clause Reference	Description	Bidder's Query	BYPL Response
Part B: Change in tender conditions				
Sl.No	Clause Reference	Description	Bidders Query	BYPL Response
1	Section I, Qualification Criteria	<p>Bidder must have 05 years of experience with knowledge and exposure w.r.t services rendered to call center to the reputed organization and shall have successfully carried out and completed similar works in last five years, with following criteria :</p> <p>a) One similar completed work costing not less than Rs 2.1 Cr b) Two similar completed works, each costing not less than amount of Rs 1.5 Cr c) Three similar completed works, each costing not less than amount of Rs 1.2 Cr Order copy and performance certificate shall be submitted in this regard.</p>	<p>We are 4.6 years old organization as in October 2021 and have illustrious record of providing customer services to GOI departments along with providing services to enterprise. We request department to relax the experince to 4 years for Startup India companies.</p> <p>Further, as per the Government of India circular to promote Entrepreneurship and startup India initiative, DIPP recoganzized startups companies are exempted from tender clauses of prior experince and turnover etc. We would request you to please consider the same.</p> <p>Kindly consider similar completed work experience of Insurance along with Banking sector in last five years.</p>	<p><u>Please refer revised clause as below :</u> Bidder must have 03 years of experience with knowledge and exposure w.r.t services rendered to call center to the reputed organization and shall have successfully carried out and completed similar works in last three (3) years, with following criteria :</p> <p>a) One similar completed work costing not less than Rs 2.1 Cr b) Two similar completed works, each costing not less than amount of Rs 1.5 Cr c) Three similar completed works, each costing not less than amount of Rs 1.2 Cr Order copy and performance certificate shall be submitted in this regard.</p>