

**CORRIGENDUM NOTICE**

RFP No: BSDM/Sankalp-96/2022-2253

Date- 29.11.2023

**RFP Name:** Selection of Agency for Establishment and Implementation of a Call Center and Help Desk for Bihar Skill Development Mission (BSDM) vide Ref. No. BSDM/Sankalp-96/2022 dated-09.11.2023 published in papers vide PR No.11560 (LRD) 2023-24.

In view of Prebid Meeting dated 22.11.2023, certain modifications/ amendments in some of the provisions of above RFP is made as below:

**1. Under section 9.2 Preliminary Eligibility Criteria, SN 1 on Page 32 under head Eligibility criteria and Documentary Evidence are modified as under:**

**Eligibility Criteria:** The agency should be a company registered under Companies Act / Registered Society or Trust / Autonomous Body / Any state or multi state cooperative societies / Registered Firm / Firm registered under Limited Liability Partnership Act (LLP) / Proprietorship / Partnership firm in existence for the last 5 years before the last date of submission.

**Documentary Evidence:** Certificate of Incorporation / registration/ memorandum/ article under relevant act.

**2. Under section 9.2 Preliminary Eligibility Criteria, SN 3 on Page 32 under head Eligibility criteria is modified as under:**

The Agency should have been in business of Call Centre /BPO /Call center service provider related to skill development programs/ migration support/other relevant services. The Call centre must have existing Inbound / Outbound call services to a Central Government or any State Government or any private organization in India / abroad with minimum 10 Agents at single location in IVRS/GSM gateway pattern.

**3. Under section 9.3 Technical Evaluation (Technical Score-ST), SN 5 on Page 33 under head basis of evaluation is modified as under:**

Number of Projects in operation / completed: 2 marks / project upto 18 marks. Any Call center service project experience related to skill development programs / migration support will get an additional weightage of 2 marks e.g. if the bidder agency is providing CA certificate and work order / contract / performance certificate / completion certificate of ongoing / completed 9 relevant assignments then the agency will eligible to get  $9 \times 2 = 18$  marks and if the agency can produce any Call center service project experience related to skill development programs / migration support amongst those 9 assignments then the agency will get an additional weightage of 2 marks and the final marks obtained in this category will be 20 (18+2).

The other term and conditions of the RFP document will remain the same. Please refer to the RFP document for other details.

The bidders are also strongly recommended to go through in detail the (i) RFP and (ii) Response to Pre-bid queries document, available on website viz (i) <https://eproc2.bihar.gov.in> and on <https://skillmissionbihar.org>, while preparing the bids.

This "Corrigendum document" has also been uploaded in the Tender section of above website.

  
Mission Director,  
Bihar Skill Development Mission,  
Department of Labour Resources, Govt. of Bihar

1340

Notification of Agency for Establishment and Implementation of a Call Center and Help Desk for Bihar Skill Development Mission (BSDM) vide RFP No: BSDM/Sankalp-96/2022, Date: 09/11/2023. In view of Pre-bid meeting dated 22.11.2023, wherein general queries of the prospective bidder were responded in detail and clarified

S N	Section as Referred by Bidder	Content of RFP requiring clarifications	Change/ Clarification requested	BSDM Response
1	5.1 The overall scope of work can be covered under the following heads: Page No. 11	The call centre will handle inbound and outbound calls regarding the queries of migrant workers, skill development programs, Placement and post placement support, Placement tracking etc	Kindly share Volume of Total Nos. of Inbound and outbound calls expected to be received and done per day/Month/year	There is no expected number of Inbound and outbound calls as of now. Initially, Call centre to be started with 9+1 = 10 Manpower only later seats can be increased depending upon the increasing call volume.
2	5.6 Other Salient points related to scope of work > Immediate Acknowledgement of receipt of Complaint/Grievance: Page No. 14	When the complaint is registered, Immediately it is given a unique number (Token Number) and automatically acknowledgement receipt with all details will be sent to the concerned authorities through email and SMS within 4 Hours of the receipt of the complaint. This number can be the reference used for all future communications and feedback.	Kindly share Volume of Total Nos. of SMS and emails to be sent against every Inbound and outbound calls expected to be done per day/Month/year. And also clarify should it be sent to callers and concerned authority both via SMS and email.	There is no expected volume of total Nos. of SMS and emails to be sent as of now. Call centre to be started with 9+1 = 10 Manpower only and SMS and emails will be sent to the caller and concerned authority both as per the number of complaint registered on actual basis.
3	6.2 Physical Infrastructure: Page No. 18 And General Query	The entire required infrastructure for operation of call center as per BSDM requirements is to be arranged and managed by the selected agency. At initial phase the setup will be for a ten-seater call center and additional manpower can be recruited and infrastructure can be expanded as per the requirement of BSDM. BSDM will provide vacant office space to setup call center in BSDM premises. The premises will be available for the agency only upto the manpower strength of twenty-seater call center and the agency would have to vacate the BSDM premises and arrange office space somewhere else in Patna, whenever the call center manpower strength crossed the threshold of twenty. And General Query	Kindly clarify following doubts : • Initially premises provided by BSDM will be free of charges. • Initially, Call centre to be started with 9+1 = 10 Manpower only. Later scaled as per requirement. Also against Patna location, we request to modify and allow to operation Call centre via remote locations. And Please allow bidders to operate and provide tendered services from their registered office/existing call center. And If additional seats are required while providing the call center then can they be operated from remote area ? This is required since if the number of seats exceeds 20 then the center would have to move out of BSDM.	<ul style="list-style-type: none"> <li>Initially premises provided by BSDM will be free of charges.</li> <li>Refer to point no. 9.4, page number 34 of RFP for manpower details with designation.</li> <li>Remote operation is not allowed. No Change.</li> </ul>
4	9.2 Preliminary Eligibility Criteria Page No. 32	CA Certificate and Audited Financial Statements. (Both documents are mandatory)- Annexure-II	Can we upload provisional Audited Balance Sheet for FY 2022-23 (Audited for this year not processed )	Provisional Audited Balance sheet not acceptable. CA Certificate and Audited Financial Statements of any three financial years out of FY 2018- 19, 2019-20, 2020-21, 2021-22 and 2022-23 can be considered.

Section of Agency for Establishment and Implementation of a Call Center and Help Desk for Bihar Skill Development Mission (BSDM) vide RFP No: BSDM/Sankalp-96/2022, Date: 09/11/2023. In view of Pre-bid meeting dated 22.11.2023, wherein general queries of the prospective bidder were responded in detail and clarified

S N	Section as Referred by Bidder	Content of RFP requiring clarifications	Change/ Clarification requested	BSDM Response
5	Document Fee and Tender Processing Fee: Page No. 3	Processing Fee of Rs. 590.00 or as applicable (Five hundred ninety only) through e-payment mode (i.e. NEFT/RTGS/Credit Card/Debit Card) on E-Proc Portal.	Processing Fee : 590 only (Is that Correct) or any GST also applicable on it.	Mentioned tender processing fees in RFP document is including GST.
6	SN 5.9.6 Operational Days Page N0. 16	The Call Centre will operate in shift (of 12 hours) from 08.00 am to 08:00 pm.	How many shifts will be in operational and how many manpower in each shift between 8.00 am to 8.00 pm? Because in twelve hours duration two shifts will be possible so no of manpower will be doubled in case of two shifts .	Initially, Call centre to be started with 9+1 = 10 Manpower only and should be operational from 8:00 am to 8:00 pm.
7	SN 5.9.6 Operational Days Page N0. 16	Seven days a week. However, in case of exigency, authorities may require it to work for 24 hours and on all days, it is bidder's responsibility to ensure agent availability for the time period mentioned (100% availability of agent for the operational time mentioned).	Who will provide the cost of reliever? Because it is a 7 days process.	No Change. Clause will remain as per RFP.
8	SN 5.3 Procurement of requisite hardware and software Page N0. 12	The entire required infrastructure for operation of call centre as per BSDM requirements is to be arranged & managed by Agency.	Who will provide the space, electricity, hardware, software, infrastructure cost?	No Change. Clause in the RFP is self-explanatory.
9	SN 5.3 Procurement of requisite hardware and software Page N0. 12	Commission and map a Toll-Free number to the Call Centre Location at Patna (Bihar State) Payment for all the incoming and outgoing calls will be paid by Agency.	Who will bear the expenses of toll free number and outgoing call charges? Because it can not be defined previously the no of calls will be occurred hence cost can not be predicted or assumed. Request you to reimburse these expenses.	No Change.
10	Tender Schedule/Timelines and Instructions Page No-4	Last Date/Time for submission/ uploading of offer/Bid	Extend the last date of submission for another 15 days after giving your prebid queries reply.	No Change.
11	Notice Inviting Request for Proposal Page No. 3	Earnest Money Deposit (EMD):	We are a MSME unit. Our EMD and tender document fees should be waived off. Please clarify.	No Change. Clarification: As per revised FAQs in respect to Public Procurement Policy for MSEs Order, 2012-reg. issued vide F.No. 1(3)/2018-MA.

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1338



S. N	Section as Referred by Bidder	Content of RFP requiring clarifications	Change/ Clarification requested	BSDM Response
				Part III, Dated 27th January 2022 refer to the Question number 28 The Public Procurement Policy for MSEs Order, 2012 is applicable to Central Government Ministries/ Departments and CPSUs. This Policy of exemption of EMD for MSMEs are not applicable to State Government Ministries/ Departments/ PSUs.
12	Notice Inviting Request for Proposal Page No. 3	Earnest Money Deposit (EMD):EMD of Rs. 2,00,000/- (Two Lac) through e-payment mode only(i.e. NEFT/RTGS/Credit or Debit Card) on E-Proc Portal, well before the last date/time for submission/uploading of offer/Bid, failing which the bid will be rejected.	As per the MSME guidelines, MSE registered bidders should be exempted from of EMD. Hence kindly exempt MSE Bidders for submission EMD.	No Change. Clarification: As per revised FAQs in respect to Public Procurement Policy for MSEs Order, 2012-reg. issued vide F.No. 1(3)/2018-MA, Part III, Dated 27th January 2022 refer to the Question number 28 The Public Procurement Policy for MSEs Order, 2012 is applicable to Central Government Ministries/ Departments and CPSUs. This Policy of exemption of EMD for MSMEs are not applicable to State Government Ministries/ Departments/ PSUs.
13	Performance Guarantee Page No. 22	Within 30 days from the date of the Letter of Invitation (LOI) from BSDM, the successful Agency company/firm shall furnish the Performance Guarantee (PG) of an amount equal to 5% of its total value of the contract, by way of DD/ Performance Bank Guarantee issued by one of the Nationalized/Scheduled Banks in India for the due performance of the Assignment.	As per Govt. notification order No. F1/2/2023-PPD dated: 03.04.2023 Performance Security should be between 3%-10%. For wider participation, we hereby request you to consider the lowest value i.e. 3% of Contract Value.	No Change.
14	General Query	General Query	Please confirm the infrastructure to be provided will be on returnable basis or not after completion of contract?	Tender is floated on SAAS-Software as a service model only.
15	SN 5.2 Recruitment and Deployment of Manpower: Page No.12	Supervisor / Data Analyst 01 Post Graduate in Economics/Statistics/Mathematics/ Computer Science/Data Science and well versed with Hindi and English 5 years or more in the call center operations. Experience in Skilling/ manpower management or labour welfare will be preferred. Call center executives 09 Graduate in any stream and well versed with Hindi and English 2 years or more in the call centre executive role. Experience in Skilling/ manpower management or labour welfare will be an added advantage.	a) Both Supervisor and Call Centre executives are needed with basic qualification ? If there are inbound calls that are with regard to the subject in skill development then how can these be handled by these representatives ? Will there be a backup of skilled teachers to answer the queries raised by the students ?	Orientation and induction session will be organized by the agency frequently to the Call center supervisor and executives both as per the information given by BSDM.

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339

Section of Agency for Establishment and Implementation of a Call Center and Help Desk for Bihar Skill Development Mission (BSDM) vide RFP No: BSDM/Sankalp-96/2022, Date: 09/11/2023. In view of Pre-bid meeting dated 22.11.2023, wherein general queries of the prospective bidder were responded in detail and clarified

SN	Section as Referred by Bidder	Content of RFP requiring clarifications	Change/ Clarification requested	BSDM Response
16	Outbound Call Flow Page 13	Calls will be made for passing information to the stakeholders regarding Events/ announcements/ job fairs/ special drives/ initiatives etc.	a) Will the outbound calls be used for current students or for students who have based out ?	As per RFP the term "stakeholders" is equivalent to anyone.
17	Tracking & Escalation Page No. 14	Once the matter has been marked to the concerned officer for action, it is tracked till the necessary actions are taken. If the complaint is not acted upon within the specified timeframe, the senior officer gets a notification either by email or through outbound calls (Issue Escalation). The officer who is supposed to take action on the complaint will also get reminders via email/ call before the issue gets escalated. This ensures the accountability of all persons in the chain.	a) What are the levels of escalations required ? b) What are the conditions for escalations ?	For every workflow escalation matrix will be defined separately and will be shared with the successful bidder separately at the inception stage of the assignment.
18	SN 5.8 Reporting Page No. 14	Maximum time in queue for each type of service & Longest Delay before being answered.	a) What will be the action taken for number of longest calls taken ? Will the seats be increased ?	On mutually agreed terms and based on the monthly report received from the agency seats can be increased by BSDM.
19	SN 6.2 Physical Infrastructure Page No 18	The entire required infrastructure for operation of call center as per BSDM requirements is to be arranged and managed by the selected agency. At initial phase the setup will be for a ten-seater call center and additional manpower can be recruited and infrastructure can be expanded as per the requirement of BSDM. BSDM will provide vacant office space to setup call center in BSDM premises. The premises will be available for the agency only upto the manpower strength of twenty-seater call center and the agency would have to vacate the BSDM premises and arrange office space somewhere else in Patna, whenever the call center manpower strength crossed the threshold of twenty.	a) Are there infrastructure currently available to start the call center immediately?	a) Already clarified during pre-bid meeting.
20	SN 5.1 The overall scope of work can be covered under the following heads Page No. 11	Procurement of requisite hardware and software.	a) What is the configuration of the hardware to be procured ?	Refer to Point number 6.1 Technical infrastructure under section Infrastructure from page number 16 to 18 of the RFP. Configuration of the hardware will be decided by the experts of the selected agency as per the technical requirements of the assignment as per RFP.



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21	SN 25 Payment Schedule Page 24,25	Agency will follow a monthly invoicing process. The type of reports/ deliverables format will be finalized at project inception. For practical purposes, payment will be treated as on deliverables based and not attendance based. Though agency will be required to submit attendance with their invoice. All the deliverables for the month will be submitted as per the timelines as per the Deliverables mentioned Page 25 of 44 in RFP or as will mutually agree upon during the project inception stage. The consolidated monthly invoice will be generated and submitted on the last working day of the month to the BSDM.	a) Payment terms and Payment Schedule does not mention about the hardware item required and its payment . How can this be managed ?	Tender is floated on SAAS-Software as a service model only and payment will be made per seat basis.
22	SN 9.3 Technical Evaluation (Technical Score-ST) Turnover Page-33	Average Annual Turnover for in the past three financial year out of last 5 years (2018-19, 2019-2020,2020-21, 2021-22,2022-23) 2Cr to 5 Cr 12 Marks >5 Cr to 10 Cr 16 Marks > 10 Cr 20 Marks	Average Annual Turnover for in the past three financial year out of last 5 years (2018-19, 2019- 2020,2020-21, 2021-22,2022-23) 1Cr to 3 Cr 12 Marks >3Cr to 6Cr 16Marks > 6 Cr 20 Marks	No Change.
23	Tender Schedule/Timelines and Instructions: Point No- 10 Page No- 4	Bidding in Consortium/Joint Venture Not permitted	We would like to request you to kindly allow Consortium / Joint venture under this bid, so that experience of reputed service providers of the relevant nature will be considered jointly for evaluation.	No Change because the assignment is based on single service and bidder expertise is required for the same. Consortium / Joint venture is not required.
24	Page no. 32 9.2.1 Preliminary Eligibility Criteria	The agency should be a company registered under Companies Act / Registered Society or Trust / Autonomous Body / Any state or multi state cooperative societies / Registered Firm / Firm registered under Limited Liability Partnership Act (LLP) / Proprietorship / Partnership firm in existence for the last 5 years before the last date of submission. The bidder should have valid Other service providers (OSP) License from DOT for domestic calling.	Kindly exempt the Bidder (OSP) License from DOT.	<b>Please refer to the corrigendum Point No. 1. The criteria is being modified to the extent mentioned below:</b>  <b>Eligibility Criteria:</b> The agency should be a company registered under Companies Act / Registered Society or Trust / Autonomous Body / Any state or multi state cooperative societies / Registered Firm / Firm registered under Limited Liability Partnership Act (LLP) / Proprietorship / Partnership firm in existence for the last 5 years before the last date of submission.

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335

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				<p><b>Documentary Evidence:</b> Certificate of Incorporation / registration/ memorandum/ article under relevant act.</p>
25	<p>Page no. 32 9.2.3 Preliminary Eligibility Criteria</p>	<p>The Agency should have been in business of Call Centre /BPO /Call center service provider related to skill development programs/ migration support. The Call centre must have existing Inbound / Outbound call services to a Central Government or any State Government or any private organization in India / abroad</p>	<p>Kindly allow to also other call centre service to a Central Government or any State Government or any private organization in India</p>	<p><b>Please refer to the corrigendum Point No. 2. The criteria is being modified to the extent mentioned below:</b></p> <p>The Agency should have been in business of Call Centre /BPO /Call center service provider related to skill development programs/ migration support/<b>other relevant services</b>. The Call centre must have existing Inbound / Outbound call services to a Central Government or any State Government or any private organization in India / abroad with minimum 10 Agents at single location in IVRS/GSM gateway pattern.</p>

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