

Clarification on Pre-bid Queries for the RfP for “Establishment and Operation of Grievance Management System (BASUDHA Helpline) through Call Centre” (Tender Reference No. EIC/RWS&S/08/2020-21)

Sl. No.	RFP Clause No. & Page No.	Clause Description	Queries/ Suggested Modification/ New Addition	Clarification / Remark
1	4.4.1 Eligibility Criteria	As per clause, Minimum one (01) years’ experience in the operation of a BPO/Call Centre of at least 25 seats.	As BASUDHA helpline is dedicated to the citizens and it comes under essential services, it is thus essential to bring in the well-experienced bidder. As a standard procedure, tenders always ask for a minimum of 3 years of experience. So, it is requested to change “Minimum Three (03) years’ experience in the operation of a BPO/Call Centre of at least 50 seats.”	RFP provision remains unchanged
2	New addition	The bidder should have ISO 9001 in call centre with ISO 20000-I.	As the assignment is for call centre operation, to ensure quality, ISO 9001 and 20000-I should be included.	RFP provision remains unchanged
3	New addition	The bidder should have CMMI Level 3 SVC in call centre.	As the assignment is for call centre operation, to ensure quality, CMMI Level 3 SVC in call centre should be included.	RFP provision remains unchanged
4	New addition	On-going certificates for call centre experience	For better assessment of the performance of bidders, performance certificate/ client references may be asked for bidder evaluation.	RFP provision remains unchanged
5	New addition	Local presence	As the assignment is for Odisha location, to ensure administrative operation smoothness, “the bidder should have working experience in Odisha for call centre services” may be added.	RFP provision remains unchanged
6	New addition	Consortium	Consortium for this bid may be allowed.	RFP provision remains unchanged

Sd/-

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