

Minutes of the Pre-Proposal Conference of Bid for Selection of a BPO Agency to provide Call Centre and Desk Verification services to NSDC.					
Venue: NSDC Office, Block A Board Room, Qutab Hotel, Shaheed Jeet Singh Marg.					
Date: 5th June 2017 (11.00 AM onwards)					
Following are the response to the queries sought at Pre Bid Meeting :					
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1				<p>This has reference to the following requirement-</p> <p>5.2 In the event that pre-qualification of potential bidders has been undertaken, only bids from pre-qualified bidders shall be considered for award of Contract (On Page 8)</p> <p>Is there a pre-qualification happening?</p> <p>In case yes can there be a relaxation or postponement to the fulfillment of requirements to the Bid?</p> <p>We feel the partnership for sub-contract if any cannot be finalized so early if we need to look for a reliable, efficient and cost-effective partner.</p> <p>Please confirm urgently. We request for a relaxation to the pre-qualification requirement</p>	<p>Pre-qualification is not being conducted for this assignment. Only post assignment is conducted.</p> <p>The partnership for sub-contract should be a part of the proposal as it is an integral component of evaluation process.</p>
2	ITB 17.1.	29	The amount of Bid Security shall be INR 25 Lakhs.	Please provide us with the IFSC of NSDC for the purpose of creating Bid Security.	<p>Account Name : NATIONAL SKILL DEVELOPMENT CORPORATION</p> <p>IFS Code : SBIN0000625</p>
3	Technical Qualification Criteria (Stage 2)	31	Relevant experience in implementation & Data warehousing and analytics	Requesting to exempt this clause and the standard reporting and analysis of the reports and storage in a call center can be done by the MIS staff.	The proposal will be evaluated on its totality. MIS/ CRM is an integral part of the evaluation process.

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4	Relevant Experience	32	Should have experience in completion of turnkey projects worth 10 crore which include large dataset handling. Data analytics ,data ware housing and extensive reporting	The S. No. A & B showing maximum marks of 10 only while the S. No. 1 &2 in the Technical Evaluation Criteria holds maximum marks of 20 each.	S. No. A and B in page number 32 adds to point number 1 (relevant experience) in page number 31. Maximum mark in S. No. A is 12 and in S. No. 2 is 8. Please refer to corrigendum dated 09 June 2017. Point 2 in page number 31 of the Bid Document has no relevance on S. No. A and B
5	Inbound Calls from Training Partners and centers (Fee based Courses and Free Courses like PMKVY)	43	The bidder shall also quote the cost per call separately, if this is to be taken as the basis for selection of the vendor and further implementation of the contract	Please provide us with the hourly call flow patterns expected so that we can work on the manning patterns.	Approximate 10 call per hour per person.
6	Resource on-boarding and training	69	Section VI. Activity Schedule	Can the required manpower be deployed in phased manner?	No. As the operation is already in progress there is no scope of deploying manpower in a phased manner
7	Indicative Scope of Work:	61/62	Training Partner Queries - IB (9), Fee Based training model -OB (37), Monitoring PMKVY- OB- (51), CSR-OB (4), Helpline -IB (26), Helpline -Chat/Email (7), Udaan - IB/OB - 2, Media Team (Inbound/IVR) -37	The Detailed scope of work says 120 seats and the indicative scope of work (while adding the skill bifurcation) shows 173 agents requirement. Please provide the no of seats and agent requirement.	Minimum number of seat is 120. Involvement of one executive is expected in more than one task.
8	Indicative Scope of Work:	62	Media Team (2 months only in a year)	Is this a temporary / permanent requirement? Which are the 2 months in a year, this activity will be initiated.	It will be demand driven. But the vendor will be informed well in advance.

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9	Indicative scope of work	61/62	Media team (2 months only in a year) -Inbound Call Center with Toll Free on basis of NSDC requirement to cover all major languages Hindi, English, Bengali, Oriya, Martahi, Tamil, Telgu and Kannada to answer candidates queries related to special skilling drives.	What would be the language requirement for the other activities provided in the indicative scope of work?	The language requirement for all other inbound and outbound call is also multilingual. Content translation is also required. For Udaan it will only English and Hindi. For others, as the entire focus shifts state-wise depending on the campaigns being run and the states being actively taken up for activities, volume-wise projection of the past will not help.
10	Detailed scope of work	59	The bidders are expected to ramp-up or ramp-down operation capacity by 15% in 10 days of notice period for all sets of agents to handle certain surges during operation period.	Requesting to increase the notice period to 30 days as 10 days are too short for recruitment, training and certification.	The request may be considered in case of additional manpower requirement for a new project/ scheme.
11	Activity Schedule Vision for "Call Centre"	59	The objectives for establishment of Call Centre are: (a) Sensitize citizens about different Government schemes being run for their benefits (b) Collect feedback on various schemes initiated by the government to drive improvement programs (c) Provide analytics support for the use of NSDC.	1) Would NSDC provide a Common Portal, where information related to Government schemes will be available under one platform for Call Centers as well as citizens? 2) NSDC to elaborate on point no 3 for better clarity.	All information related to NSDC scheme will be provided to the vendor The access to analytics of all schemes is expected. Analytics support refers to analysis of call data only in terms of demography, FAQ, grievances, trend study, etc.

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12	Activity Schedule Vision for "Call Centre"	59	<p>Key Stakeholders: Key stakeholders that shall be serviced through the call centre are</p> <p>(1) Participants: Every resident of India who is either an</p> <p>a) existing or b) potential participants of one or more schemes (from the list of schemes provided by the Purchaser).</p> <p>(2) MSDE: Ministry of Skill Development which are directly or indirectly involved in execution/support of the schemes.</p> <p>(3) NSDC: A program management unit that will be set up to oversee that the program meets its objective</p>	<p>1) Would this also be an International helpline for NRIS, to enable them to probe on their queries?</p> <p>2) Would the scheme be restricted to residents, who are residing in INDIA only?</p>	<p>1) No.</p> <p>2) Yes</p>

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13	Detailed Scope of Work	60	Detailed plan including timelines for setup of call centre Defining various procedures linked to call centre like call handling procedure, call routing procedure, interface between NSDC and call centre systems Reporting requirements Designing call scripts for various types of calls. Designing of algorithms for solving various grievances and queries. Deployment of dedicated Human resources as mentioned in scope of work.	1) Would NSDC provide training modules and also provide initial Product and Process training for the pilot batch including TTT for all supervisors, quality and training team	NSDC will provide content for training and also carry out initial training to the core team of the call centre.
14	Cost per FTE per shift per month'	78	The time duration spent by FTE or team leader on on-going / regular training shall not be considered as "logged-in" duration.	1) What would be the per month login hrs target for billing? 2) From when would the billing start, i.e. - the day Executive is onboard, In training, or on boarding to Ops floor? 3) How would the productive time spent be calculated, i.e - Updates, briefing, refresher training, Quality Feedback, Motivation activity etc. since these are critical productive time spent by the FTE's in lieu of client business requirement.	1) The daily working schedule is mentioned in the Bid Document. Timing of call centre will be from morning 9 AM to evening 6 PM with 30 minutes lunch break and 2 team breaks of 15 minutes each. Monthly target can be calculated accordingly. 2) Billing will start from the date of training. There will be no gap between training end date and operation start date 3) mentioned in Bid Document (Ref. page no. 78)
15	Call Answer / Response Time	113	90% of calls will be answered in <20 seconds by live person who is front-end directed by automatic call distribution(ACD)	Would NSDC share Monthly, Daily, Language & Interval wise projection to achieve the set target? Along with 95% forecast accuracy, at least 45 days in advance	Yes we will share the forecast quarterly 45 days in advance. Volumes break-up: Inbound- 95000 p m average of last 14 months. Peak- 260000 and Low- 32000 Outbound- 170000 pm average of last 14 months. Peak- 700000 and Low- 32000 Chat- 3000 pm average of lasr 14 months. Peak- 4000 and Low- 2000

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16	Call Abandonment Rate	114	<3%	Would NSDC share Monthly, Daily, Language & Interval wise projection to achieve the set target? Along with 95% forecast accuracy, at least 45 days in advance	Yes NSDC will share the forecast quarterly 45 days in advance. However interval-wise projections need to be worked out basis your overall experience and actual experience in the beta period
17	First Call Resolution Rate	115	FCR =75% or more resolved.	FCR target would be calculated on Query, Request, Complaint Or escalation calls type category?	FCR=75% will be considered for Query and Request calls only. Complaint or escalation targets will be set during the beta period (Beta period= First 3 months)
18	Occupancy in % terms:	116	Occupancy greater than 85%	The occupancy would directly depend on the number of calls hitting the call center.	Occupancy of 75% will apply to Outbound calls only. For Inbound calls the KPIs will be Call abandonment ratio not to exceed 3% and SL to be 90/45 as per the Industry benchmarks
19	Utilization:	116	Utilization greater than 75%	Productive Aux should also be added, such as Briefing, download on updates, quality feedback, coaching and counselling Etc.	Utilization will be at 85%. This is after factoring in Production and Training Hours. Training includes only the Training specific to NSDC process/product/changes/updates/launches etc. Any Call Centre specific Training will not be considered
20	Fatal error:	117	Fatal Error< 0.25	Requesting the compliance level to be at least 5%, as per industry standards.	97% accuracy is required. To be reviewed after 6 months after start of operations.
21	Customer Satisfaction:	117	Compliance 80%	1) C-SAT Questionnaire should be designed in Mutual agreement between Service provider & NSDC	Yes. The service provider will be consulted. SMS to be sent to sample 20% callers seeking their feedback on the last interaction with a simple toll-free Y/N response for the sample size only. Such calls that have a dispositions indicating that a call has been completed and such interactions that are for query and request will be selected. For complaints a similar mechanism will be devised after the beta period of 3 months
22	Indicative scope of work	61	IVR	1) Kindly elaborate on scope of IVR? How many toll free numbers will be there? And will be having separate IVR call flow for each toll free number? 2) EWT and Callback manager services require or not on IVR.	Scope of IVR already listed in RFP. However, IVR should be capable of integrating with latest technology. One Toll-free Number for Inbound calls only. EWT and Call back manager are preferred and the solution should be covered in the presentation.

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23	Indicative scope of work	79	Fee based training model & PMKVY	<p>1) Outbound do be done by Dialer or manual out calling would do?</p> <p>2) Is Leads Management system required for outbound (scrubbing, bucketing, calling list leads loading, penetration reports etc.)?</p> <p>3) Lead data source upload in dialer require automatic or manual upload?</p> <p>4)If automatic lead transfer to dialer, will have through SFTP or real time CRM integration?</p>	Potential service provider may provide options in its technical details/ proposal.
24	Indicative scope of work	65	Email functionality	<p>1) What is the average response time for email queries? What would be the estimated inbound email traffic per day?</p> <p>2) The emails would be having web based form integration on website?</p>	<p>1) With in one working day email to be responded. Please refer indicative manpower.</p> <p>2) Yes, All email sent should be accessible through CRM/ MIS.</p>
25	Indicative scope of work	74	Roles and responsibilities	<p>1) Is there any Client application to be accessed from bidder premise? If so, who would be providing the MPLS connectivity?</p> <p>2) In order to provide BCP, all components (hardware & software) are required to be in high-availability mode or not?</p> <p>3) For BCP requirement, any requirement for a DR site to be setup for failover planning?</p>	<p>1)Access will be over the Internet to the data that will be necessary to respond the query. In case some more information requirement still remain, the BI team can be reached out for the required information</p> <p>2) The bidder may bid for both the option i.e. high availability and other mode</p> <p>3)DR site will be required to be setup for failover planning</p>
26	Indicative scope of work	67	Chat functionality	<p>1) Which all channel the CSAT survey to be conducted? IVR, Email, Chat, SMS based? Is there any other channel being looked for?</p> <p>2) Is there any website that needs to be integrated with the call center?</p>	The medium of CSAT will be most appropriate and feasible. For example IVR user will give feedback using the IVR menu and email user will be respondig using email.
27	Monitoring PMKVY	81	Proactive calling	<p>Is there any Outbound blaster service through Voice, Email and SMS</p> <p>The client is open to an On-Premise CRM or On Demand /Cloud CRM solution?</p>	<p>Potential service provider is suggested to provide the option with details.</p> <p>It will be done as per the guideline of Ministry of Information and Communication Technology.</p>

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28	CRM	65	CRM - Deployment Model	The client is open to an On-Premise CRM or On Demand /Cloud CRM solution?	It will be done as per the guideline of Ministry of Information and Communication Technology.
29	CRM	65	CRM – Custom, Open source or Branded CRM	What are the CRM solutions that are being considered-Packaged application (Salesforce.com/Microsoft/Oracle) /Homegrown application (Custom) or Open source CRM framework is there any preferred direction?	Potential service provider is suggested to provide the option with details.
30	CRM	65	CRM - Target Users	How many number of total users and max volumes we are looking to access the CRM system database? How much would it have to Scale over a period of 2 to 5 years or so?	Approximate 3 lakh voice calls (Both inbound and outbound) are expected in a month.
31	CRM	66	CRM - Integration with IVR	Is there any integration with CRM required with IVR - Could you elaborate is the Use-case?	Yes. The CRM will be closely integrated with the IVR.
32	CRM	66	CRM - Integration with IVR	Is there any integration of CRM required with Chat - Or can we have Chat as part of the Omni-Channel Dialer component?	All type of communication will be integrated with the CRM and will provide single window access.
33	CRM	66	CRM - Integration with Web Self service	On Web Self-Service, what needs to be built in CRM? More explanation required. Will CRM just need to integrate with Web Self Service Portal or we have to build the Web Self-service portal? Are we talking about Citizens logging in and seeing the progress of their Issues or ticket?	Yes. The citizen would be able to see the progress of his/her call on the web
34	CRM	65	CRM - CRM External access	The CRM only going to be used by Service Provider Call Center Agents or is it supposed to extend to others such as MSDE & NSDC officers and Beneficiaries/Citizens? If yes, approximately how many users would be there?	The CRM will be used by NSDC and MSDE. The citizen query will also have a limited web access to see their query status.

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35	CRM	65	CRM - Email and SMS	How will the schemes be communicated to the Beneficiaries/Citizens - by Email or SMS or both? Is it only restricted to Outbound Email and SMS on Inbound as well?	The details of all NSDC schemes are available on NSDC Website. The main job of the call center is to redirect the citizen to the website or provide explanation on specific query on the schemes. It may use all means of communication will be used for the scheme.
36	CRM	65	CRM - Modules	In CRM apart from Query/Requests and Complaint handling of the Beneficiaries/Citizens will we need to also keep track of Candidates Management, Candidates name, Candidates' Address and State, training center, course details, Batch details, training period, Placement details & Center Management?	Yes.
37	CRM	65	CRM - CTI Integration	Will the extent of Computer Telephony Integration (CTI) be limited to Screen Popping up of Candidate info or will there be other Integrations required such as Single sign-on, single dispositions and receiving of outbound calls data?	Computer Telephony Integration (CTI) will be limited to Screen Popping up only
38	CRM	65	CRM - CTI Integration	For outbound calling, lead source data will be provided by client will be in which format, Excel or SFTP?	Any tabular data will be given in excel format.
39	CRM	65	CRM - Integration	Is there any CRM integration with any backend system expected, please provide details - or is it only limited to Dialer, Web, SMS & Email?	CRM integration is expected at the backend in addition to dialer, web, email and SMS.
40	CRM	65	CRM - Social media	What is the scope of Social Media Integration is not mentioned clearly on the RFP?	It may include responding to the query in facebook page, twitter, etc.

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41	CRM	65	CRM	How many Workflows and Approval process are there and where are they applicable? Does it need to be tracked in the CRM or is it outside CRM (Manual Process)?	A distinct ticket should generated for every query/ grievance/ complaint received at the call centre. In case, it is not answered at first level, it will be esclated to designated representative in NSDC. Yes, the workflow needs to be tracked in the CRM.
42	CRM	66	CRM	Is there any Escalation of Complains and Feedbacks that need to be factored? Does it need to be tracked in the CRM or is it outside CRM (Manual Process)?	A distinct ticket should generated for every query/ grievance/ complaint received at the call centre. In case, it is not answered at first level, it will be esclated to designated representative in NSDC. Yes, It will be tracked in CRM.
43	CRM	79	CRM	What is the origination point of Complains and Feedback, do they come from Call, email and SMS?	Can come from any of them including social media.
44	CRM	80	CRM	Is it One-to-One or One-to-Many/Bulk SMS or Email?	It will vary from case to case. It will be bulk messaging in case of any new scheme and one-to-one in case of any feedback. Reliable delivery of the message is the priority for the system.
45	CRM	80	CRM	SMS details will be static or dynamic, which means a standard SMS template to be used for sharing the details to customers or the template will be dynamic as per each customer?	It will be dynamic in most of the cases.
46	CRM	80	CRM	Total how many Email & SMS templates to be used for sending our SMS and Emails?	The template will be dynamic depending on the target audiences and the messages. For example, SMS/ email pertaining to general query, specific query, complaint, feedback and validation activity will have different template.
47	CRM	80	CRM	When will be the SMS triggered?	There will be many scenarios. For example, feedback on quality of call, launch of new scheme, any specific job event, etc.
48	CRM	80	CRM	Do we need to keep the history of all SMS and Emails?	Yes.

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49	CRM	65	CRM	Data migration is required in the solution? If yes, what are the details of the existing system (technical details, functional details etc.) - customer data(customer/cases) and FAQ / knowledge base/products data etc.	Data Migration would be required. At this point of time, further details cannot be shared.
50	CRM	80	CRM	What is the size of the database in terms of records or GB/TB? Considering - Presently, 2500 centers are skilling 7 lacs candidates, while by end of year, number of centres are expected to be 4000 centers with total trainings, 16 lacs (approx.)	Please refer to the call volume mentioned above. Approximate 3 lakh voice calls (Both inbound and outbound) are expected in a month.
51	CRM	65	CRM – DR or BCP	Is there any BCP or DR that need to be provisioned?	Yes, It is required.
52	CRM	58	CRM	How do executives currently track or generate reports? How many reports and dashboards are required? What is the level of complexities? What are the current reports that are in use and whom generate it?	Presently reports are generated and tracked based on campaign/ schemes. The format will be shared with selected vendor.
53	Clause 3.3-Confidentiality	92	The Service Provider, it's Sub-Service Providers, and the Personnel of either of them shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.	The confidentiality provision is unilateral. We suggest to enter into a bilateral NDA in case of successful bid wherein TBSS Confidential Information is also protected.	No Change

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54		92	3.2 Conflict of Interest 3.2.3 Prohibition of Conflicting Activities Neither the Service Provider nor its Sub-Service Providers nor the Personnel shall engage, either directly or indirectly, in any of the following activities: (A) during the term of this Contract, any business or professional activities in India which would conflict with the activities assigned to them under this Contract;	We are the NSDC partner, imparting Skill Development training in Project Udaan, PMKK, PMKVY projects. We have our own BPO center running under our organization name. So if we apply for the proposal, will we be eligible., as we are doing Udaan, PMKK, PMKVY projects.	The agencies who are interested in the assignment may bid providing required documentation, however without looking and understanding at the company structure and other details, NSDC would not like to comment on one's eligibility for the bidding during the pre-bid queries
55	ITB 5.5(a)		The minimum required annual volume of Services for the successful Bidder in last three years shall be average of at least INR 15 Crore amount.	Clarification: Please clarify that by "last three years" you mean last three financial years. Also clarify that by "volume of services" you mean "business turnover from call centre services". In case of JV, at least 70% be met by the lead bidder. Clarification: Please clarify that the lead bidder in a JV has to meet minimum 40% of the criteria listed at 5.5 (a) and not 70% as the clause 5.6 given below states it as 40%. Also the stipulation of 25% for the partner	ITB 5.5 clearly gives the previous financial years are: 2013 - 14; 2014 - 15; 2015 - 16. Business Turnover from Call Centre Services Please refer Section II Bidding Data Sheet. No change in conditions.

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56	ITB 5.5(b)		Experience as prime Service Provider as BPO Agency in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 3 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete);	<p>Clarification: Please clarify that "Service Provider as BPO Agency" means "Provisioning of Call Centre Services". Also clarify by " over the last 3 years" you mean "within last three financial years". Also please explicitly and objectively define "service contracts of a nature and complexity equivalent to the services". Please also clarify the supporting documents required to prove 70% completion.</p> <p>In case of JV, at least 70% be met by the lead bidder.</p> <p>Clarification: Please clarify that the lead bidder in a JV has to meet minimum 40% of the criteria listed at 5.5 (b) and not 70% as the clause 5.6 given below states it as 40%. Also the stipulation of 25% for the partner</p>	<p>Yes. "Service Provider as BPO Agency" may be considered as "Provisioning of Call Centre Services".</p> <p>ITB 5.5 clearly gives the previous financial years are: 2013 – 14; 2014 – 15; 2015 – 16.</p> <p>Provide evidence in terms of signed SoW, SRS, etc.</p>
57	ITB 5.5 ©		Proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment like (1) seating space for at least 150 operators (2) PRI Line (3) availability of office equipment like computers, internet services, etc.	<p>Clarification: The clause is not clear as to what information is required to be furnished, therefore please clarify the same. Please note that in order to save cost and time, it is suggested that the established and currently running ISO certified call centres be only considered. A criteria in this regard be incorporated that shall help in identifying the proven credentials of the bidder/ JV.</p>	ISO certificate may be provided.
58	ITB 5.5 (d)		the key personnel required for the project implementation are as per para for resource on boarding and training": Bidders to attach their CVs along with the proposed positions.	<p>Clarification: Please clarify the number of personnel required and how much personnel of lead member in JV should be listed.</p>	Not more than 10 persons in total.

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59	ITB 5.5 (e)		liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than INR 50 Lakhs.	Clarification: Please clarify that either bank solvency certificate or net worth certified by a CA shall satisfy you. What about JV scenario ? [availability to be certified by a Scheduled Bank in the specified format]	Need to provide the same for all the JV partners. For JV, the lead will need to meet atleast 70%.
60	ITB 5.6		Sub Service Providers' experience will be taken into account.	Clarification: Please clarify for which all services and for how much percentage.	The clause means, if the service provider has experience of providing the BPO call centre services even as sub-contractor in its previous contracts, the same experience may be accepted, however it will have to be demonstrated by purchase orders and detailed scope of work.

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61	ITB 13.1		<p>The additional materials required to be completed and submitted are: (in case of a JV, all partners are required to submit the following)</p> <ul style="list-style-type: none"> · Certified copy of Valid Registration as BPO / The call center should have a valid call center License for Telemarketing/ Domestic Call centre. · Certified copy of Provident Fund registration · Copy of PAN Card & TAN No. · Income Tax return for the last 3 years has to be attached by the Bidder. · Certified copies of Service tax payment for last three years, Income Tax has to be attached by the Bidder. 	<p>Clarification: Please clarify that the partner also shall have to be in the business of call centre.</p>	<p>The main partner need to be in the business of call centre . The other partner can have business in alied field.</p>
62			<p>The bidder must have registered itself with Department of Telecommunication (DoT)/ TRAI or any other agency authorized by DoT / TRAI.</p>	<p>Clarification: Please clarify that this is required be given by either lead bidder or partner bidder.</p>	<p>The main partner need to have all certification.</p>

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63			All required permission to Run a call centre should be available from State or Central govt, TAX authorities and all other concerned authorities.	Clarification: Please clarify that this is required be given by either lead bidder or partner bidder	The lead partner need to have all certification.
64	ITB 19.2		The written confirmation of authorization to sign on behalf of the Bidder shall indicate: (a) Legally valid Power of Attorney is required to demonstrate the authority of the signatory to sign the Bid; (b) JV partners will provide due authorization for the Lead Bidder	Clarification: Please clarify that by legally valid power of attorney you mean registered in court or given on non-judicial stamp paper.	Non Judicial Stamp Paper
65			Implementing and Managing Call Centre operations for any client in India with over 100 FTEs (for each client) during the last 5 years on the date of publication of RFP	Clarification: Please note that the FTE's vary from time to time over the project duration as per the load requirement, therefore please clarify that by "over 100 FTE's" you mean "average number of FTE's per month over the entire duration of the project".	Yes, It is "average number of FTE's per month over the entire duration of the project".
66			Should have experience in completion of turnkey projects worth 10 cr which include large dataset handling. Data analytics ,data ware housing and extensive reporting.	Clarification: Please note that the portion of this activity is very small compared to rest of the project, hence please rationalize the criteria accordingly.	As a BPO any Call Centre Contract/s that have crossed the required turnover and has managed large customer database will qualify. Details such as annual billing, annual volumes, number of years the relationship exists and reporting details can be shared.

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67			1. The bidder shall also quote the cost per call separately, if this is to be taken as the basis for selection of the vendor and further implementation of the contract.	Clarification: Please provide format and the relevance of the same.	Cost per call will not be used as a parameter in the evaluation of financial bid. However the information will used of resource optimization.
68			Project Go-Live & Scaleup The awarded Respondent would be required to make the project LIVE within a period of ONE month from the date of issue of work order.	Clarification: Please note that one month is a short time, please provide time of at least 3 months.	As agreed during the Pre-Bid meeting a maximum window of 60 days will be given. The Bidder may submit a phase-wise plan which will be evaluated technically and a plan giving the earliest go live dates will be given higher weightage. NSDC reserves the right to modify such dates to make the plan more viable. The penalties will be applied on the dates agreed as final for each phase and will be applied if the agreed dates are not adhered to
69			Cost Per FTE & Cost Per Call	Clarification: Please note that Cost per Call is unviable as calls may vary leading to losses on account of recovery of basic expenditure. Also from a budgeting perspective this may not be a workable idea.	The penalties will be applied on the dates agreed as final for each phase and will be applied if the agreed dates are not adhered to.
70				Clarification: Please clarify that the "training hours" will be taken as non-productive hours and contractor has to provide substitute FTEs during training time.	Training hours utilized for downloading NSDC updates/changes/new products/campaigns will be considred productive. Call Centre related Training will be non-productive hours and NSDC and Bidder will mutually agree on the total Training hours to be spent
71			The Service Provider shall obtain report in terms of satisfactory/unsatisfactory from the designated reporting officer of concerned division for a period ending 25th day of each month.	Clarification: Please note that "obtaining a performance report on monthly basis" shall unnecessarily delay the paymeny. Please make it bi-annual and do not link it with monthly payment as contractor is submitting a performance bank guarantee that covers your risk. Secondly the penalty is very high and subjective	Response: Performance monitoring will be done monthly basis. There will be a well-defined time-frame for the same to ensure timely payment.

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72	Activity Schedule >	59	Integration with State call centre for transfer of call & existing telemedicine centre	a. Please provide details on which all State call centers will the integration take place b. Please advise on the scope of the integration c. Please advise with details of the technology used by the state call centers	"Integration with State call centre for transfer of call & existing telemedicine centre" may be treated as deleted from the bid document.
73	Section VI Activity Schedule > Detailed Scope of work	59	Accessibility Accessible through a Toll Free Number. (to be arranged)	Please confirm if bidder needs to arrange Toll free number. TFN generally is arranged by the client.	Please Bid document uploaded. It is clearly mentioned on Page 60- The arrangement of Toll Free Number, SMS services, OBD calling facility and PRI lines as per capacity will be arranged by the bidder for which NSDC would make payments against actual billing.
74	Section VI Activity Schedule > Detailed Scope of work	59	Languages supported - Hindi, English, Tamil, Kannada, Telagu, Bengali, Marathi, Assamese, Oriya and Manipuri. NSDC reserves the right to seek extension of services for selected regional languages in future	Need breakup of call volumes by language; by sub-process	As the entire focus shifts state-wise depending on the campaigns being run and the states being actively taken up for activities, volume-wise projection of the past will not help.
75	Section VI Activity Schedule > Detailed Scope of work	60	The arrangement of Toll Free Numbers and PRI lines as per capacity will be arranged by the bidder.	Will this cost be reimbursed by NSDC on monthly basis or should this be included in the price of the agent??	Please check our latest Bid document uploaded. It is clearly mentioned on Page 60- The arrangement of Toll Free Number, SMS services, OBD calling facility and PRI lines as per capacity will be arranged by the bidder for which NSDC would make payments against actual billing.
76	Section VI Activity Schedule > Detailed Scope of work	60	Bidder shall understand the processes of NSDC and various service requirements at the Call Centre. Call Centre services would be required for - Inbound Calls, Outbound Calls, IVR functions, chat, email etc	will NSDC provide Email and Chat tools?? Or does bidder need to plan for the same?	The Bidder has to provide

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77	Section VI Activity Schedule > Detailed Scope of work	60	Defining various procedures linked to call centre like call handling procedure, call routing procedure, interface between NSDC and call centre systems	Need details of all applications currently working in NSDC with which the interface / integration is needed.	The data access will be given through web based API
78	Section VI Activity Schedule > Detailed Scope of work	60	Designing of algorithms for solving various grievances and queries.	algorithms have to be designed on which system / application?? how will they work and what purpose will they solve?? need example	This needs to be a part of the Bidder solution. They need to define what algorithms they will use to handle the Greivances faster
79	Section VI Activity Schedule > Indicative Scope of work	62	Chat and Email helpline > total 7 FTE	what is language of communication?? Confirm that the same in English	It will be primarily in English and Hindi.
80	Section VI Activity Schedule > Indicative Scope of work	62	Call Flow Guide	Please advise on the number of changes that may require to be made on the IVR every month / every year	In case changes required/made in IVR, information will be circulated 1 week in advance with the changes in IVR tree. This is a standrad practice across all LOB's in BPO.
81	Call Centre infrastructure and technology > IVR	63	vii. IVR should be able to support speech recognition for multiple languages, especially English for future requirement	Speech recognition technology has not been very successful. Not being used currently.	NSDC is already using it currently and needs this feature
82	Call Centre infrastructure and technology > IVR	63	xi. The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.	Need more clarity here.	This feature should be available in the overall capabilities to be activated as and when required

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83	Call Centre infrastructure and technology > CTI	64	Computer Telephone Integration (CTI) i. Should be able to integrate with call centre solution ii. It may be interfaced with the Core system of NSDC i.e. SDMS so send/receive data which needs to be populated (as in when developed).	need technical details of the core system of NSDC, and technical details of the integration needed	Presently, there are two systems SDMS and Smart that will need to be interfaced through API
84	Call Centre infrastructure and technology > CTI	64	iii. Ability to generate service requests and register grievances	need technical details of the core system of NSDC, and technical details of the integration needed	SR and register of grievances will be through CRM only.
85	Call Centre infrastructure and technology > CTI	64	iv. On transferring the call to another FTE/Agent the screen too should be transferred to that FTE's/Agents's screen.	Please reconfirm that this feature is needed as this will make the cost of the solution very high.	This feature should be available. Typically the CRM should provide a facility to use features on a plug and play basis. The option to activate features in one go or in phases needs to be available
86	Call Centre infrastructure and technology > Automatic Call Distributor (ACD)	64	v. Allow calls to be transferred within the call center and outside the call centre	Please provide details of sites where calls need to be transferred "outside the call centre"	It is primarily to NSDC office.

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87	CRM	65	CRM system needs to act as a Helpdesk and it should have a case management, grievance management, knowledge management, chat functionality, remote management, multi-lingual self-service features, and CRM system must come pre-integrated with social media to handle grievances from social media as well	Please reconfirm as to which all features are needed. Providing for all the features listed will increase the cost of the CRM tremendously.	Multilingual self service feature not to be considered with the SoW. Vendor is suggested to propose optimised and cost effective solution.
88	CRM	65	The system should provide virtual contact centre functionality, so that agents can be geographically dispersed.	Please reconfirm that this feature is needed as this will make the cost of the solution very high.	NSDC is already using it currently and needs this feature
89	CRM	65	CRM solution used by bidder should have the capability to deliver just-in-time, personalized, interactive assistance at the right stage of every citizen interaction. The technologies to be implemented would include an online chat, remote management and user intuitive policy engine	Please define the user requirements for all these features in more detail.	This is self explanatory.

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90	Citizen Experience > Pop-ups for Helpdesk Agent:	65	<p>On all incoming calls transferred to the helpdesk Agent the CTI pop-up needs to contain a summary of the incoming caller's profile from various data sources/applications in the enterprise to give a heads-up to the helpdesk Agent on probable reason for calling</p> <p>The following are the details that need to be made available on the CTI pop-up:</p> <ul style="list-style-type: none"> • Key details of the citizen to be displayed viz. Name, UID, Language preferred to speak in, City, Last called date, etc. • Updates of any failure points i.e. any pending issues. • Number of times called earlier during the day and in the last 30 days. • Details of the IVR Path taken by the citizen and time taken on the IVR 	<p>These features can be enabled by integrating with the NSDC database / applications. Please advise details of integration with which applications of NSDC?</p>	<p>Any system integration will be done using API based data integration.</p>
91	Chat functionality	68	<p>Remote management solution should provide In-Application reports and analytics with audit trails including session ID's, source, session start/end time, chat time</p>	<p>Please define the user requirements for all these features in more detail.</p>	<p>This is self explanatory.</p>

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92	Chat functionality	68	Tool should be able to design survey questions, create forms and screens natively with a provision for screen customization.	Please define the user requirements for all these features in more detail.	This is self explanatory.
93	Chat functionality	68	An elaborate business analytics and data ware housing tool will be required to support business decisions, understand complex data, trends using maps, graphics, grasp relationship between natures of calls received in a single dashboard. This dashboard will need to be integrated with the central dashboard that is being developed at N S D C	Please define the user requirements for all these features in more detail.	This is self explanatory. Vendor is free to suggest the tool.
94	Project Go Live & Scaleup	77	The awarded Respondent would be required to make the project LIVE within a period of ONE month from the date of issue of work order	One month is too short. Request for minimum 2 months for same	As agreed during the Pre-Bid meeting a maximum window of 60 days will be given. The Vendor may submit a phase-wise plan which will be evaluated technically and a plan giving the earliest go live dates will be given higher weightage. NSDC reserves the right to modify such dates to make the plan more viable. The penalties will be applied on the dates agreed as final for each phase and will be applied if the agreed dates are not adhered to
95	Cost per Fte and Cost per call	77	However, the above pricing method (Cost per FTE) may be revised after one year and NSDC may consider "Cost Per call" based pricing for Call Centre	Cost per call can only be calculated if 3-months of call data with hourly trends of call volumes and AHT is provided	The details given above which sets the basis for unit cost calculation.

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96	Cost per FTE per shift per month	78	The time duration spent by FTE or team leader on on-going / regular training shall not be considered as "logged-in" duration.	Ideally training time is considered as productive time. Request you to reconsider	Training hours utilized for downloading NSDC updates/ changes/ new products/ campaign will be treated as productive hours. Call centre related training will not be productive hours. NSDC and bidder will mutually be agreed on total training hours to be spent.
97	point no 5.3. (b)	8	total monetary value of Services performed for each of the last five years	In this regards, we have suggested to participate who has completed this experience last 3 years.	The years of experience can not be reduced.
98	point no 5.3. (c)	8	experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and addresses of clients who may be contacted for further information on those contracts	In this regards, we have suggested to participate who has completed this experience last 3 years.	The years of experience can not be reduced.
99	ITB 17.1	29	The amount of Bid Security shall be INR 25 Lakh	Can NSIC (National Small Industries Corporation) registered companies will be given exemption from EMD submission ?	No. It is mandatory for all.
100	Detailed Scope of Work	59	Languages Supported:- Hindi, English, Tamil, Kannada, Telagu, Bengali, Marathi, Assamese, Oriya and Manipuri. NSDC reserves the right to seek extension of services for selected regional languages in future.	if possible please bifurcate the language count	Already given
101	Detailed Scope of Work	59	Location:- To be identified by the bidder.	Please clarify the location or bidder can proposed any where in India	Bidder are free to choose their location(s) of operation.
102	Roles and Responsibilities point No 7	74	PRI Lines bidder scope	In this regards, outbound charges paid by bidder and reimbursed by NSDC	Yes. Telephone bills will be directly paid by NSDC

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103			Roles and Responsibilities	Our understanding is that the ACD, Dialler, IVR, Email, Chat function will be provisioned and managed by bidder on a logically segregated environment. Please confirm.	Yes
104				We understand that the CRM will be provided by the bidder while SDMS to be provided by NSDC. Please confirm.	Yes.
105		74		Is call recording required? If yes, then what is the online and offline call recording retention period?	Yes. Call will be recorded. The voice file should be accessible online for a duration of 45 days and 3 month in offline mode.
106			General	Can we propose domain controller, group policy, antivirus, patch management etc. on logically segregated environment? Please confirm.	You are free to suggest any solution keeping the SoW in view.
107				Are there any client applications that we need to access apart from SDMS? If yes, will it be accessed by Internet/P2P/MPLS? And who will provision and manage the desired connectivity?	There may be other system which may be connected to CRM. All of them will access content over internet using APIs.
108				Do the call centre agents require MS Office or any other application?	Not necessarily. We do not recommend any specific product whereas agent dealing with email based response system may need some tool.
109				Does Intelenet needs to integrate with NSDC's SDMS? Please clarify.	Yes
110				Do you require any specific security certification or compliance for your process?	Yes already mentioned in the RFP document.
111				Is NSDC looking for a BCP/DR site?	Yes.
112		67	Chat Functionality from CRM System	Do the call centre agents require Internet access? Please provide per user per session bandwidth? Also please confirm if bidder will provision the Internet.	Yes. Call centre require internet access. It will be to access information from various related websites. The internet will be provisioned by the bidder.
113		86	Chat Service and Email Helpline	Do all individual agents require Email ID?	Only the designated FTE responsible for email based response will have it.
114		65	Customer Relationship Management tool - The CRM should be a COTS solution	It is our understanding that "COTS" represents common off the shelf solution. The solution IGS offers is a proprietary home grown solution. Is this acceptable?	May be considered. Vendor advised to provide the details of solution so that it can be assessed.

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115			Generic	It is our understanding the SDMS is the key system to managing information about NDSC programs and registered citizens. Our CRM will need to integrate with SDMS for receiving partner/citizen information as well as updating information on SDMS.	Linking with SDMC is one of the important component.
116				Please provide us general information regarding SDMS platform and what is the most suitable integration methodology to be used (API, Web Services etc)	Data will be exposed to the CRM using API.
117				Kindly list stages where data will need to be retrieved / posted to SDMS	Will not be able to provide this details at this point of time
118				Will IGS CRM require integration with any other NDSC systems	It may receive input from other system using the APIs.
119				It is assumed NDSC will provide access to SMS gateway for sending updates to citizens	Yes. It will provide.
120				NDSC will provide required access to social media accounts and handles for integration with CRM	Yes. It will provide.
121		61	Activity - Out calling process to validate details for various programmes i.e. Fee Based training model, Monitoring PMKVY, CSR	It is our understanding that here the Agent will out call to validate details provided from SDMS. Status of validation will be updated to SDMS	Yes
122				Will there be a requirement for uploading contact list via other sources such as excel, text files	Yes. It is a possibility.
123				Will there be a requirement for NDNC scrubbing	Yes - If you are referring to data cleaning/ scrubbing.
124		61	Activity - Inbound calls, Training Partner Queries, Helpline, Udaan, Media Team	Inbound calls will be primarily to address queries for different programmes, Handle escalations and grievances	Yes. But not only restricted to the mentioned points.
125				Will escalations/grievances raised submitted to NDSC via SDMS or Cases will be logged in IGS CRM and then processed as per agreed process flow	Yes
126				Will NDSC require a portal to address requests, grievances that are escalated by the contact center	Yes. NSDC is looking forward for a single window solution.
127		65	Email Functionality	It is assumed that NDSC will provide the required email ID and SMTP access for sending email messages on query status	Yes. The email gateway will be made available by NSDC

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128		65	Citizen Experience	Will the CRM obtain profile of the caller from SDMS OR caller will be recorded as fresh caller in IGS CRM, then for subsequent calls previous history will be made available.	Yes
129		66	Additional expectations from CRM system - There need to be a powerful single field search engine available in the system for agents which can search in all the entities of the CRM system at once and give	It is our understanding that this requirement is specific to the knowledgebase management in the CRM.	Yes
130	Does NDSC have a existing knowledgebase solution which can be integrated with our CRM			No. The vendor is expected to provide their KM solution.	
131	If no then, how will information for knowledgebase be provided to IGS			The content will be provided in softcopy to the successful bidder.	
132		67	Chat Functionality	It is assumed here that NDSC does not currently have a chat solution and IGS will develop and integrate chat with CRM as per specification?	NSDC existing operation is equipped with chat functionality. But the vendor is expected to provide the chat functionality in proposed solution
133		68	All the licenses for the CRM and allied database will have to be in the name of "National Skill Development Corporation". The data in the CRM along with all customisations of CRM tool will need to be handed over to NSDC after the contract period is over	Solutions developed by IGS are proprietary and IP rights are reserved. Clarification required here	Organisation having experience in proprietary may apply. The data given during operation and otherwise needs to be in open format
134	point no 5.3. (b)	8	total monetary value of Services performed for each of the last five years	As an Organization we are more than 5 years old. However the specific BPO division in our ORG is 3 years old. Can we participate under this scenario?	Five years of experience is expected in Call Centre work
135	point no 5.3. (c)	8	experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and addresses of clients who may be contacted for further information on those contracts	As an organization we have clients who are more than 5 years old. BUT when it is BPO can we give details of clients who are three years old ins service?	Five years of experience is expected in Call Centre work

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136	ITB 17.1	29	The amount of Bid Security shall be INR 25 Lakh	Will NSIC (National Small Industries Corporation) registered companies will be given exemption from EMD submission ?	No. Bid security is mandatory for the existing vendor too
137	Roles and Responsibilities point No 7	74	PRI Lines bidder scope	The cost incurred for Outbound calling will it be reimbursed.	It will be directly paid by NSDC on actuals.
138	Technical Qualification Criteria (Stage-2)	31	Relevant experience in implementation & Data warehousing and analytics	All BPO process we are handling involves Data warehousing and Analytics. However we don't handle any dedicated data warehousing and analytic process as standalone. Can we participate under the above?	NSDC expects the complete solution
139	point no 5.3. (b)	8	total monetary value of Services performed for each of the last five years	organization having 3 years of experince should be consider	5 Years of experience is mandatory
140	point no 5.3. (c)	8	experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and addresses of clients who may be contacted for further information on those contracts	Kinly consider 3Years instead of 5 years	5 Years of experience is mandatory
141	ITB 17.1	29	The amount of Bid Security shall be INR 25 Lakh	NSIC registered organization should be eligible for exception	Bid Security as mentioned in Bid Document is mandatory..
142	Technical Qualification Criteria (Stage-2)	31	Relevant experience in implementation & Data warehousing and analytics	BPO operation also manage Data in soft copy in various forms that should be consider as data warehouse	The requirement at this stage is to have meaningful MIS reports that will dive deep into the various interaction and present trends/preferences/areas of concerns/customer insights and all such inputs that will be required for planning ahead and rendering top class service to all our stakeholders

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143		10	Joint Venture Agreement	JV is a new legal entity and may not be required. Sub Contracting Agreements should suffice	Wherever a refrence has been made to the Joint Venture it can be read as "MOU or such legal document signed to enter into an agreement to render joint services" For NSDC purposes they will sign a Contract with the Lead Bidder and such contract shall be binding on the partners, however the sole responsilby to deliver the promised services will lie with the Lead Bidder
144		32	Technical Evaluation	Bidders achieving the minimum passing mark for ALL of the individual evaluation activities from Sr. No. 1 to 6 will be considered eligible for Commercial evaluation process	Scoring will be assessed based on overall capabilities. However the bidder to be considered for next level should score minimum mark as indicated in the respective parameter.