

## West Bengal Electronics Industry Development Corporation Limited

Webel Bhavan, Block – EP & GP, Sector V, Bidhannagar, Salt Lake, Kolkata – 700 091  
 Phone: 91-33-2339-2228/226/327/316 • Fax: 91-33-2357-1739/1708 • email: [contact@webel-india.com](mailto:contact@webel-india.com)

### TECHNICAL CORRIGENDUM-1

Tender No WEBEL/EOT/COM/22-23/00033 Dated 05-08-2022

Request for Proposal (RFP) for Setting up a Dedicated Call Centre for Monitoring of Program Implementation & Grievance Cell

**Dated 17-08-2022**

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<b>Prospective Bidder No 1</b>						
1	3		10	The toll free number will remain operational 24x7, however the dedicated operators will attend the calls from 9AM to 6PM in a day from Monday to Saturday/Sunday each week. The help line number will be diverted to a predefined mobile/landline/IVRS for the remaining hours/day.	Please share the estimated number of call counts per day for both incoming and outgoing calls.	A reference count of calls has already been mentioned in the RFP.
2	3		10	The CRMU will also have access to the existing Grievance Management Portal	Please share more details on the Grievance Management Portal to be integrated with? For instance, <ul style="list-style-type: none"> <li>• What are the expected integration use cases with the Grievance Management Portal?</li> <li>• Does it require any security/encryption?</li> <li>• Does support the exchange of information like REST APIs for the API- based integration?</li> <li>• Does it supports loading the information in i-frame?</li> </ul>	<ul style="list-style-type: none"> <li>• The Grievance Management Portal is needed to be integrated.</li> <li>• The records are needed to be encrypted.</li> <li>• REST-API will be provided for existing portal integration.</li> <li>• We need to connect with the end-customer to share the information.</li> </ul>
3	4.1		13	The application should have a provision to send and receive SMS and email	Does the bidder need to provide the SMS and Email Gateway?	Yes. The bidder has to provide the SMS & email gateway integration.
4	<u>4.1</u>		13	The application should have a provision to send and receive WhatsApp / Signal / Telegram messages.	Is this a current requirement or a futuristic requirement and do need any of the three or all on three.	Whatsapp has to be integrated. Signal and Telegram are optional.
5				Solution Deployment	Are you open to cloud deployment?	Yes, we are open to cloud deployment.

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6	4		11	Hardware & Software Infrastructure: Based on the requirement of the project the CSP needs to provide hardware (servers, SAN storage etc.), PCs, and the software (operating system, application servers, web servers, database servers, load balancers, CRM, CTI, TTS, ACD, Dialer, voice logger, IVRS for call waiting, active directory, antivirus & other security solutions etc.).	Please share the use case for TTS.	The entire IT infrastructure has to be provided by the bidder.
7	9		50	The data analyst will be responsible for data sanitisation of all recorded entries, data categorization, forwarding data to WEBEL, supervising the outbound calls, and generating intuitive reports as required by supervising officials.	Please share the duration for which the reporting data needs to be stored/maintained in the envisioned system.	01 month's data are needed to be stored.
8	4		11	The call center to be provided by the CSP should be equipped with the required non- IT infrastructure such as an access control system, CCTV cameras, electricity, generator set, UPS, headsets/phones, air conditioning units, electrical grounding, furniture and fixtures, and any other civil infrastructure required for the operation of the project. CSP will record and manage the availability of CCTV recording, voice recordings access logs for the last 30 days to the government at any point in time with facility to save specific communications ( for legal purposes) for as long as required.	Please confirm for how much duration the recording needs to be stored? (e.g. 3 months, 6 months)	01 month's data are needed to be stored.

**Prospective Bidder No 2**

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9	6, Point 5		25	The bidder (any bidder in case of consortium) shall have undertaken "Similar Nature of work" of at least one (01) order of an amount not less than Rs. 5 Crore, over the preceding five financial years in Government Department /PSU/Autonomous Body /any reputed organization in the country. At least one of such projects shall have been completed during the preceding five financial years. Reference order copies for the project to be submitted.	Kindly clarify if "Similar Nature of work" includes only call centre services or field validation work as well.	Similar Nature means setting up of call center
10	6, Point 6		25	The bidder should have experience of handling such large call center units of at least 200 tele callers and having experience in all requirements mentioned in the scope above i.e. Section 4, 4.1 and 4.2.	Kindly clarify if "experience in all requirement" includes field validation work as well.	No changes
11	4.1		12	CSP will provide the requisite training to the operational staff.	We would request the Department to provide initial training so the Trainers on CSP payroll gets TTT certified to conduct training on behalf of Department.	No changes
12	5.(1)		24	Background and CVs (Name, Designation, Work being handled, Qualifications, Number of years of relevant experience, Experience in the Agency) of all Key Personnel to be included in the Proposal.	Key Personnel includes only Principal Manager, Senior Manager, Associate Manager or also Validation Manager. Kindly clarify ?	Also Validation Managers
<b>Prospective Bidder No 3</b>						
13	Point No. -07 (INSTRUCTION TO BIDDER)	Clause No. 15 (Delivery & Project Completion Schedule)	34	As per RFP Implementation of this project should be within 8 weeks from the start of Project.	Request you to please extend the implementation stage period from 8 weeks to at least 12-14 weeks for better implementation of the project and its objectives.	Not Accepted

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14	Point No.06 (ELIGIBILITY CRITERIA)	Clause No.04	25	The bidder (any bidder in case of consortium) should have an average annual turnover of not less than Rs. 30 Crore in the last three financial years (FY 2018-19, 2019-2020 & 2020-2021). Bidder shall have to submit Audited Accounts in support of their claim.	Please amend the clause for average turnover and Bidders with avg. Turnover more than 100 Cr. May only be allowed to participate. This will ensure better competition with favourable solution for the Project.	No changes
15	Point No.06 (ELIGIBILITY CRITERIA)	Clause No.07	25	The bidder (prime bidder in case of consortium) should have positive net profit after tax of at least 1 crore in each of the last three Financial Years. Audited Financial Statement/Auditors Certificate needs to be submitted in this regard.	Request you to change the clause as The bidder (prime bidder in case of consortium) should have positive net profit after tax of at least 5 crore in each of the last three Financial Years. Audited Financial Statement/Auditors Certificate needs to be submitted in this regard.	No changes
16	Point No. -07 (INSTRUCTION TO BIDDER)	Clause No 56 Site Inspection	44	Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary permission from WEBEL in writing	Request you to please share the existing IT/NON IT hardware detail for better understanding of the project.	Site survey cannot be allowed right now.

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17	Bid Submission Due date Extension				As you would appreciate, the task requires inputs from various sources and the delivery schedule needs to be envisaged based on the requirement in coordination with stakeholders, it is taking some time and we are in close coordination with all the departments and other Stakeholders for the Citations and other required inputs. We therefore request you to kindly extend the deadline (26-08-2022) for submission of bid by at least 10-15 days. This will ensure furnishing of response in proper way with all supporting documents in line of your requirement and also maximum participation will take place.	Not Accepted
<b>Prospective Bidder No 4</b>						
18	Section 6 Point No 4 and Section 11.3 Point 3		25 and 56	Clause 6 provides that the bidder (prime bidder in case of consortium) should have positive net profit after tax of at least 1 crore in each of the last three Financial Years. However, in Clause 11.3 (Point no 3), it provides that the Applicant / Group Company / Subsidiary / Parental Company should be profitable in two out of the last three financial years (2019-20, 2020-21 and 2021-22).	The two clauses mentioned are contradictory. We request you to kindly provide clarification in this regard. Further, we request if we could have the relaxation as outlined in Clause 11.3.	The bidder (prime bidder in case of consortium) should have positive net profit after tax of at least 1 crore in each of the last three Financial Years. Audited Financial tatement/Auditors Certificate needs to be submitted in this regard.

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19	Section 6 Point No 5		25 and 56	The clause provides that the Bidder (any bidder in case of the consortium) shall have undertaken "Similar Nature of Work" of at least 1 order of an amount not less than Rs 5 crores over the preceding 5 financial year in government department / PSU / autonomous body / any reputed organisation in the country.	In point no 7 of Clause 11.3 (Confirmation of Eligibility Criteria), the Applicant is required include one BFSI company / Government contract / PPP Partnership Arrangement for whom the bidder has set up a Call Centre of at least 200 FTEs. In line with the requirement under Section 6, we request the inclusion of "any reputed organisation in the country" in this section to provide some flexibility to the bidder.	The Applicant/Group Company/ Subsidiary/ Parental Company providing BPO/Call Centre services, must include one BFSI company/Government contract/PPP Partnership Arrangement/any reputed organization in the country for whom the bidder has set up a Call Centre of at least 200 FTEs
20	Section 17		35	Clause relates to liability of the Bidder	Can the Penalty / Liquidated Damages be made subject to Clause 31 (force majeure) and Clause 19 (suspension of work)?	Accepted
21	Point no 6		57	The Applicant / Group Company / Subsidiary / Parental Company providing BPO / Call Centre services should be operating with an aggregate of at least 2000 Full Time Equivalent (FTEs) on company payroll for its Indian Call Centre operations as on date of RFP.	The criteria on the requirement of having at least 2000 FTE is significantly high. We request for removal of this eligibility criteria in light of the covid 19 pandemic.	Not Accepted
22	Section 17		35	Clause relates to liability of the Bidder	Bidder cannot be liable for indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss or damage to data. Can the liability be capped to the amounts received in connection with the present assignment?	As per Tender Document
23	Section 28		38	Sub-contract	We request relaxation of this clause especially with respect to maintenance work, technical support, partnering with entities for manpower support, housekeeping, security, etc.	Not Accepted

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24	Section 31		38	Force Majeure	Instances of force majeure to include epidemic, pandemic, lockdowns, etc. (though covered in Bullet 4, yet we would request for a separate entry concerning health and diseases)	No change. Epidemics, quarantine and plague is already included.
25	Section 49		43	Non-Transferability of Tender	We request relaxation / dilution of this criteria to allow scope for outsourcing certain aspects of the work such as maintenance work, technical support, partnering with entities for manpower support, housekeeping, security etc.	Not Accepted
26	NA		NA	NA	Format of Service Level Agreement not provided. It would be helpful if it can be shared with all parties.	No changes
27	Point No 3		65	Format of Consortium Agreement	There cannot be 2 (two) consortium agreements. A format is appended to RFP and the format itself provides that the parties will enter into detailed agreement leading to creation of a parallel contract, which is duplicate and not logical. Relevant Para 3 to be amended suitably. We understand from Clause 8 of the format that primary rights, duties and obligations will remain with the member of the consortium. However, we request for relaxation in relation to the sub-contracting / non-transferability point as mentioned above in the questionnaire.	No changes. Consortium Agreement as per clause 13 will remain applicable

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28	NA		NA	Method of payment of EMD and Performance Bank Guarantee	In case of bidding by a consortium, please let us know if only the prime bidder can make payment of EMD and performance bank guarantee. We would request for flexibility for the other bidder in the consortium to make the payment in this regard.	Only the prime bidder can make payment of EMD and performance bank guarantee
29	NA		NA	Party raising the invoice under the tender	Please let us know if the prime bidder can only raise the invoice under this tender or can the other bidders (part of the consortium) also have the option to raise invoice under this tender. We would request for relaxation in this regard to grant flexibility to the parties.	prime bidder can only raise the invoice
<b>Prospective Bidder No 5</b>						
30			Page 9	innovative ICT including GIS Mapping, Dynamic Dashboard, Grievance tracker, etc.	Do we have to develop the complete software or existing software available. If we have to develop what will the data size	The entire job is the responsibility of the bidder.
31			Page 11	All required Hardware/Software will be provided the Vendor	does it mean at the end of the tenure this has to be handed over to the department	The entire job is the responsibility of the bidder.
32					The space will it be provided by the Department for setting up the project or CSP has to provide space for complete implementation.	The entire job is the responsibility of the bidder.
33			Page 25	Sl 7 -- Turnover mentioned 30 crores	Can this be reconsidered to 12/13 crores for average 3 years.	No changes
34			Page 25	Sl 6 Bidder should have exp of 200 Telecallers	Can this be considered as 150 Telecallers	No changes
35				EMD of Rs. 50, 00,000	If this can be reduced or BG is accepted	No changes
36				500 tele-callers.	will there be Night Shift or Day Shift only	As per Tender Document
37				** Its mentioned the Telecom providers will be paid by Webel.	but Clarity is not there regarding the submission of Invoices and their Clearances	No changes



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38					The overall exposure is very high and you require Organization with high financial capability to implement and start/continue the project with proper experience. If Solvency Certificate of approx 1 Cr can be asked And Telecallers and Turnover Can be considered.	Not Accepted