

PROCUREMENT OF CALL CENTRE SOLUTION RELATING TO COLLECTIONS TELE-CALLING UNIT
RFP REF NO: BGSSL/RFP/COLL./2021-22/01 Date: 01/05/2021
Response to Pre-Bid Queries

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
1	12	3.2	Current set up and operations	Will OS/DB licenses be provided?	Yes, OS/DB licenses will be provided by the Company.
2	13	3.3	The successful Bidder should be technically capable and ready to implement these initiatives	Headphones or hardphones will be provided??	Softphone, USB headsets to be connected from the desktop will be provided by the Company.
3	20	4.2	Price	The licenses bundle cost shared to be perpetual or subscription licenses	BGSSL will provide perpetual licenses with 1 year product support
4	13	3.4 (c)	SMS/Emailing /Messaging	Plere share the per day transaction count	Approx. 1.5lac SMS/per day
5	14	3.5	Technical Specification of Dialer	Dialling Pacing ratio	Pacing ratio to be kept as per the allocated SIP channels
6	15	3.5	IVR drop campaign	IVR drop campaign count	More than 10 (as per the requirement)
7	18	3.9 (1)	Other technical requirement	Custom CRM need to be considered in scope by Partner for CC related data, Please confirm on this	CRM requires mandatory fields for collections process, approx no of fields would be 40 - 55 fields. Inbuild CRM should have provision for the same. List of fields would be provided as part of product setup document.
8	18	3.9	Storage/ Archival	Please provide online retention period for Screen and Voice recording	One year
9	18	3.9 (10)	Operating System	Microsoft OS & DB license will be required	PC used by Agents/Associates are with Win 7(client), Server would be provided by BGSSL with Linux, DB should be of open sources mysql.
10	18	3.10 (1)	Customization & Others	Please provide details on customization requirement	Please refer Clarification published on the website.
11	10	2.5	1. The selected vendor will be responsible for successful data integration with existing data available with the Company. 2. The selected vendor will be responsible for developing integration scripts, upload scripts, testing, and rectification with the electronic data available in the Company's system	Need details about the existing Database i.e Type/Software/Structure so it's compatible with new Database Software	The Company is expecting existing CRM to be migrated to the new platform, size shouldn't 500GB. Subset of above, No further integration on immediate basis, however may require in future while scaling up
12	10	2.6	Service Provider shall train designated officials of the Company on the configuration, operation/ functionalities, maintenance, support & administration for Software.	Need Clarification on the frequency of training and location where it has to be given	Service Provider to provide training to BGSSL on using Dialer, CRM and its functionalities.
13	10&11	3	Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements. The Company expressly stipulates the Vendor's selection under this RFP is on the express understanding that this RFP contains only the principal provisions for the entire assignment and that delivery of the deliverables and the services in connection therewith are only a part of the assignment. The vendor shall be required to undertake such tasks, render requisite services and make available such resources as may be required for the successful completion of the entire project at no additional cost to the Company.	Requesting TIA to give more information on below Aspects to have more clarity 1. Manpower Requirement 2. Infrastructure (Civil, Electrification) 3. Shift timings with Head Count 4. Power Backup for entire setup in case of no electricity or power fluctuation	RFP is only for Technology Solution that is Dialer with Inbuild CRM, Solution to be installed on the servers provided by BGSS.
14	11	3	Considering the extensive nature of the assignment and the envisaged relationship with	Need Clarification on this clause	The service provider will be expected to equip and provide all the required services services should be related to the product supplied by the bidder
15	11	3	The Bidder will be required to fix any vulnerability in the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis	Requesting TIA to give more information on below Aspects to provide call center solution 1. IT Equipments excluding CRM and Dialer Hardware 2. Since the Process is outboud who will bear the PRI cost.3. Who will bear the internet connectivity cost 4. Who wil provide VPN setup of the contact center so that it can be accessed from BCP Sites	RFP is only for Technology Solution that is Dialer with Inbuild CRM, Solution to be installed on the servers provided by BGSS.
16	11	3	The Bidder has to size the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit covering hardware, software & service to ensure availability, scalability, redundancy and performance of the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company	Timeframe is not mentioned in the RFP for LOA and other milestones with deliverables so requesting TIA to mention the same	BGSS will provide the necessary infrastructure like server(5-6 standalone servers), network, switches/Firewall, including the Internet line, Except Vmware & Win server licenses, we suggested Linux platform, since we proposed 4-Servers & 2 Server from Bangalore, to manage the HA, DR & BCP perspective, also we would like to have a real-time DB synch in both locations to avoid Downtime

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
17	11	-	The Bidder is completely responsible for the proposed RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The Company assumes no responsibility for assumptions made by the Bidder. In the event the proposed RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit, fails to meet the Service Level Agreement (SLA) (if applicable and stipulated in this RFP) and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the RFP for Procurement Of Call Centre Solution Relating To Collections Tele Calling Unit at no additional cost to the Company.	Understanding and complying to this clause is only possible if Query no. 3,4 & 5 is clarified	As part of internal policy BGSS will be provided Hardwares/Network appliances, including IIL, SIP, headsets, partner have to manage only Dialler+CRM setup both the locations
18	12	3.2	a) However, new infrastructure setup should be capable to function in parallel also, means Agents should be able to function from all work locations in case of need. b) Contact the customer or by Agents through Voice Blast dynamic IVRS, SMS, email etc. to capture the response for confirmation of the transaction performed by the customer. The response will be captured as entered by customer/Agents based on conversation with the customer as applicable	a) Will this be BCP Sites b) Requesting TIA to bear the charges for Bulk SMS and Email as it's difficult to estimate the volume and it will be additional expense for the bidder	all three locations would be hot-sites, SMS / Emails would be managed by BGSS, solution should have the capabilities to trigger alerts thru an API or providing metadata file on daily basis
19	14	3.5	Technical Specification of Dialer	Requesting TIA to accept cloud based server instead of ON-Prem	No Change
20	16	3.6	Technical Specification of CRM	Requesting TIA to accept cloud based server instead of ON-Prem	No Change
21	18	3.1	1. Free unlimited customizations.	Customization is a never ending task so if the change is resulting for increase in productivity then it should be paid on per Manday after successful implementation and Go-live as this will keep the bidder motivated to introduce new and innovative technology	Please refer Clarification published on the website.
22	18	3.11	The successful bidder shall ensure 99.99% uptime on active-active setup on monthly basis	Requesting TIA to relax this to 98%	No Change
23	19	7.1	There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the selected bidder. Payment will be released by the Company as per above payment terms on submission of relevant documents and on completion of scope of activities as mentioned under scope of activities.	Requesting TIA to escalate price by 10% from 2nd year. Since we have to operate and maintain the entire solution from time to time some upgradation and licenses. For maintaining uptime of all the modules a dedicated team is required so this escalation will help in maintaining the resources.	No Change (Since solution is going to be hosted in BGSS data centre and all technology except the dialler /CRM would be managed by service provider (as and when there is an issue).
24	41	8.2	The selected Vendor shall not be liable for defects or non-conformance resulting from: o Software, hardware, interfacing, or supplies for the solution not approved by selected Vendor; or o any change, not made by or on behalf of the selected Vendor, to some or all of the software/deliverables supplied by the selected Vendor or modification thereof, provided the infringement is solely on account of that change	Requesting TIA to amend the SLA for the mentioned clause as downtime of PRI or any equipment owned by purchaser should not impact performance of the bidder	Understanding is correct. Downtime of PRI or any equipment owned by purchaser may not be considered on measuring the performance of the bidder
25	41	8.4	The Company desires to appoint the vendor for a total period specified in the RFP, considering the effort and investments required in the arrangement. However, understanding the complexities of the entire arrangement, Company would like to safeguard the interests of all the entities involved in the arrangement. Therefore, the Company would like to have options to revisit the arrangements and terms of contract as well as to re-price the same (rates similar or less than existing arrangement) after the contract expiry, if necessary	Requesting TIA to keep a provision of extending the contract for minimum 1 year if there is any delay in retendering after completion of the contract so that the existing bidder can bill the purchaser for the services used.	Please refer clause 2.2 of RFP document. The tenure of the contract initially would be for 3 years from the date of the issuance of first purchase order by the Company. Company can further extend this at its discretion at mutually agreed terms.
26	-	Legal Entity	Eligibility criteria	Requesting TIA to permit consortium	No consortium is allowed in this RFP.
27	-	Business Operation	Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc. with same OEM, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking/NFBC.	Requesting TIA to consider other verticals as will like Healthcare, Emergency, Private Contact center	No change.
28	-	Certification Requirements	i. The solution should be PA-DSS Compliant and, if required, vendor has to provide all the necessary support in making the setup PCI DSS compliant after implementation	Requesting TIA to accept undertaking for the same and same can be furnished once the solution is duly tested	Considered for submitting PCI DSS Certification on successful test of solution.
29	-	-	Integration with BSSL SYSTEM	List of applications/URL's needed for integration	Future requirement while scaling up. Not Day 0 requirement however there might be an API integration required from dialler/CRM to the BGSS application for inquiry and updation of disposal codes and remarks. Hence list of applications/URL's needed for integration can not be provided.
30	-	-	Agent call script <input type="checkbox"/> Tenured agents and new hires can view the current calling script as provided by the training team while on live calls.	Who will provide the training	BGSS would impart the training.
31	-	3.6	Custom fields <input type="checkbox"/> Custom CRM headers can be added in the dialer as per the allocation file. Each campaign can have separate headers if required. There is a separate field to identify data based on PTP dates.	Will BGSS provide us with the Fields/parameters for CRM	Yes understanding is correct. BGSS would provide the required fields for building CRM.

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
32	-	3.2	The infrastructure refers to the hardware, equipment, devices, software, telecom infrastructure, LAN components, licenses etc.	Please share the existing IT hardware details for our reference. Please let us know if existing infra/hardware can be used by the service provider	All IT Infra would be provided by BGSS which includes Server for configuration of Dialer/CRM
33	-	-	Total Call Seats	The existing no. of call seats of the call centre is not mentioned in the RFP which to be operated and maintained by the service provider, hence requested to kindly share the Call Seats details.	250 Seats (Baroda 150, Gandhinagar 50, Bangalore 50)
34	-	-	-	1) How many resources should be provisioned for inbound & outbound calls. 2) BGSSL to share historical call volume trend for inbound, outbound & E-mail separately for manpower calculation.	RFP is only for Technology Solution that is Dialer with inbuilt CRM, Resourcing would be managed by BGSSL
35	-	8.26	All information processed, stored, or transmitted by equipment belongs to the Company. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information.	All the data residing on these services will be stored at BGSSL Server hence the data storage and archival for the same will be managed by BGSSL. However the ACD/dialler platform will be provided by service provider, the data retention will be done by the service provider. Please confirm on the understanding	Yes understanding is correct. However, however service provider to certify the same as part of IT security.
36	27	Business Operation	Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc. with same OEM, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking/NFBC.	Request authority to revise this clause to having an experience of running contact centre with 2 or more projects/solution with same OEM	No Change
37	28	Turnover	-	Request authority to revise this clause to an average of 5 to 7 crores for last 3 yrs.	Please refer addendum
38	29	BILL OF MATERIAL	Dialler + CRM (Collection module) licences bundled , Installation, Configuration & Implementation - One time Migration from existing DB to new Database CRM Customization - Onetime , sSupport & Maintenance cost - AMC & Manday Cost	manday cost can be calculated on basis for measuring the cost of the-project and accordingly the number of experts such as software tester, designer, developer, application developer, etc., as required can be worked on..	Manday cost is to be quoted only for customisation which may be required in case if the no of canned / customer reports and restriction if any on campaign codes, CRM changes crosses beyond the agreed nos.
39	30	Estimated Value of project	Estimated Value of project	Request authority to confirm the total estimated value of this project	Not considered to confirm.
40	31	10	2.5) Data Integration The selected vendor will be responsible for successful data integration with existing data available with the Company.	- Do BGSSL has open apis available for its systems? If yes are they built on SOAP or RESTful? - Will it be near real-time exchange of information or batch process? - If near real-time does it follow a token based authentication? If yes, what will the validity window in seconds of the token?	Please refer above.
41	32	10	2.6) Training Service Provider shall train designated officials of the Company on the configuration, operation/ functionalities, maintenance, support & administration for Software.	- Will the CRM or collection management module be provided by BGSSL? If yes, please elaborate on this clause.	Service provider to train BGSSL on using their Dialer and CRM, Reports, Campaign managed and other functionality
42	33	10	3.0.1) Project Scope Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements.	Seems to be error please confirm, error highlighted in bold. Based on the contents of the RFP, the selected vendor shall be required to independently arrive at a Cost for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit which is suitable for the Company, after taking into consideration the efforts estimated for implementation of the same and the resource and the equipment requirements.	No change.
43	34	11	3.0.4) Project Scope In the event the proposed RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit, fails to meet the Service Level Agreement (SLA) (if applicable and stipulated in this RFP) and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit at no additional cost to the Company.	Seems to be error please confirm, error highlighted in bold. In the event the proposed RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit, fails to meet the Service Level Agreement (SLA) (if applicable and stipulated in this RFP) and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit at no additional cost to the Company.	No Change
44	35	12	3.2) Current Setup and Operations The Automation of outbound calls and capture the response through IVR and voice and screen recording (basis feasibility) should be done.	Please explain screen recording and existing practice followed for screen recording.	Day 0 requirement is to store all voice recordings, however the solution should have the capabilities to store the screen recording as well (say screen toggled between various applications during the call time)
45	36	14	3.4.d) In order to improve operational excellence and efficiency, the following needs to be implemented by successful bidder: Integration with BGSSL's Applications - The Vendor should interface with any additional backend systems which may be rolled-in for implementing all current functionalities of end-to end solution. Ability to integrate with BGSSL's other channels like E mail, Ticketing Tool, Automated Collections System (ACS) etc. to have an automated and integrated approach. The future upgrade of BGSSL's applications will also be integration with this end-to-end solution.	Will BGSSL provide email gateway and ticketing tool?	Not Day 0 requirement, solution should have capabilities if need to build such interfaces

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
46	37	14	3.5) Technical Specification of Dialer Each campaign can be assigned a unique caller ID. This helps to increase the connectivity.	Please confirm if each campaign should have a pilot number which will be displayed to the customer irrespective of any agent from the campaign calls?	Yes. Understanding is correct.
47	38	14	3.5) Technical Specification of Dialer Agents can dial up to 3 alternate numbers in the same session of an account.	Use case: A customer is having three contact numbers. Query: Is the Ticketing Toll provided by BGSSL capable of storing three numbers? If yes dialer should allow to dial any of the three number in preview mode?	Undersatnding is not correct. BGSSL shall not provide Ticketing Tool. Customer Nos would be uploaded in Dialer as part of campaign
48	39	15	3.5) Technical Specification of Dialer	System-wide and per-campaign DNC lists that can optionally be activated per campaign. Based on campaign agents should not be able to call DNC list customers?	This is service call hence DNC customers can also be called for recovery of overdue
49	40	15	3.5) Technical Specification of Dialer In case a customer's primary number is non contactable (NC), alternate number automatic dialing can be set up.	Use case: If there are three alternate numbers for a customer. Query: Should all the three numbers be dialled before moving to the next customer? If so should alternate numbers on DNC list should be called?	Please refer above.
50	41	15	3.5) Technical Specification of Dialer Interactive voice response campaigns can be pre-scheduled to be run at a specific time in the day as per requirement.	Should this be an IVR solution that can give text to speech responses about pending balance, last payment details, next payment due to callers after close of business hours?	Yes understanding is correct
51	42	15	3.5) Technical Specification of Dialer IVR campaign recordings can be changed as per due date/no. Of days past due or any other process requirement.	Can we use text to speech?	Yes.
52	43	15	3.5) Technical Specification of Dialer Colour theme can be updated as per the ongoing ones.	Please expalain more on functionality or process goals through colour theme.	If the dialler / CRM is populating the list of customer details in Grid view to Agent, ongoing call should be populated in specific color
53	44	16	3.5) Technical Specification of Dialer Thousands of leads can be imported via an excel sheet into the dialer within 10 minutes in case new calling data is received.	Can we integrate Automated Collections Systems to fetch batch wise daily calling dump?	Not Day 0 requirement, integration can be discussed at later stage, to start with it would be upload
54	45	16	3.5) Technical Specification of Dialer User group movement facility available wherein the entire productive agents can be merged in a particular campaign.	This would have operational implications for campaigns that will have only less productive agents.	Funcionalty required, BGSSL would take call on using the said function
55	46	18	3.9) Other technical requirements Virtual number for customer - Regional numbers to be provided.	Managing regional virtual mobile numbers for each state would not be possible, can we offer regional numbers from state of operations?	BGSSL would provide the DID to be populated from each of the three sites (which is provided by Telecom Partner)
56	47	18	3.9) Other technical requirements Virtual number for customer - Regional numbers to be provided.	We have vidual softphones on agents laptop, hope this will be ok.	If the virtual softphone supports headsets connected to USB port of Desktop or Laptop, it works fine for BGSSL
57	48	18	3.9) Other technical requirements Dialer should have a DR/BCP locally with HA	Please elaborate on locally with HA.	Two Servers would be provided by BGSSL, HA (High Availability), if one of the instance of Dialer/CRM goes down for any reason, 2nd instance should activated.
58	49	19	3.11) Infrastructure Support Metrics The Vendor should ensure that all systemic changes or new requirements necessitated out of Government / other regulatory guidelines or other Company requirements as per the RFP are made available from day one of the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit. Any new government/ regulatory requirements that impact the provided RFP to the Company need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract.	Use case: A regulation or company requirement that increases the monthly over head cost by more than 5% of the quoted price. Query: Please allow an upper ceiling of 5% of the total cost for implementing systemic changes or new requirements necessitated out of regulations or company requirements.	No change
59	50	27	4.7.10) Other RFP Requirements Since some of the payment terms warrant monthly payouts from Company vis-à-vis SLA monitoring, it is to be noted that any such monthly payments will be released and penalties if any, as defined by SLAs, shall be adjusted in the payment for the last month. Balance penalties, if any shall be levied in the payment for the subsequent months.	What is the maximum cap for penalty per month per year and during contract period?	Please refer Clause 8.24 of RFP document
60	10	2.5	Data Integration - 1. The selected vendor will be responsible for successful data integration with existing data available with the Company.	pl share the existing dB details	The Company is expecting existing CRM to be migrated to the new platform, size shouldn't 500GB.
61	10	2.6	Training Service Provider shall train designated officials of the Company on the configuration, operation/ functionalities, maintenance, support & administration for Software	Pl fix the duration of training. We suggest 3 days of O&M training is enough	Agreed
62	12	3.2	The current technology setup at these setup is provided with Internet Leased Line and Telcom Service like SIP lines . SIP Lines are terminated at Servers. Its feasibility has been done for further scalable to more numbers of seats.	Can you pl give us an approximate number of SIP trunks you have.	Baroda - 600session(Both primary & Secondary), Bangalore - 200 Session- Only Primary
63	12	12	The future IVR call flow/end-to-end process flows have to be designed in consultation with BGSSL	We understand BGSS will provide all voice prompts required for the IVR system	Understanding is correct.

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
64	12	-	New infrastructure setup.....	Necessary rack space, UPS etc will installing our servers and/or gateways will be in BGSS scope Will BGSS provide the necessary compute/virtualized environment for us to install our software solution ? Will BGSS provide the necessary Windows licenses for our application	BGSS will provide the necessary hardware including UPS, rack space, power backup, infrastructure like server, network, switches/Firewall, including the Internet line, Except Vmware & Win server licenses, we suggested Linux platform OS & Open sources apps/platforms(mysql,php, apache, linux etc), The deployment model is over on-prem, stand-alone servers, preferably open sources platforms everything - Linux , MySQL, MongoDB, & KVM etc since we proposed 3-Server, Baroda & 2 Server from Bangalore, to manage the HA, DR & BCP perspective, also we would like to have a real-time DB synch in both locations to avoid Downtime
65	13	3.4	Integration with BGSSL's Applications	Pl share the details of existing applications to be integrated. Any new application integration post - installation will be considered seperately	No integration in first phase, but however during future expansion, partner CRM should have capabilities to fetch data from BGSS Collections system(Inquiry API) and also updation of disposal code and remarks on realtime or on EOD as batch process. Not Day 0 requirement.
66	14	3.5.8	Alternate number dialing - Agents can dial up to 3 alternate numbers in the same session of an account.	We understand Dialer will dial 3 alternate numbers	Yes. Understanding is correct.
67	15	3.5.11	Lead Recycling - Data that has been uploaded can be re-churned multiple times to increase connectivity. Calls with specific statuses can be redialed on a click of a button from backend.	Not sure	No change
68	15	3.5.16	Call listening/barging - Team leaders can monitor agents' live calls and also barge into live calls for better handling.	Supervisors are not able to barge into a live outbound call	Required access for Supervisors / Team Leaders to barge into live call
69	18	3.9	3.9 Other Technical Requirements - 6. Softphone must be connected to USB port of agent desktop	We understand headphone must be connected to the USB port of Agent's desktop	Yes all these are USB headsets are connects over desktops, build in softphone
70	18	3.9	3.9 Other Technical Requirements - 7. Onprem : PRI card /Media gateway needs to be configured into server for SIP Trunk	Please Clarify - you will use PRI trunk for outbound calls or SIP trunks for outbound calls	SIP Trunk
71	18	3.11	3.11 INFRASTRUCTURE SUPPORT METRICS Severity – 1 (S1) incidents (More than 20% of the users/volume/capacity affected in any one site)	Pl increase the Response time to < 30	S1 - More than 20% staffs are impact on any services, S2 -Above 10-20% staffs impact, S3 -5-10% Staffs impacting, SLA - refer the RFP doc
72	38	7	The bidder must accept the payment terms proposed by the Company. The commercial bid submitted by the bidder must be in conformity with the payment terms proposed by the Company. Any deviation from the proposed payment terms would not be accepted. The Company shall have the right to withhold or deduct (in event of SLA breach) any payment due to the selected bidder, in case of delays or defaults on the part of the selected bidder. Such withholding of payment shall not amount to a default on the part of the Company. If any of the items / activities as mentioned in the price bid is not taken up by the Company during the course of the assignment, the Company will not pay the professional fees quoted by the vendor in the price bid against such activity / item. Also payment shall be made on a monthly basis based on number of licenses active and agreed fixed or variable charges.	We would like to request to you to please clarify the payment terms for Supply and Service's seperately. Is it monthly for both?	Please refer Clause No. 7.1 (Processing Charges) fo RFP document. payment shall be made on a monthly basis based on number of licenses active and agreed fixed or variable charges.
73	11	2	Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Company.	Our scope does not include Facilities management. Our scope will be limited to hardware, equipment, devices, software only for telecom network.	Kindly replace " Call Centre Solutions " from "Facilities Management"
74	12		The infrastructure refers to the hardware, equipment, devices, software, telecom infrastructure, LAN components, licenses etc.	Can we re-use the existing LAN and WAN infrastructure or you wish to replace the same. All the Windows OS and database licenses will be in your scope	Please clarify on LAN and WAN infrastructure and Windows OS and Database licenses. We shall share our requirement at the time of installation.
75	13	3.4 b)	Designing and implementation of the outbound Call and IVRS Process/Workflow: The solution is able to handle the outbound calls as per process or Campaign or work flow. Messages to be played to the callers as per the language preferences.	How many languageprefereces are desired? Please specify the count - English, Hindi and Gujarati.	English, Hindi, Gujarati, Tamil, Telugu
76	15	24	24. Colour theme <input type="checkbox"/> Colour theme can be updated as per the ongoing ones.	Please clarify the ask in more detail	Please refer above point.

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
77	20	IV	In case of any variation (upward or down ward) in Government levies / taxes /cess / excise / custom duty etc. which has been included as part of the price will be borne by the Vendor. Variation would also include the introduction of any new tax / cess/ excise, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of Service tax, VAT and levies associated to Service Tax, VAT or any new taxes (other than excise, custom duties, other duties and associated government levies) introduced after the submission of vendor's proposal shall be passed on or adjusted to the Company. Local entry tax and octroi will be paid on actuals based on receipt provided. If the Vendor makes any conditional or vague offers, without conforming to these guidelines, the company will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Local entry taxes / octroi whichever is applicable, if any, will be paid by the Bank on production of relative invoices / payment receipts / documents. Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies.	All taxes and duties will be extra as applicable and any variation will be in customer's scope.	No change.
78	28	17	The selected Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees, if any, and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by Company. Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the Contract to be issued for this RFP	The word "Agent" does not mean contact center agents. Contact center Agents and operational infrastructure is in the scope of Customer	Understanding is correct
79	29	21	The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting Company's current and terminal year transaction and business volumes	We shall size our solution on the present count Baroda (140 Agents), Alternate/BCP site at Hyderabad / Bangalore (40 Agents) and Gandhinagar Hot site (50 Agents). We will need incremental traffic flow for sizing the Contact center for the full duration of the contract ie 3 years. Else customer need to add Agent licenses if they wish to improve upon the Service levels.	Anything on the IT infrastructure, hardware/networks, ILL/SIP BGSSL would provide scale up requirement basis the server/network sizing based on the business needs whenever needed.
80	29	2	The selected bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or subcontractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of Company, nor seek to be treated as employees	The word "Agent" does not mean contact center agents.	Understanding is correct
81	2	3	Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc. with same OEM, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking/NFBC.	Can we showcase experience of running and operating Call Centre for Fintech companies. As per the GOI circular to promote Enterpreneuship and startup India initiative, DIPP recognized startups are exempted from tender clause of prior experience and turnover. We would request you to please consider the same for this tender too.	No change.
82	3	4	i. The solution should be PA- DSS Compliant and, if required, vendor has to provide all the necessary support in making the setup PCI DSS compliant after implementation	We are ISO 27001:2013, CMMI Level III & V certified company, we would request you to relax this point by amending this clause that successful bidder shall be able to procure the PCI DSS compliance certificate within 30 days from signing the contract.	Considered for submitting PCI DSS Certification withing 30 days from the date of signing the contract
83	3	8	Bidder should have a turnover of over Rs. 10 crore each financial year for the last 3 years.	Please amend this to turnover of average Rs. 7 Crores for last 3 financial years. Or Else relax the turnover clause for DIPP recognized BPO Startups. Relaxation in the turnover will ensure more participation of interested bidders and competitive rates for the organization.	Please refer Addendum
84	36	6.2	The vendor needs to achieve a cut –off score of 70 marks in this evaluation stage to be qualified for commercial bid opening.	Considering the Startup India initiative of GOI we would request you to relax the technical evaluation cut-off score for DIPP recognized BPO startup companies to 45 marks.	Please refer Addendum
85	12	3.2	BGSSL currently operates its Collections Tele-Calling Unit at Baroda for Debit Recovery Process to ensure overdue of customers are collected through Tele-Calling and field collections. Presently, BGSSL functions Monday to Sunday with an average alert/outbound call volume of 50000 per day and average talk time is approximately 150 seconds. It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	You have mentioned of three sites, Baroda, Hyderabad and Gandhinagar, are all these sites managed by BGSS or the bidder? Also will the physical infra (i.e. workstation, Electricity, A/c, etc.) for seating of these agents be provided by BGSS?	Sites are managed by BGSSL, Infrastrucutre is also provided by BGSSL, Agents are also employees of BGSSL

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
86	12	3.2	BGSSL currently operates its Collections Tele-Calling Unit at Baroda for Debit Recovery Process to ensure overdue of customers are collected through Tele-Calling and field collections. Presently, BGSSL functions Monday to Sunday with an average alert/outbound call volume of 50000 per day and average talk time is approximately 150 seconds. It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	In total there are 230 agents required across 3 sites in India, but the RFP does not specify bifurcation of different India Languages that are required under this RFP. So please give us bifurcation of all the India languages that are required.	Language capabilities are required only for IVR - English, Hindi, Tamil and Telegu. Agents on roles of BGSS have language capabilities
87	12	3.2	-	In the RFP support staff ratio is not specified i.e. TL, QA, AM, Manager? Please specify the support staff ratio or shall we consider as per the industry standards.	RFP is only for Technology Solution - Dialer + inbound CRM
88	1	6	Bill Of Material - Manday Cost	Please define Manday Cost, does it mean a seat cost for a month i.e. 26 mandays or seat cost/26 mandays. Please clarify to drive appropriate costing.	Manday Cost mentioned in Bill of Material is for customisation of solution according to BGSS need, which are over and above the free customisation
89	-	-	-	What is the total duration of process training? And is the process training billable?	BGSSL should be trained in the usage of Dialler, CRM, Report and other functionalities of Solution, in 0-5 days. Its not billable
90	10	2.5.	1. The selected vendor will be responsible for successful data integration with existing data available with the Company	Please let know data available and what integration is expected	We expect existing CRM to be migrated to the new platform, size shouldn't 500GB
91	10	2.5	2. The selected vendor will be responsible for developing integration scripts, upload scripts, testing, and rectification with the electronic data available in the Company's system	Please specify the integration required and with which system the integration are required.	Integration with inbound-crm , No further integration on immediate basis, however may require in future while scaling up
92	11	3	2. Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Company. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Company. The Company will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.	-	Please refer above points.
93	11	3	3. The Bidder will be required to fix any vulnerability in the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the Company or can be a finding of any internal or external audit conducted by the Company or its auditors on a periodic basis	-	Everything should be part of the partner scope without breaching the RFP commercial, Partner should support/rectify the issue in their dialler application, its partner responsibility to do an Audit, VAPT test whenever needed
94	11	3	4 The Bidder has to size the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit covering hardware, software & services to ensure availability, scalability, redundancy and performance of the RFP for Procurement Of Call Centre Solution Relating To Collections Tele-Calling Unit, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.	will the OS and DB , VM, server be provided by customer	We propose open sources platform like Linux, MongoDB, Mysql etc, will provide stand-alone servers, network & all appliances, except software licences, BGSS will provide client pc in WIN 10, the server will be in Linux(everything open sources platform) BGSSL will not provide VM/Windows server, a partner has to manage
95	13	3.3	* New-age technology tools, applications and management systems to be utilized by the Bidder: The Successful bidder need to provide APIs and technical support required for integration with the BGSSL's applications as and when required. The Bidders should provide end-to-end solution and its infrastructure which is modular, scalable, platform agnostic and capable to integrate with other applications or system or Analytical tools for following but not limited to:	This means API related to the Product supplied and please elaborate on the The integration required	API related integration is no Day 0 requirement, solution should have the capabilities to integrate with third-party apps which may be part of future requirement
96	13	3.3	g) Computer-telephony integration/web services -interfaces — including tools for integration with BGSSL' applications as and when required	please Help with the application of BGSSL	Expecting web based/softphone, which integrated with your dialler platform to manage the ease of the single app
97	13	3.3	h) Knowledge-based self-service	Can you please elaborate this point	Required Dailler/CRM function & Technical related SOP, docs
98	13	3.3	i) Session recording and quality monitoring	is the voice and screen recording compliance recording. Please help with the retention	Voice Recordings - One Year
99	13	3.4	b) Designing and implementation of the outbound Call and IVRS Process/Workflow: The solution is able to handle the outbound calls as per process or Campaign or work flow. Messages to be played to the callers as per the language preferences. Prerecorded IVR prompts in required languages will be provided by Bank. The customization should be available for all such requirement	Please elaborate the customisation required.	Please refer Clarification published on the website.
100	13	3.4	c) SMS/Emailing /Messaging for sending information/transaction details to the customers - The solution should have capability to send the details by SMS/email to the caller instantly. Solution should also be capable to implement the functionality for support and Help Desk as well.	Will SMS /Email/Messaging be used by dedicated agents Will customer provide SMS Gateway Will customer provide the Email /SMTP gateway to integrate Will the messaging will be Webchat between customer and agents, please specify the sources of messaging flow.	Bulk SMSs through Gateway or Metadata file for upload, SMTP gateway would be provided. No webchat option required

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
101	13	3.4	d) Integration with BGSSL's Applications - The Vendor should interface with any additional backend systems which may be rolled-in for implementing all current functionalities of end-to-end solution. Ability to integrate with BGSSL's other channels like E mail, Ticketing Tool, Automated Collections System (ACS) etc. to have an automated and integrated approach. The future upgrade of BGSSL's applications will also be integration with this end-to-end solution.	Please elaborate the integration required with each system with Dialer and CRM respectively and system Considered are 1. Email 2. Ticketing Tool 3. Automated Collections System 4. CTI IVR 5. Excel AP	Not Day 0 requirement however there might be an API integration required from dialler/CRM to the BGSS application for Inquiry and updation of disposal codes and remarks, Future requirement while scaling up. Shall be handled as part of change request.
102	14	3.4	a) Reports and Dashboards - To generate in-depth customized dash boards, reports (periodic and on-demand) and provide dashboards	please elaborate customized Dashboard or reports required will the Report and dashboard be related to the product supplied and will be based on the feasibility and it will be historical.	Please refer Clarification published on the website.
103	14	3.5	4. Calls are placed from the dialer with a pre recorded message to inform customers of a pending payment/past due payment/reminder calling, etc.	Will this be dynamic Prompts in which only the numeric value will change and needs ot be announced. What will be the concurrent IVR blast	Static IVR, however solution should have option to prompt dynamic numeric values.
104	15	3.5	14. Custom Music-On-Hold and agent alert sound for inbound calls. Agents will be alerted of incoming calls through a sound played and custom music-on-hold can be set up.	is the Custom music on hold per agent or per gorup	whichever feasible
105	15	3.5	24. Colour theme can be updated as per the ongoing ones.	Can these be elaborated with a use case.	On manual dialing, will CRM show the ongoing call line item in different color, if the call list is going to be populated as a grid in CRM
106	15	3.5	25. Calling a customer who has already made a payment can irate the customer and so these cases can be excluded prior to calling.	does it mean before the calling list is is uploaded by dialr manager	Yes. Understanding is correct.
107	17	3.7	§ Calling report allows dialer manager to extract the daily calls in a CSV file. Various filters can be applied to export only the desired data for analysis.	Are filters expected to put after fetching it from system	User should be provided with Custom report option, to enable user to select the values from drop down to narrow down the requirement and reduce report generation
108	17	3.8	a) Monthly back up of the call recordings in the SFTP server.	Can be pushed to the Archive location based on the retention period	One Year
109	18	3.9	10. Operating systems should support Linux	is it for System provided or the agent desktop	BGSSL would provide server with Linux OS, agent desktops would be on Windows 10
110	18	3.1	1. Free unlimited customizations.	Customisation needs to be defined. Free unlimited customer is difficult to provide	Please refer Clarification published on the website.
111	18	3.1	3. Functionality to integrate with GSM Gateway	GSM gateway to be provided and Customer and GSM	BGSSL will provide SIP trunk
112	12	3.2	BGSSL currently operates its Collections Tele-Calling Unit at Baroda for Debit Recovery Process to ensure overdue of customers are collected through Tele-Calling and field collections. Presently, BGSSL functions Monday to Sunday with an average alert/outbound call volume of 50000 per day and average talk time is approximately 150 seconds. It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	How many users will be using the CRM ? In the RFP it is mentioned in section 3.2. Current Setup and Operations about primary and alternate site agent count so should we add those and arrive to exact user count ?	Concurrent 250 users
113	17	3.6	10. Leads can be imported directly to the CRM via excel API integration	So does CRM system used for Leads management also ?	Not Day 0 requirement however system should have functionality
114	44	8.5	Data Migration The selected Bidder will assist the company in migration exercise without any cost to the company	This migration is only related to CRM? How much Data needs to be migrated What format the Current data is in.	Yes CRM/Dailler will be shared with the existing DB post shortlisted the RFP process, not more than 500GB.
115	Annex -1	B-4	Certification Requirements- i. The solution should be PA- DSS Compliant and, if required, vendor has to provide all the necessary support in making the setup PCI DSS compliant after implementation	-	Considered for submitting PCI DSS Certification on succesful test of solution.
116	-	3.4-b	Designing and implementation of the outbound Call and IVRS Process/Workflow: The solution is able to handle the outbound calls as per process or Campaign or work flow. Messages to be played to the callers as per the language preferences. Prerecorded IVR prompts in required languages will be provided by Bank. The customization should be available for all such requirement	What will be the IVR flow? How many language options are required? Are there any API based Integration on the IVR level?	IVR would be triggered basis Campaign codes, Languages - English, Hindi, Tamil & Telegu NO API based integration
117	-	3.4-c	SMS/Emailing /Messaging for sending information/transaction details to the customers - The solution should have capability to send the details by SMS/email to the caller instantly. Solution should also be capable to implement the functionality for support and Help Desk as well.	Please elaborate on the helpdesk reqt.	Preferably exceptions if any to be viewed by the caller on the home screen, and ticketing system if any to raise issues faced by caller with respect to tech support

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
118	-	3.4-d	d) Integration with BGSSL's Applications - The Vendor should interface with any additional backend systems which may be rolled-in for implementing all current functionalities of end-to-end solution. Ability to integrate with BGSSL's other channels like E mail, Ticketing Tool, Automated Collections System (ACS) etc. to have an automated and integrated approach. The future upgrade of BGSSL's applications will also be integration with this end-to-end solution.	Which is the backend database? Understanding is that there is a platform which caters to Email, ticketing and ACS and Ameyo dialer will be integrated with the same. Your Inhouse Database to be the parent application and Ameyo to be Integrated with it OR Bidder's to be the parent application and your database to be embedded in Bidder's I Frame. Please confirm?	No integration in first phase, but however during future expansion, CRM should have capabilities to fetch data from BGSS Collections system(Inquiry API) and also updation of disposal code and remarks on realtime or on EOD as batch process. Not Day 0 requirement.
119	-	3.6-1	1. Custom fields Custom CRM headers can be added in the dialer as per the allocation file. Each campaign can have separate headers if required. There is a separate field to identify data based on PTP dates.	Which CRM is being referred here? Kindly specify if this is the internal Basic CRM which will come along with the Dialer Solution, or there is an existing CRM with which the Dialer Needs to be integrated?	Its internal Basic CRM which would come with Dialer. We need to build the CRM according to the collection process, the predefined items, necessary information would be provided as part of product setup.
120	-	3.5-4	4. Unlimited IVR Broadcast Calls are placed from the dialer with a pre recorded message to inform customers of a pending payment/past due payment/reminder calling, etc.	Kindly specify the Volume of Voice Blast which would be done daily / monthly. Can you please provide a flow of a Voice Blast call? For example, will there be Static Voice Messages Played, or will there be a Text-to-Speech required in the Voice Blast Message? Also will there be any option that has to be made available to Customers for payment of dues?	Static voice messages, Approx vol of IVR 15-20 Lacs per month, no options to be made available for payment of dues for now.
121	-	3.2	It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	Agent Details: How many agents are included in the current scope?	250 Agents
122	-	3.2	It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	What is the max agency count in the future - considering future scalability?	Tentaively agent count may increment upto 500 by 2023.
123	-	3.2	It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	If the solution is multi-site - How many sites? and Please call out agents sepecific to the location	3 sites, Baroda & Bangaore - Same collection process, connect thru VPN both the site 2 site tunnel
124	-	3.5	Please provide all the telco contexts that will be utilized for the inbound and outbound process viz. SIP, PRI, GSM, VoIP, etc. Please call out from where call manager will be receiving the SIP signal from ? Please provide asked details.	-	Please refer above point.
125	-	3.5	If the required solution is multi-site; How will the locations be connected with Central site?	-	VPN tunnel using IPSEC protocol
126	-	3.6	Integrations: Please call out what type of the 3rd party platforms of BGSS you have and what are integration touch points. There shall be one CRM System to be integrated, It is assumed that the APIs shall be provided. Or in case of CRM to be embedded on Ameyo for CTI pop-up the CRM shall be web-based and supports iframe. Kindly confirm	-	Yes
127	-	3.5.23	Is IVR call treatment required for inbound calls? If yes then what will be the flow and how many language options are required. Do we have skilled based routing of calls? Request you for a detailed call flow from inbound and outbound process.	-	Basically its only Outbound, however if customer calls back, call should land in agent desk, if agent is busy then a static IVR to be payed
128	-	NA	No. of wallboards required?	-	Need further clarification from bidders.
129	-	3.2	It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	Max. no of agents for which the hardware sizing needs to be factored?	140 agent from bardoa - stand alone (3 Nos) 16core, server, 64GB RAM, 3TB SAS, Raid 5
130	-	3.2	It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	Total concurrent agents will be. ?	250 agents
131	-	3.2	The infrastructure refers to the hardware, equipment, devices, software, telecom infrastructure, LAN components, licenses etc.	Hardware will be provided by BGSS or same need to be considered in our solution and overall costing.	Hardware would be provided by BGSS
132	-	3.9	Duration of the voice log storage?	As same is written 6months to 1 year, need exact number	One Year
133	-	3.2.D	In the event of any one location failing, the BCP/Alternate locations are designed in such manner that Agents are able to function from to handle the calls and auto Dialing of Calls is working seamless without interruption, subject to having the server at one location and accessing the Call Centre Solution from other locations connect to Data Centre	Failover: Redundency to be required for the entire Contact center setup. Pls confirm. And it is to be autoamtic switchover i.e. Hot failover or Manual switcover i.e. Cold Redundency.	BGSSL would provider servers for DR/HA & BCR, real-time data synchronization
134	-	3.7	-	Reports to be made available for what duration? And for all the customized reports please provide with the detailed structure of the reports required.	For reports duration: Please refer above point. For Customization: Please refer Clarification published on the website.
135	-	NA	-	The deployment model will be on-premise or cloud? Will On-premise be on VM?	The deployment model is over on-prem, stand-alone servers, preferably open sources platforms everything - Linux , MySQL, MongoDB, & KVM etc

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
136	-	3.2 - c	of Voice and Screen Recording	Considering the scope of RFP and industry practice for collection "Screen-recording" should not be required feature. Please remove screen recording requirement.	Day 0 requirement is to store all voice recordings, however the solution should have the capabilities to do screen recording as well (screen toggled between various applications during the call time)
137	-	3.10.1	Free unlimited customizations.	-	Please refer Clarification published on the website.
138	-	4.4	Exemption from submission of Tender Cost / Application money: Exemption from submission of tender cost shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups. The bidders who are MSE has to submit necessary document issued by NSIC and the bidder who are startups has to be recognize by Department of Industrial Policy & Promotion (DIPP) to avail the exemption.	MSME will come under this	Yes. Understanding is correct.
139	-	4.5.1	MSME Bidder has to submit a "Bid Security Declaration" on their organization's letter head duly signed and stamped by their authorized signatory accepting that if they withdraw or modify their bids during period of validity of the bid, or if they are awarded the contract and they fail to sign the contract, or fails to submit a performance security before the deadline defined in the request for proposal (RFP) document, they will be Blacklisted.	Under procurement guidelines, MSME has been waived off from submission of EMD and tender fees.	MSME has been waived off from submission of EMD and tender fees on submission of necessary document issued by NSIC. Hence "Bid Security Declaration" is required on their organization's letter head duly signed and stamped by their authorized signatory. For details please refer RFP document.
140	-	3.2	The infrastructure refers to the hardware, equipment, devices, software, telecom infrastructure, LAN components, licenses etc.	Hardware will be provided by BGSS or same need to be considered in our solution and overall costing.	BGSS will provide the necessary infrastructure like server, network, switches/Firewall, including the internet line, Except Vmware & Win server licenses, we suggested Linux platform, since we proposed 3-Servers & 2 Server from Bangalore, to manage the HA, DR & BCP perspective, also we would like to have a real-time DB synch in both locations to avoid Downtime
141	-	1. Appendix 08	Integrity PACT, its mentioned the we have to print it on INR 100 stamp paper with signature, due to lockdown arranging this with physical signature is very difficult.,	-	Stamp Paper is preferred but given the COVID situation we are OK with stamp sign for now
142	-		2. If we send all the required details including bid over the mail the file size would be very high and its mentioned over the notification the mail size should not exceed 10 MB, should be send the details in multiple mails.	-	Yes Bidder can share required Bid documents in multiple mails however, each mail should be properly numbered. For eg. If Bidders has to share bid documents in three different mail, then each mail should be mentioned as M/s..XX RFP No..XXXX Bid mail No. 1 of 3...2 of 3.... As the case may be. For details please refer 'Guideline to submit documents online for Procurement of Call Centre Solutions'.
143	-	ANNEXURE 1	- ELIGIBILITY CRITERIA 'Bidder should have experience of providing and implementing at least 5 projects / solutions of contact centre , etc. with the same OEM , of which 3 should be in BFSI & 1 in Banking / NBFC	-	No change
144	-	-	2. Request you to extent the RFP Submission date by a Week's time.	-	Please refer Addendum
145	6	6	1.7	Last Date and Time for receipts of tender bids 21.05.2020 at 15:00hrs IST	Please refer Addendum
146	18	3.10'	3.10 Customization & Others 1. Free unlimited customizations	Need clarity on the free unlimited customizations, what kind of customisations are anticipated?	Please refer Clarification published on the website.
147	-	General	DC & DR	Do we need to cover 24*7 at both DC and DR by FMS Resource	Yes
148	12	3.2	It functions from its Primary Site Baroda (140 Agents) and operates from Alternate/BCP site at Hyderabad / Bangalore Hot site (40 Agents) and Gandhinagar, Hot site (50 Agents) in case of Disaster / BCP drills.	What would be the Agent Location.? Please let us know DC and DR locations clearly	Agent location (Primary) - Baroda - 140 agents, Bangalore - Secondary - 50users agents, We will have 2 different regions wise SIP, ILL, servers & Network appliances, we would need to have a BCP/DR , HA have to be configured in each site, DR/DC -both the locations if anything gets down, both sites are connected via VPN tunnels
149	12	3.2	The current technology setup at these setup is provided with Internet Leased Line and Telcom Service like SIP lines . SIP Lines are terminated at Servers. Its feasibility has been done for further scalable to more numbers of seats.	6)What are the total no of Sip Channels and/or PRI lines ? at DC and DR ?	Baroda 700 SIP Channels Bangalore 200 SIP Channels Gandhinagar 100 Sip Channels
150	18	3.9	Operating systems should support Linux	Is you referring to Agent Desktops or Server? Or both, Kindly clarify	Server (which would be provided by BGSSL with the Open sources platform-Linux, client PC - Win10, we don't provide, VM's/Windows server, everything will be open sources platforms, everthing BGSS will be provided(onprem model)
151	18	3.9	The call records, CRM data to be maintained at least 6months – 1Yrs in the DB	This feature will be available with the dailer and not the CRM, are you looking for this in CRM? Kindly clarify	BGSSL is looking for both dialler + CRM (web-based collection tracking apps), call records to be maintained -1yrs, either in Dialler or CRM