

Short Term Tender for Establishment of 24X7 MWD Helpline for Minority Welfare Department situated at Maulana Abul Kalam Aazad Bhavan, No.16 Millers Tank Bed Area, Vasanth Nagar, Bangalore-560 052.

Pre-Bid meeting Queries & Answers **Dated:16/06/2022**

Sl.No	Queries/Condition mentioned in the tender doc	Answer/Updates from Dept./ Condition changed to
Name of Person(s) Representing the Bidder: Jayasimha R from Cimmons Integrated Services Pvt. Ltd.,		
1	In the page number-13 of RFP/ tender document Point no.2 The annual turnover is mentioned as 5 cr " Clarification/suggestions: For a startup, having a tenure of 2 years, 2-3 cr is feasible.	The condition mentioned in the tender document stands unchanged
2	In the page number-13 of RFP/ tender document Point no.1 The tenure of the bidder should be 5yrs Clarification/suggestions: Please consider the quality of services with 2 years and above	The condition mentioned in the tender document stands unchanged
3	In the page number-13 of RFP/ tender document Point no.4 Regarding Helpline/Call Center Clarification/suggestions: Please provide clarity on if a call center with existing helpline services for private ltd companies can participate.	The condition mentioned in the tender document stands unchanged
Name of Person(s) Representing the Bidder: Vivek from GS Management Services Pvt. Ltd.		
1	In the page number-13 of RFP/ tender document Point no.6 The Agency shall have minimum 100 Employees on roll and have already registered their firm with ESI, PF,PT, & GST and copies of all registration certificates and licenses up to date must be uploaded along with Previous month (April 2022) PF & ESI Returns with paid challan. Clarification/suggestions: The Agency shall have minimum 100 Employees on roll and have already registered their firm with ESI, PF, PT, & GST and copies of all registration certificates and licenses up to date must be uploaded along with (March 2022) PF & ESI Returns with paid challan.	The condition mentioned in the tender document stands unchanged
Name of Person(s) Representing the Bidder: Dileepa R from M/s. MERU Info Solutions		
1	In the page number-5 of RFP/ tender document at clause related to scope of work in overview point No. (C) 100% Voice Recording Clarification/suggestions: kindly clarify who will provide the technical support for the voice recording process.	The work has to be executed in co-ordination with CRM software Team
Name of Person(s) Representing the Bidder: Shobha B L from DM Consulting India Pvt. Ltd.		
1	In the page number-13 of RFP/ tender document Point no.2 In document Mentioned average turnover 5 crore may I know the reason Clarification/suggestions: is it negotiable for 2 crore	The condition mentioned in the tender document stands unchanged

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2	In the page number-13 of RFP/ tender document Point no.2 In documents asked turnover for FY 18-19, 19-20 and 20-21 but in Financial status u mentioned for 19-20, 20-21 and 21-22 Clarification/suggestions: Please specify the FY 19-20, 20-21 and 21-22	Request considered & changed to "FY 2019-2020,2020-2021 & 2021-2022 will be considered everywhere"
3	In the page number-21 of RFP/ tender document Point no.2 Regarding Administrative/Service fee. Clarification/suggestions: May I know the Maximum % Administrator/Service fee for this tender ?	No specific limits for maximum administrator service fee, L1 bidder will be selected based on the lumpsum amount quoted, the approximate estimated value of tender is already mentioned in the tender doc

Name of Person(s) Representing the Bidder: S.E. Valavan from Oasys Cybernetics Pvt. Ltd.

1	In the page number-5 of RFP/ tender document at clause related to scope of work in overview point No. (C) c) The Centre shall operate 24x7 on all days including holidays. The timings can be altered according to the requirement from time to time. The number of seats to be occupied for the shift will be specified by MWD department. (Total number of employees shall be 21) Clarification/suggestions: Need to understand if the number of employees are 21 for all the shifts or is it 21 for each shift. Are backup also taken up for consideration	The total number of employees for all the three shifts will be 21.
2	In the page number-6 of RFP/ tender document at clause related to scope of work in overview i) The helpdesk shall operate from the GOV or within the office premises between 24/7 including all govt. holidays The successful agency shall record and store all Voice calls of helpdesk and share the same with MWD Department, as and when requested by MWD Department Clarification/suggestions: Can this be done over cloud so that calls can be taken by the employees from home in case of "Force Majeure"	The condition mentioned in the tender document stands unchanged