

Annexure A

Reply to Pre-Bid queries of the HELPdesk RFP				
S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Remarks
Agency 1				
1	1.6.1 Pre-Qualification (PQ) Criteria (Stage-1) page no.20	The prime Bidder should have obtained an ISO 27001:2013 & ISO 20000 certification	Spice Digital Limited is ISO 9001 & ISO 27001 certified company. Kindly confirm if we can submit above mentioned certificates against this eligibility clause or if it is mandatory to submit ISO 20000.	The clause may be read as: The prime Bidder should have obtained an ISO 27001:2013 or ISO 20000 certification
2		Location to setting up the call centre is not mentioned	The location for setting up is not mentioned. Is this bidders location or it needs to set up in Patiala.	Please refer Section 2.1 under Scope of work. The last line clearly says "ETTSA proposes to have Helpdesk in Patiala. "
Agency 2				
3	Page 28	2.1 Technical:- SP needs to implement and operate the Helpdesk project as a service to ETTSA. SP needs to do the appropriate solution design and sizing for the project as per the scope of work and other terms and conditions of the tender. In case SP has not considered any component/service which is necessary for the project requirement, the same needs to be brought by the SP at no additional cost to ETTSA. ETTSA proposes to have Helpdesk in Patiala.	As per our suggestion due to easy availability of call center infrastructure and requisite manpower in and around Mohali, hence the bidder be permitted to start their operations from Mohali also.	As per RFP

4	Page 73	Form 2: Financial Proposal (Pricing Format) 7. Unit Prices quoted by bidder should be exclusive of taxes. 8. Taxes will be paid as applicable. 10. Price quoted should be inclusive of all taxes and all other additional charges.	Please clarify as point no 7 & 8 are contradictory with point no 10. as we suggest please quote rates exclusive of all taxes and if quotes are exclusive of all taxes please make the necessary changes in the form no 2 financial proposal.	Point No. 10 may be read as: 10. Price quoted should be inclusive of all other additional charges. Please refer to the Financial proposal (pricing format) on Page No 73. Separate coloum have been mentioned for unit price and as well as applicable taxes. Current applicable taxes may be taken while filling quotes in the financial
Agency 3				
5	Pre-Qualification (PQ)	Pre-Qualification: 4. Bidder and consortium should be profitable and have a positive Net Worth for each of the last three financial years (i.e. 2016-2015, 2015-2014& 2014-2013)	Request if can consider "Operating Profit" as criteria, like to Propose following Pre-Qualification Criteria: 4. Bidder and consortium should have operational profit for each of the last three financial years (i.e. 2016-2015, 2015-2014& 2014-2013) and should have positive net-worth as on 31/03/2016.	Accepted
Agency 4				
7	PQ: Clause 6, Page 21 :	The Bidder/consortium partner providing BPO/Call Centre services must have registered itself with Department of Telecommunication (DoT)/ TRAI. Copy of DOT/ TRAI certificate for the proposed sites	Suggestion OSP license has to be taken by bidder for the said process with 30 days of award of Contract	Accepted OSP license to be submitted within 30 days or go-live date, whichever is earlier.
8			Please detail the nature of call and AHT to calculate the overall required capacity	The estimates of the overall capacity has been given under section 7 of the RFP. Also, he first 03 months are being considered as the beta period or the lerning period, which shall make the data available for any calucation.