

**Greater Noida Industrial Development Authority**

**Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority**

**Annexure 1: Queries and Clarifications**

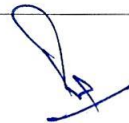
This is in reference to "Management, Setup and Operations of 05 Seater Helpline Centre at Greater Noida Industrial Development Authority" published by Greater Noida Industrial Development Authority, may be read with following modifications:

**Annexure 1: Queries and Clarifications** Tender Ref No.- GRENO/SYSTEM/2022/34039 Dated 13-05-2022 **Tender ID- 22\_GNIDA\_700369\_1**

Sr.	Reference in RFP	Clause in RFP	Query Raised	Participant's Name	Clarifications by GNIDA	
1.	Clause 1-Data Sheet; Point no-07; Page- 03	7 Financial Bid to be submitted together with Technical Bid	Yes	It is mentioned that "Financial Bid to be submitted together with Technical Bid – Yes" As per our understanding Financial bid should not be part of the technical bid. Kindly clarify.	Cyfuture India Private Limited	As per RFP
2.	Clause 2.1. Scope of Work; D- Working space & infrastructure requirements; Pg- 6	Only working space, furniture and electricity facility will be provided to the selected Contractor by GNIDA. For all other equipment like landline telephones (05 lines with hunting facility at Help Line Centre of GNIDA Greater Noida, Mobile Phone (for SMS), Computers, Printers, Server, Networking, Web based CRM Software, etc. shall be arranged and maintained by the selected Contractor.	Will the telephony charges will get reimbursed on actuals by the department or bidder needs to take care of it?	Cyfuture India Private Limited	GNIDA shall pay for the telephone charges; the equipment will be brought by the bidder.	
3.	Clause 2.1. Scope of Work; A.Deployment of Resources: ; Pg- 6	1. Deploy minimum <b>12 trained resources</b> to carry out the functions of the Helpline Centre, including a <b>Team Manger/ Team Leader</b> . This Team Manger/ Team Leader will be the point of contact for GNIDA and will be responsible for reporting and management of the works allotted to	Is there any Male – Female ratio to be maintained?	Cyfuture India Private Limited	The team will be assessed at the time of deployment by both bidder & GNIDA officials.	



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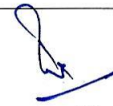
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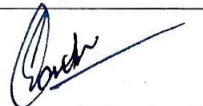
		the team.			
4.	NA	NA	Will the department provide amenities like water, tea etc. to deployed resources?	Cyfuture India Private Limited	GNIDA does not mind if the bidder uses the Office Canteen. The Canteen is functional during office hours for pay & purchase. All the floors have water coolers as well.
5.	Clause 2.1. Scope of Work; A. Deployment of Resources: ; Pg- 6	Deploy minimum 12 trained resources to carry out the functions of the Helpline Centre, including a Team Manager/ Team Leader. This Team Manager/ Team Leader will be the point of contact for GNIDA and will be responsible for reporting and management of the works allotted to the team.	Team Manager/ Team Leader is included in total count, what would be shift TM/TL and who will be supervisor available in rest two shift.	Eureka Outstanding Solutions	The Team leader must be present from 9 am to 6 pm every day. For the remaining time, he can coordinate through telephonic communication.
6.	Clause 2.1. Scope of Work; A. Deployment of Resources: ; Pg- 6	Deploy a minimum of 5 trained resources to carry out the functions at the Helpline Centre during day shifts (7:00 am to 3:00 pm) minimum of 4 trained resources during evening shifts (3:00 pm to 11:00 pm) & minimum 3 trained resources during night shifts (11:00 pm to 7:00 am)	This is total 8 hours shift, is this including 1 hours of non productive AUX, if not then we would be required additional seat for overlapping of shift in 9 hours	Eureka Outstanding Solutions	The team members can coordinate the break times, keeping in mind that at least 75% of the staff is at the desk at all times to attend the calls. – no calls to be missed- penal action
7.	Data Sheet; Clause-06; Page- 03	Performance Security 10% of the Contract Value	As per Ministry of Finance, Government of India office memorandum No. F. 9/4/2020-PPD. It was advised to have 3% Performance security for government tenders. We request you to reduce performance security as per govt. guidelines.	Eureka Outstanding Solutions	As per RFP
8.	NA	NA	Please provide training duration for Calling agents	Eureka Outstanding Solutions	The first 02 days of joining can be after the signing of the contract; can be treated as the training period.



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					During this time the team members will be oriented about the scope of work etc.
9.	NA	NA	Please confirm whom to address Demand Draft (DD) in case a bidder want to pay EMD offline.	Eureka Outstanding Solutions	As per RFP- EMD has to be paid in ONLINE MODE only.
10.	Clause 2.1. Scope of Work; F. Technical Specifications; Pg- 9	Data base containing predefined questionnaire (FAQ) feature should be available in the CRM. FAQs will have to be updated regularly, minimum once every month to ensure correct & updated information is available with the Helpline staff as per the approved Standard Operating Procedures.	Will the questions be shared by the department? Would there be selection of questions by the department and approve all additions there off?	OASYS Cybernetics pvt.ltd.	The bidder will frame the FAQs and GNIDA will help in answering them.
11.	Clause 2.3. Attendance and Biometric; Pg- 11	Daily Biometric attendance of the Helpline staff is mandatory, the machine for this purpose is installed at GNIDA office complex. In case of default, a penalty for Rs.750 per day per staff may be imposed on the Contractor. In case of absence of one or more staff for a period more than 02 days, a replacement shall be provided immediately by the Contractor.	Can attendance be done thro mobile. The can help if the biometric device is unable to record the attendance.	OASYS Cybernetics pvt.ltd.	As per RFP
12.	Clause 2.5. Service Level Agreements and Penalties; Pg- 11	Attendance 100% Measured as attendance of all resources deployed for the Helpline Centre. Attendance via biometric machine installed by In case of default, a penalty for Rs.	Attendance of 100% is very tough to achieve. This should be relaxed.	OASYS Cybernetics pvt.ltd.	As per RFP- GNIDA allows the replacement of team members in case any absentees. In this scenario, the achievement of 100% attendance is

  
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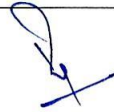
  
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		750/- per day per staff may be imposed on the contractor. In case of absence of one or more staff for a period more			possible.
13.	Clause 5. General Condition of Contract; 5.2.6. Termination; page-24	e) If the Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.	The lead time should be 120 days before termination is decided by the department.	OASYS Cybernetics pvt.ltd.	As per RFP
14.	NA	NA	<ol style="list-style-type: none"> <li>1. No of Concurrent Users</li> <li>2. Max Transaction per Day</li> <li>3. Max Size of Write /Transaction year</li> <li>4. Any Document Upload Permitted</li> <li>5. Max Size of File in MB</li> <li>6. Max Files per User</li> <li>7. Database Backup Policy</li> <li>8. Database Retention Policy</li> <li>9. DC - DR Policy</li> <li>10. RPO -- Recovery Point of Object</li> <li>11. RTO -- Recovery Time of Object</li> <li>12. Data Archival Policy</li> </ol>	OASYS Cybernetics pvt.ltd.	Selected bidder to advice on such issue if requirements come in picture.
15.	Page No. 3 Data Sheet Point No. 2	Time-period of contract 1 year + 2 year extension based on performance	Kindly extend the time-period of contract for minimum 3 years.	Alankit Assignment Limited	As per RFP
16.	Page No. 3 Data Sheet Point No. 4	Bid Processing Fee: INR 6,180 Including GST (Rupees Six thousand one hundred and eighty rupees only - including GST@18%)	In line with Ministry of Finance Office Memorandum No. F.9/4/2020-PPD dated 17.11.2020; the Bidder should allow submitting "Bid Security Declaration" in lieu of EMD. Ernest Money Deposit (EMD)	Alankit Assignment Limited	As per RFP


  
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			<p>INR 50,000/- (INR Fifty thousand only)</p> <p>You are also requested to kindly amend this section and allow submitting Bid Securing Declaration in lieu of EMD &amp; Bid Processing Fee .</p>		
17.	Page No. 3 Data Sheet Point No. 6	Performance Security 10% of the Contract Value	<p>Performances Security should not be more than 3% as per latest laid down GFR Rules and modified recently vide order No. F.9/4/2020-PPD dated 12/11/2020 by Ministry of Finance.</p> <p>Request you to please amend this clause in lieu of above said GFR Rule.</p>	Alankit Assignment Limited	As per RFP
18.	Page No. 9 Point No. d	Electronic Private Automatic Branch Exchange (EPABX):	Please clarify who will establish EPABX.	Alankit Assignment Limited	Already established by GNIDA
19.	Page No. 10 Point No. 6	Recording facility of voice calls should be available in customer support system.	How much time of recording would be required?	Alankit Assignment Limited	As per the requirements of GNIDA
20.	Page No. 11 Point No. 2.4. Payment Terms	The Helpline Centre payments will be paid on Quarterly basis after adjusting for penalty (if any) as per person-month cost given by the bidder. The Cost	Request you to amend quarterly payment to monthly bases.	Alankit Assignment Limited	As per RFP

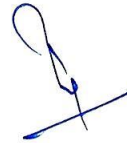
  
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		will be computed by multiplying the number of persons deployed every month (during 3 shifts) with that of cost of per person month rate.			
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