

Corrigendum No. :1

Central Public Procurement (CPP) Portal Tender Id: 2022_DIT_725152_1

Tender Ref. No. RFP No. DIC/AP/Empanelment/IVRS/1 dated 23-Nov-2022 for EMPANELMENT OF MSP FOR CONTRACT CENTRE SOLUTION

Clarifications to Queries Received by Digital India Corporation

Date of Issue: 6 Dec 2022

S. no.	RFP Page No.	RFP Clause No.	Existing Clause	Query	Response
1	7	Table 2: Technical Evaluation: S.No 3	Total number of unique callers handled on IVR/ cloud telephony/ Contact Centre services (Self Certified) on a single day(Submit Bills from Telecom Operator) a. 50000 to 100000 unique customers – 5 Marks b. >100000 and <=200000 Unique Customers- 7 Marks c. >200000 Unique Customers- 10 Marks	Telecom Operators Bills can be provided but they don't show unique customer details. We therefore request the buyer to allow evaluation of this criteria based on self-cortication only.	The bidder may also submit the self-certification on their letterhead
2				50000- to 100000 unique callers	
3				It is asked to provide telecom operator bills – customer's number are present in the bill and the relationship with a service mapped to the bill will be a challenge as the detailed bills runs in 3 digits thousands of pages. We suggest that summary of a service covering the counts should be considered for this point along with vendor's self-declaration and supporting client's agreement.	
4	4	Table 1: Pre-Qualification Criteria : Point 4	The bidder should have an experience of a minimum 4 years supporting IVRS/Cloud telephony Technology in India	The bidder should have an experience of a minimum 4 years supporting IVRS services on Cloud /Cloud telephony Technology in India on a true cloud multi-tenant architecture.	No Change, As per the RFP

5	4			Request your good office to change it to " The bidder should have an experience of 2 years supporting IVRS/Cloud telephony Technology in India ", to allow better participation among quality bidders.	The bidder should have an experience of 2 years supporting IVRS/Cloud telephony Technology in India
6	4	Table 1: Pre-Qualification Criteria : Point 5	The bidder should have served at least Live unique 500 active enterprises/Services specifically for services to ascertain stability and scalability of the services.	The bidder should have served at least Live unique 1500 active enterprises/Services specifically for cloud telephony /IVR services on the cloud services to ascertain stability and scalability of the services.	The bidder should have served at least Live unique minimum 50 active enterprises/ clients Services specifically for services to ascertain stability and scalability of the services
7	4	Table 1: Pre-Qualification Criteria : Point 5		Request your good office to change it to " The bidder should have served Live unique 100 active enterprises/Services specifically for services to ascertain stability and scalability of the services ", to allow better participation among quality bidders.	
8	4	Table 1: Pre-Qualification Criteria : Point 5		Is it 500 clients? If yes - A MSME/start-up will not have such huge number of clients, request you to re-look at this clause and make it within 50 clients	

9	4	Table 1: Pre-Qualification Criteria Point 6	<p>The bidder should have Avg. Rs. 10 Crore revenue in each of last three year from Contact Centre solution as a service/ hosted IVRS (FY 2018-19,FY 19-20, FY 20-21 or FY 2019-20,FY20-21,FY 21-22) For MSME</p> <p>The bidder should have Avg. Rs. 5 Crore revenue in each of last three year from Contact Centre solution as a service/ hosted IVRS (FY 2018-19,FY 19-20, FY 20-21 or FY 2019-20,FY20-21,FY 21-22)</p>	<p>The bidder should have Avg. Rs. 10 Crore revenue in each of last three year from IVRS services on Cloud /Cloud telephony Technology in India (FY 2018-19,FY 19-20, FY 20-21 or FY 2019-20,FY20-21,FY 21-22)For MSME The bidder should have Avg. Rs. 5 Crore revenue in each of last three year from IVRS services on Cloud /Cloud telephony Technology in India(FY 2018-19,FY 19-20, FY 20-21 or FY 2019-20,FY20-21,FY 21-22). Such revenue shall not be coming from SMS or Call broadcasting (OBD) services or other similar services which is not around cloud telephony services.</p>	No Change
10	Pg. 2 & 18	3.CONTRACT DURATION AND TERMINATION, 13.a. Termination of Contract	<p>Termination: DIC may terminate this agreement, by issuing a written termination notice of period 90 (Ninety) days to the empanelled bidder, after the occurrence of any of the events specified below:</p> <p>a) The empanelled vendor becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or takes advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;</p> <p>b) The empanelled bidder fails to comply with any final decision</p>	<p>Unilateral clause - Please consider to make this clause mutual and provide us the right to terminate in certain cases such as- for any consecutive failure of making payment without any reason , adherence to any govt. or regulatory order.</p>	No Change

			<p>reached as a result of arbitration proceedings</p> <p>c) The empanelled bidder submits to DIC a statement that has a material effect on the rights, obligations, or interests of DIC and which the empanelled bidder knows to be false; Page 3 of 32</p> <p>d) Any document, information, data or statement submitted by the empanelled bidder in its Proposals, based on which the empanelled bidder was considered eligible or successful, is found to be false, incorrect or misleading;</p> <p>e) DIC in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.</p>		
11	6	Table 2: Technical Evaluation: S.No 1	Average Annual turnover in last three year from Contact Centre solution as a service/ hosted IVRS (FY 2018-19,FY 19-20, FY 20-21 or FY 2019-20,FY20-21,FY 21-22)	Average Annual turnover in last three year from IVRS services on Cloud /Cloud telephony Technology in India (FY 2018-19,FY 19-20, FY 20-21 or FY 2019-20,FY20-21,FY 21-22) 20 crore and above	No Change
12	7	Table 2: Technical Evaluation: S.No 3	Number of IVRS/Cloud Telephony/ Contact Centre Projects executed in the last 3 years (Work Order to be submitted): No. of Projects with Minimum Value of 10 Lakhs	Number of IVRS services on Cloud /Cloud Telephony/ Contact Centre Projects in cloud executed in the last 3 years 1-500 project 501-1000 project 1001-1500 project	No Change

13	7	Technical Evaluation Point no 3 of S No 6.1	(Furnish the details in the attached format at Table 5) a. 1-5 Projects -5 Marks b. 5-10 Projects -10 Marks c. >10 Projects-15 Marks	Price components of work orders generally includes onetime costs and recurring costs. Therefore, figures mentioned in the work order doesn't necessarily reflect the overall value. We therefore, request buyer to allow submission of CA certificate for confirmation of payments >10 lakhs under each project/PO.	Yes, The bidder may also submit the Certificate from CA to verify the project value
14	7	Table 2: Technical Evaluation: S.No 4	Years in Business in India as a technology service provider, as on closing date of EoI	Years in Business in India as a Cloud IVRS services on Cloud /Cloud Telephony/ Contact Centre Projects in cloud technology service provider, as on closing date of EoI	Read As: Years in Business in India as a Cloud IVRS services on Cloud /Cloud Telephony/ Contact Centre Projects in cloud technology service provider, as on closing date of EoI
15	8	Table3: Technical Compliance and Technical Demonstration	Technical Demo to be provided	Is it okay if the bidder attaches screenshots and videos in the proposal? The complete technical demo will be provided during the evaluation presentation. Hope this is fine.	Yes
16	9	Table3: Technical Compliance and Technical Demonstration serial number 5	Provide GUI to manage the IVRS menu options, Add and delete users, Add and delete departments,	We suggest that all new age IVRs to be human like and need to have back end API integration, such functionality cannot be achieved by such GUI based system. Hence request you to clarify if IVRs can be back end developed as well (under this point) as part of the managed service offering by the vendor.	GUI is required to manage the call flow, menu options etc. The bidder also need to demonstrate the same

17	9	Table3: Technical Compliance and Technical Demonstration serial number 8		Provide GUI to manage the IVRS menu options, Add and delete users, Add and delete departments create single level flow multi-level ivr flow, create voice recording using TTS from GUI itself on DIY basis, create location based, contact based IVR DIY, Adding multiple numbers for single agent in case first number goes not reachable, create outgoing campaigns and jobs.	Minimum functionalities as per the original RFP document, however additional functionalities are optional
18	10	Table 3, Point 15	Text to Speech-Hindi, English	The Bidder does not provide proprietary TTS Engines but comes pre-integrated with one. The TTS Engine is capable of supporting Hindi, English dialects.	TTS engine should be capable to support multiple dialect/languages as per the requirement of the project
19				Request you to clarify on the functionality	
20	11	Table 3, Point 19	PRI Redundancy	– It is asked to provide snapshot of the dashboard. Since PRI redundancy is a back end configuration, request you to relook at this point. Will architecture and deployment diagram suffice of this point?	Yes, Also the bidder may demonstrate the same at the time of presentation
21	11	Table 3 24 to 30		Request you to clarity if API document with sample APIs will suffice for these points?	Yes
22	11	Table3: Technical Compliance and Technical Demonstration Point 30	CRM Integration API	As per RFP, DIC has its own CRM and bidder will be integrating the DIC CRM with its Contact Centre solution. While the techniques of integration with CRM will be agreed later, the CRM data will be owned and maintained by DIC. And DIC will provide APIs to use the CRM data. Please let us know if this assumption is correct.	DIC may require another CRM as per the requirement of the projects

23	11	Table3: Technical Compliance and Technical Demo Point 32	Accessibility of multiple accounts with same login credentials and switching from one account to another without logging multiple times.	Can you please elaborate on the purpose of multiple accounts with the same login credentials?	DIC would like to manage multiple accounts through a single login
24	12	Table 3, #33	Having facility to fetch the information on API from the customer data base and informing the same to the caller on a real time basis.	Will DIC provide access to the APIs (REST and SOAP) along with related technical documentation?	As per the requirements of the project.
25	12	Table3: Technical Compliance and Technical Demonstration Point 39	TTS, Voice with AI and ML support	From this clause we understand that the contact centre solution should have the integration capability with ASR and TTS. Please let us know if this assumption is correct.	Yes
26	12			Please clarify if this point is meant for speech recognition system. We suggest that any modern day interaction system should have speech recognition capability in all major Indian language. Eg. The IVR should have automation with speech recognition capability to understand human speech inputs and should be able to handle calls in an automated manner in their native language.	Yes
27	13	Table 3, #43	Customization of CRM popup screen, if any with integration to CRM of Developed by DIC. Facility for agent to receive, Hang-up and dispose the call with various options on DIC	Does DIC have necessary APIs available for the DIC's CRM Tool?	Yes, however bidder should also have the facilities for CRM and Its integration with any web application

			CRM along with the profile of the caller (from DIC CRM).		
28	13	Table3: Technical Demo Sr. No45	Facility to listen 'live calls' without the agent or caller knowing for quality monitoring purpose.	Facility to listen calls without the agent or caller knowing for quality monitoring purpose.	Read As: Facility to listen calls without the agent or caller knowing for quality monitoring purpose.
29	17	10. Confidential Information & 11. Use of Confidentiality	10. Confidential Information: The vendor shall hold in confidence all business and technical information concerning the business and research plans or activities of DIC and its affiliate which is made available to them or which they may come to know during the execution of service with DIC 11. Use of confidentiality: The vendor shall not, without the prior written approval of DIC as appropriate, use the confidential information which contractor is required to keep confidential for any purpose other than the performance of service under an order	Unilateral clause - Please consider to make this clause mutual. We will also be sharing information during the process which is confidential. Hence, we need this clause to be mutual.	No Change
30		Work Order Award Process		The Work Order will be awarded between the empanelled vendors based on Technical and Financial Evaluation: The minimum Technical Evaluation criteria is as follows. Depending on the Project additional	No Change

				<p>criteria will be added:</p> <ol style="list-style-type: none"> 1. Empanelled Vendor should have deployed Contact Centre as a Service or IVRS services on Cloud for a minimum of 3 Projects in the last 3 FY (FY 2018-19, FY 19-20, FY 20-21 or FY 2019-20, FY20-21, FY 21-22) 2. Empanelled Vendor should provide a cloud scalable and available Contact Centre as a Service or IVRS services on Cloud solution. 3. Empanelled Vendor should provide a secure cloud solution with at least the following security features: <ol style="list-style-type: none"> a. Should support DDOS protection b. Should support encryption at rest and encryption in transit c.. Should support Cloud based Artificial Intelligence /Machine Learning services that can be enabled as an when required by DIC d. Should support Cloud billing, cloud management and SLA reports e. Should support Identity and Access Management policies 4. Empanelled vendor should open a dedicated Cloud Account ID for DIC. DIC may use this dedicated account ID as a single tenant/ multi-tenant account ID in order to provide services to end departments. 	
31	NA	General	Query	Toll-free numbers to be procured by vendor or will be procured and owned by DIC?	DIC may also procure the toll free number from the bidder as well as per the requirement of

					the project. Also we may ask to map the toll free number owned by DIC.
32	NA	General	Query	SMS should be part of the proposal / commercials or SMS cost will be incurred by DIC? In case of vendor incurred SMS cost: will the vendor be provided TRAI certificate for discounted SMS rates for SMS providers?	This EoI is for empanelment, however at the time of RFQ, we will provide the details if we require discounted SMS or non-discounted SMS
33	NA	General	Query	Since it's an EOI – we can suggest that for technical requirements, certificate of compliance should be taken from bidder with self-declaration. We suggest that the evidences for the technical presentation should be taken during the actual RFP process and after the technical presentation and demo.	AS per the RFP
34	NA	General	Query	What would the average volume of calls which solution is expected to handle on monthly basis? What would be the average call duration?	DIC is empanelling the vendors for various projects. The call volume will be based on the requirement of project, which will be specifically proposed in the RFQ

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