

CORRIGENDUM / CLARIFICATIONS / CORRECTIONS / AMENDMENT / ADDENDUM

RFP No- 2048 dtd:27.2.2024

Selection of Agency "Operation & Management of Call Center at Sundargarh District" under District Mineral Foundation (DMF), Sundargarh

DATE: 02.03.2024

Bidders may take note of the following Corrigendum/ Clarifications /Corrections/ Amendment /Addendum .

1. The Corrigendum/ Clarifications /Corrections/ Amendment /Addendum mentioned in this document should be read along with the tender document and necessary revisions in respective sections/ sub-sections, annexure, appendices, terms and conditions, etc. should be incorporated by the bidders at the time of submission of their bids.

2. This document should be treated as part of the tender document itself.

ADDENDUM

SL No	Designation	No. of Resource	Qualification
1.	Sr. Call Centre Executive	1 (As per requirement)	<ul style="list-style-type: none">• B.E./ B. Tech/ /MCA/ M.Sc. (IT/ CS)/ B. Sc.(IT/CS)/ Graduation with Computer Diploma/ PGDCA/ BCA. Graduation in any stream with basic knowledge of computers and IT systems or Diploma with specialization in computers / I.T.• Minimum 6 years' experience of working in call Centre and must have minimum 3 year in Govt. Call Centre experience.• Basic knowledge of handling Desktops/ Networks/ System Administration/ LAN connections/ troubleshooting Windows related and its updation related issues/ Issues related to updation of Antivirus/ Internet connections etc.• Languages known: (Read, Write and Speak): Odia, Hindi and English• Working knowledge of MS Office

2.	Call Centre Executives	14 (As requirement)	per Graduation in any stream with basic knowledge of computers and IT systems or Diploma with specialization in computers / I.T. <ul style="list-style-type: none"> • Minimum 2years' experience of working in call Centre. • Language Known (Read, Write and Speak): Odia, Hindi, English) • Working knowledge of MS Office
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I. The Call Centre Executive shall be responsible for following activities (but not limited to)

Sr. Call Centre Executive Responsibilities

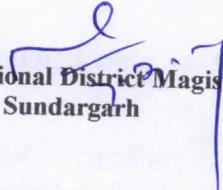
- Reporting to Deputy Collector Emergency Sundargarh on daily/weekly/monthly or as and when required
- Team Management
- All type of administrative activities
- Coordination with Different department regarding to citizen grievance
- Grievance Monitoring
- Receive and respond to inbound calls and make outbound calls as per requirement.
- Capture all relevant data related to the calls in the existing CRM software of Helpline Call Centre.
- Follow-up and tracking of complaints/ grievances for closure and response to citizen.

Pre-proposal Clarification

Pre-proposal Clarification for RFP No. 2048/dated 27.2.2024 for Selection of Agency "Operation & Management of Call Center at Sundargarh District" under District Mineral Foundation (DMF), Sundargarh					
Sr. No.	Page No	Section No.	Content of RFP Requesting Clarification	Change/Clarification requested	Response to the Queries by the Client
1	15	4 Point No.1	Earnest Money Deposit (EMD) I. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 1,60,000/- (One Lakhs Sixty Thousand only) in shape of DD from any scheduled/nationalized bank in favor of "COLLECTOR , SUNDARGRH, " payable at Sundargarh.	Is the EMD and Tender fee to be deposited by MSME vendor also?	Kindly Ref to Clause No:4 point no-2 (Page No-15)

2	15	4 Point No.2	If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.	Please confirm EMD and tender fee are exempted for MSME bidder or not?	Kindly Ref to Clause No:4 point no-2(Page No-15)
3	31	Section-III , Point No-2	Premise	Will Department provide the premises for the call center free of cost to the vendor? Is electricity, utilities, Air Conditioning, etc. be given by Department at the premises of call center.	kindly ref section III , Point No- (2)
4	11	Section II. (1) Point 3	Pre Qualification Criteria	Kindly consider it as 5 seat capacity per shift.	Minimum 15 seats (Seat= no of sitting capacity in a shift)
5	21	Point 9, Clause - 3	Online Presentation	request for kindly allow online technical presentation for selection of an agency for the Operation and Management of Call Center at Sundargarh district under DMF	No change

All the other terms and conditions of the said RFP shall remain unchanged.


 Additional District Magistrate ,
 Sundargarh