



**SOUTH DELHI MUNICIPAL CORPORATION
INFORMATION & TECHNOLOGY DEPARTMENT
24th FLOOR, DR. SPM CIVIC CENTRE
J.L. NEHRU MARG, NEW DELHI-110002**



F-958/DIT/SDMC/D- 1007

Dated – 03rd Jan 2018

Subject:- Pre- Bid Queries/Reply dated 27.12.2017 at 03:00 PM for Setting up of Call Centre in the South Delhi Municipal Corporation(HQ).

This is with reference to the Pre Bid Meeting held on 27.12.2017 at 03:00 PM in IT Department, 24th Floor, Civic Centre regarding above mentioned subject as well as query received through e-mail. Following are the queries and their replies:

S.No	Query raised in Pre- Bid	Reply/Change
1	We are NSIC registered company and exempted from EMD in different Govt./PSU tenders, so kindly allow us for EMD exemption in the same.	The bidders registered with NSIC are exempted from EMD (Bidders will have to attach supporting documents).
2	Location for call center setup is provided by SDMC or bidder.	Location of Call Centre will be provided by SDMC.
3	Please provide details of hardware required in the tender mentioned above.	As mentioned in the tender document.
4	SDMC have to provide API's for the CRM integration and deployment.	All required API's will be provided by SDMC.
5	How to integrate whatsapp to received complain.	As mentioned in the tender document.
6	Can we ask our agents to do a double shift in absence of any other agent.	Bidder has to manage his manpower as per tender document subject to the conditions mention in Labour laws.
7	How many E1 and PRI lines exist in SDMC.	No PRI lines are available currently
8	(i) Why this criteria is there as part of Minimum eligibility criteria for setting up of a call center work. (ii) Is it possible this certificate post award of contract(in case one becomes the L1 bidder).	Clause No. 5.D is modified as under: Valid Character Certificate from DM/DC/SSP/SP/Any Police Authority for the Chairman/MD/Proprietor or for all members. No Change

This issues with the approval of Competent Authority.

Administrative Officer-II (IT)