



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- 1285

Dated -29th March, 2018

Subject:- Pre-bid Queries/Reply dated 22.03.2018 at 02:00 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 22.03.2018 at 02:00 PM in IT Department, 24th Floor, Civic Centre regarding above mentioned subject as well as queries received through e-mail.

Following are the queries and their replies:

S.No	Query raised in Pre- Bid	Reply/Change
1	Will bidder be considered if they have executed or executing Call Centre for Private company in India or Abroad (USA)?	No Change/As per tender document.
2	If the Company is Registered with (MSME/NSIC), EMD will be waived off?	Bidder registered with MSME/NSIC are exempted from EMD (Bidders will have to attached supporting documents).
3	If we are using In-house IT (Software and Hardware) for Private Company in India or in abroad (USA) client. We have Developed/Licensed and Own S/W (e.g. CRM/Dialer /Voice Logger), will company be considered?	Yes, As mentioned in the tender document.
4	We need minimum 5 Monitor/CPU/Keyboard/Mouse because (3 systems will be used by Agent, 1 system will be used by supervisor and 1 will be used by Call Monitoring / System Admin / Backup System), Please confirm?	As mentioned in the tender document.
5	CRM Software Design and Development is part of this project and need to provide estimate for same along with overall estimate. Do you also considering CRM to be hosted on Cloud so that all concern officers can Monitor what all Ticked in Process/Closed and Pending status? if Yes. In this case cloud hosting and maintenance cost will be additional which billed monthly on use basis, is this cost billed monthly to MCD?	As mentioned in the tender document.




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



6	This Call Centre Run 24X7, 365 Days Number of professional/Agent Required in all shift total given mentioned FTE is 7. Number of Resource FTE (Full Time Employee) is less because we have to give all Employee at least 2 days off in a week, they will also go for CL/PL/Medical leave etc. as per Govt rule. As per my understanding Number of FTE should be at least 10, please confirm my understanding for 10 FTE?	No Change
7	Since call centre will be operation 365 days in 3 shifts also working on all national holidays, we have to provide Transport facility and Meals to Agents specially agents coming in night shift, in which segment we have to calculate Transport and meal cost?	As mentioned in the tender document.
8	We have to provide cost for 2 years (24 Months), of operation please confirm?	Already mentioned in the tender document.
9	Location for call centre will be (Civic Centre, South Delhi Municipal Corporation) or alternatively we can run call centre from any other location in Delhi?	Location of Call Centre will be provided by SDMC at the civic centre.
10	Character Certificate should be for 1 of the director instead of all.	Character certificate of all the directors are required.

This issues with the approval of Competent Authority


29/3/2018

Administrative Officer (IT)