

Annexure- A [Clarification on Queries of Pre-Bid Meeting on RfP for appointment of agency for providing Toll Free Help Line Services-1912 held on 23.08.2023 at 4:00 PM]

S. No.	Query / Clarification Sought By	Page No.	Clause (Name & No.)	Statement as per RFP	Query by Bidder	Reply of MePDCL
1	Digitech Call System Pvt.Ltd	12	3.3.1. Location of the Helpdesk	The Service Provider has to make their own arrangements for setting up a center at the designated location of the MePDCL in the Shillong, Meghalaya. Helpdesk must be in a segregated area, with access restricted only to the authorized personnel.	<p>Please confirm if there is any possibility to run this project from Delhi NCR.</p> <p>OR we would request you to please consider the provision of Work from home.</p> <p>As an organization, we are Satisfactory offering our services to ample DESCOMS such as West Bengal State Electricity Distribution Company Limited, Dakshin Gujarat Vij Company Limited, Uttrakhand Power Corporation Limited, BSES Yamuna Power Corporation Limited, and so on to name a few. Hence please allow this operations to run from either Work from home or Delhi NCR.</p>	<p>Remote work is not allowed.</p> <p>Please read the Clause No. 3.3.1. (Location of the Helpdesk) that The Service Provider has to make their own arrangements for setting up a centre at the designated location of the MePDCL in the Shillong, Meghalaya.</p>

2	Digitech Call System Pvt.Ltd	7	Table Point No. 4	EMD amount: Rs. 1,00,000/-	As per Amendment 171 of GFR, 2017, DIPP Recognised Startups & MSEs are exempted for Tender Fee & EMD. Request you to please consider the same for this tender too.	There is no provision for exemption of EMD
3	Digitech Call System Pvt.Ltd	7	Table Point No. 9	RFP fee: Rs. 10,000/- (Non-refundable) through RTGS/NEFT/IMPS payable to MePDCL Principal Account	As per Amendment 171 of GFR, 2017, DIPP Recognised Startups & MSEs are exempted for Tender Fee & EMD. Request you to please consider the same for this tender too.	There is no provision for exemption of RFP Fee.
4	Parvez Akhtar <parvez.akhtar@cyfuture.com>	NA	NA	NA	Toll-free number & recurring cost will be borne by department or in bidder scope	Toll-free number & recurring cost will be borne by successful Bidder.
5	Parvez Akhtar <parvez.akhtar@cyfuture.com>	NA	NA	NA	PRI line recurring cost & Internet connection will be managed by department or in bidder scope	PRI line recurring cost & Internet connection will be provided by successful Bidder.
6	Parvez Akhtar <parvez.akhtar@cyfuture.com>	NA	NA	NA	Email & SMS managed by department or in bidder scope	Email & SMS shall be managed by successful Bidder
7	Parvez Akhtar <parvez.akhtar@cyfuture.com>	NA	NA	NA	Space & Electricity will be provided by department or in bidder scope	Space to be provided by MePDCL & Electricity Bills is to be borne by successful bidder.

8	Parvez Akhtar <parvez.akhtar@c yfuture.com>	NA	NA	NA	Hardware Infrastructure & CRM will be in bidder scope kindly confirm	Hardware Infrastructure & CRM are to be provided by Bidder. Please refer Clause No 3.3. Physical Infrastructure for Helpdesk
9	PACE COMPUTER SERVICES	NA	NA	NA	Who will provide the space and infrastructure?	Space will be provided by MePDCL whereas infrastructure shall be provided by successful Bidder.
10	PACE COMPUTER SERVICES	NA	NA	NA	Who will provide the hardware and software?	Hardware and software are to be provided by successful Bidder.
11	PACE COMPUTER SERVICES	NA	NA	NA	Who will provide CRM Software and other necessary software	CRM Software and other necessary software are to be provided by successful bidder.
12	PACE COMPUTER SERVICES	NA	NA	NA	Who will provide the toll free number, internet and lease line expenses	The toll free number, internet and lease line expenses are to be borne by successful Bidder.
13	PACE COMPUTER SERVICES	NA	NA	NA	Performance Bank Guarantee in lieu of draft/ FD	Performance Security will be in a form of Fixed Deposit (Lien) to MePDCL Principal Account. Please refer clause no 23
14	PACE COMPUTER SERVICES	NA	NA	NA	Who will prove the reliever or reliever cost is included in our price	Cost of reliever shall be borne by Bidder.

15	PACE COMPUTER SERVICES	NA	NA	NA	Provide price bid for format. It is not mentioned in the tender	Already provided in RFP document. Please refer ANNEXURE-V: (FINANCIAL/COMMERCIAL PROPOSAL FORMAT & INSTRUCTIONS)
16	PACE COMPUTER SERVICES	NA	NA	NA	Whether EMD and Tender documents fee to be submitted online	The scan copy of the EMD and Tender document fee / RFP fee are to be submitted online through GeM portal. However, the FD of EMD is to be submitted within 01 st September 2023
17	PACE COMPUTER SERVICES	NA	NA	NA	Is hard Copy submission mandatory?	No.
18	PACE COMPUTER SERVICES	NA	NA	NA	Please extend the last date of submission for another 15 days after submission of pre bid queries reply. Time is very short between pre-bid meeting and last date of tender submission	No further extension

Sd/-

Chief Engineer (PMC)