

F. No. 16-13/2017-KCC/EM
Government of India
Ministry of Agriculture & Farmer Welfare
Department of Agriculture, Cooperation & Farmers Welfare
Extension Division

Krishi Bhawan, New Delhi

Dated:20-06-2017

CORRIGENDUM-II

Subject: Request for Proposal for providing Kisan Call Centre (KCC) Services to DAC&FW,
Reference: "RFP/KCC/DAC&FW/2017"

It is informed that with the approval of the competent authority the dates of e-Tender has been rescheduled as under: The same may be read as under:

Sr. No.	Particulars	Earlier Date	Rescheduled Date
1	Uploading Response to Queries from Bidders	19/06/2017	21/06/2017 (upto 5.00PM)
2	Last date and time for online submission of Bid & submission of EMD in original	21/06/2017	28/06/2017 (upto 5.00PM)
3	Opening of Pre-Qualification Bid	22/06/2017	29/06/2017 (at 3.00PM)
4	Date and time for opening of Technical Bid	30/06/2017	07/07/2017 (at 3.00PM)

All other Terms & Conditions of e tender shall remain unchanged.
Interested Bidders may please visit to website regularly for any update.


(Dr. Shailesh Kumar Mishra)
Director (Extension Management)

Clarification, Queries/ Suggestions of Bidders and DAC&FW Responses

Sl. No.	Name of the company	Reference No. of the RFP	Page No	Query / Suggestion	Response
1	SUREVIN BPO Services Ltd. Concerned Person: Manish Prajapati Manish.prajapati@surevin.net	SUBMISSION OF BIDS (4)	8	Should have an option to pay EMD online on portal. In portal EMD exemption is allowed. NSIC (National Small Industries Corporation Ltd.) under Single Point Registration Scheme and our Government Purchase Registration No. NSIC/GP/BHO/2015/0017 566. As per NSIC companies registered under NSIC are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012.	As clarified during Pre-Bid Conference, the EMD may be submitted along with bid documents. Bid received without EMD will be rejected.
		Location of Call Centers (D)	19	Monthly rent for KCC will get reimbursed by department or its cost to be borne by the vendor.	Department will not reimburse rent of KCC locations separately. However, in certain a situation, where rent charged by SAU or State Department of Agriculture is higher than the prevailing rent in this locations, the difference shall be suitably adjusted after comparing the estimated monthly rental for such a location as indicated in the price bid with the rent actually charged by the SAU/SDA. For reimbursement of differential rent, the KCC Service provider will have to furnish Fare Rental Certificate issued by PWD/CPWD where KCC is established.
		Scope of Work	32	SMS gateway Department	Department will provide

		(SMS to Farmers) (XXI)		should provide the SMS gateway. If not, please confirm about SMS count during contract period.	SMS gateway.
		Eligible Bidders (D)	37	As Other Service Provider (OSP) is location specific, can ask Bidder to provide undertaking for getting OSP license for all proposed KCC locations within 2 months after award of the contract.	The bidder will provide the copies of OSP licenses from DoT for its existing call centers proposed to be used for KCC Service. The successful bidder will register of all KCCs under OSP category for providing domestic call centre services within 2 months after award of the contract.
		(H)	37	Should ask location wise list of clients and details of services being provided to them.	The bidder has to submit list of clients and details of services provided to them during the last three year period.
		Eligibility Claim (C)	41	Can ask Bidder to provide undertaking for getting said registrations, license for all proposed KCC locations within 2 months after award of the contract.	The bidder will provide the copies of OSP licenses from DoT for its existing call centers proposed to be used for KCC Service. The successful bidder will register of all KCCs under OSP category for providing domestic call centre services within 2 months after award of the contract
		(F)	42	Full description of design and layout of proposed call centre with complete Technical and Engineering details (including hardware as per the configurations specified in Annexure (1 to 4).	The hardware provided must have configuration similar to or over and above those specified in the RFP. Also all these equipments must be under Original Equipment Manufacturer (OEM) warranty.
		(A)	44	EMD should be exempted under NSIC. In portal EMD exemption is allowed and in tender document, Vendor has to submit EMD of 50 Lakhs . Kindly confirm.	As clarified during Pre-Bid Conference, the EMD will be submitted along with bid documents. Bid received without EMD will be rejected.
		(4)	50	Should ask only for experience certificate/Work Order/Agreement from client.	The certificate from client for running call centre in particular State with the number of seats in the centre to be furnished along with the copy of registration with DoT letter of each location.

		(10)		Can take undertaking from vendor to provide OSP license within 2 months.	For details of documents required for obtaining registration under OSP category Vendor can enquire from the DoT.
		6.8	83	Upon which criteria selection of L1 would be done. Whether Rent cost will get include while considering cost of L1 or not.	L-1 will be selected as composite method which includes technical scores as well as Financial bid scores. Rental cost is included in recurring expenditure component of Bid Price Schedule.
		6.6	80	Kindly confirm on which criteria department will decide L1 i.e. 1.) Whether it would get decide on cost quoted in point A for manpower or 2.) Whether it would get decide on total of (A+B+C)	No. The cost of all components of Bid Price Schedule must be taken into account(ie, A+B+C) and not only on manpower cost. Final selection of the Service Provider (L1)shall be made based on the composite score obtained on both the Technical and Financial Bids during evaluation process.
		4.14	60	(i) In Bid price format asking for Total Project cost for 5 years. Kindly confirm contract would be 3 years or 5 years. (ii) In case of termination of the project or at the time of completion of the project who will own the created infrastructure assets- (iii) We have to offer rate for all state (as mentioned in the bid) or it can also be offered for selected	Yes. The initial contract period will be for three years and renewable subsequently on yearly basis subject to satisfactory performance up to 5 years yearly basis further additional two years on same terms and conditions at the sole discretion of DAC&FW. (ii) Concerned Service Provider (iii)Vendor required to offer rate for all States compulsorily.

				<p>number of states.</p> <p>(iv) Can the strength of consortium member is allowed in technical scoring along-with the lead bidder</p> <p>(v) List of existing infrastructure available and infrastructure needs to be installed should be clearly mentioned. Refer to 2.3 and its sub clauses or all have to be installed a fresh.</p> <p>(vi) Extension of the date of submission 15 days because just two weeks time between pre-bid and last date of submission is very less. It should be minimum four weeks.</p>	<p>(iv) The RFP stipulates that "The lead partner of the consortium shall be liable for adherence to all provisions of the agreement, which implies that lead partner. Scoring will be done on the parameters provided by lead partner.</p> <p>(v) The successful bidder has to set up new infrastructure for running KCC smoothly. The infrastructure so created would belongs to the service provided. Old infrastructure available with the bidders should not be used.</p> <p>(vi) No extension will be permitted.</p>
2	<p>Videocon Edge Concerned person: Partha Sarthi Roy Partho.Roy@videocon.com</p>			<p>RFP/Tender is more focused and depended to old technology of DTMF based IVR, which is a lengthy process to adopt in comparison to Automatic Speech Recognition (ASR) based IVR Solution hence to be included ASRT based IVR Solution practices.</p>	<p>It is good to adopt new technology for benefit of farmers. But the same may not be adopted at present due to the fact that adopting such new technology would delay the process of selecting a Service Provider</p>
3	<p>TATA Business Support Services Limited Concerned person: Rohitaswa Harshbardhan Email: Rohitaswa.Harshbardhan@TATA-BSS.COM</p>	<p>2 Project Description And Scope Of Work/ 2.0 Project Description and Objective</p>	21	<p>1. Would the ministry provide initial Product and process training for the pilot batch, along with TTT for the supervisors? 2. Would Ministry share the required training modules with TBSS</p>	<p>Identified vender has to arrange the required process training.</p> <p>No, the training modules would need to be developed by the Service Provider. However, Ministry would assist/provide details of Schemes etc for the selected Service Provider.</p>
		2. Project Description And	33	Which Application will be used for deriving the	MIS reports will be generated from KKMS

		Scope of Work /2.3 Scope of work		performance details mentioned in this clause.	which will be provided by DAC& FW.
		2. Project Description And Scope of Work /2.3 Scope of work	33	What will be the role/significance of this Third Party Monitoring Agency	Third party, if appointed, will be responsible for closely monitor the working of KCCs.
		2. Project Description And Scope of Work/ Part-II Technical Bid	42	Would the ministry share the call evaluation process and other Transactional Quality Procedures that is expected to be followed by the bidder?	Call evaluation will be done through Automatic IVRS Calls sent to 30-% of the callers. A set of questions will be asked to get feedback of callers on certain parameters as decided by the IT Division of the DAC& FW.
		4.15 Implementation Services	61	We proposed a 3 strike policy to be followed as per policy. What would be the yard stick to measure the performance before declaring an executive for replacement?	The yard stick to measure the performance will be efficiency and competency of the concerned FTA, which will be closely monitored regularly.
		5.0 Functional Requirements	67	Would there be a need to factorize some perquisite, in case if the candidate is from other state.	No such provision is there.
		5.0 Functional Requirements	69	How would known/unknown outage get factorized in terms of the overall uptime target of 99%.	During the working time, there should not be any failure in system.
		5.0 Functional Requirements	69	DR site would be in the same location or it would be remotely handled	DR site may be in the same location if facility is available otherwise may be remotely handled.
		5.0 Functional Requirements	70	1) At least a 30 days prior intimation is required from DAC&FW. 2) Who would bear the Ramp-down cost	Yes, 30 days time limit is admissible The cost would be borne by DAC&FW in case of any increase in seats capacity at any of the location for starting a new location.
		5.0 Functional Requirements	71	1. How many officials from KCC will need access to CRM?	All FTAs and Supervisors will need to access CRM to log the call details.
		2.1 Procedure for handling the calls	22	How many records does the current farmers' database have? (assuming migration is in record)	Since inception of the scheme about 3.0 crore calls have been answered (entered in KKMS).
		5.0 Functional Requirements	71	1. Will the access to KKMS will be provided by KCC?	KKMS will be accessed by FTAs/Supervisors of KCC.

				<p>2. Offline module of KKMS exists or do we need to design and how often does this need to be synched with KKMS?</p> <p>3. Please provide samples of current MIS reports</p>	<p>Off-line module for entering data in KKMS has been already developed by IT Division of DAC&FW and will be put in place shortly.</p> <p>It cannot be provided.</p>
		2. a. The Scheme	14	What are the 14 locations on which the KCC are operating now. The service provider has to operate from the same location or has to implement its own centre?	The present 14 KCC locations are: Hyderabad, Patna, Jaipur, Ahmedabad, Chandigarh, Jammu, Bengaluru, Jabalpur, Pune, Coimbatore, Kanpur, Kolkata, Bhubaneswar & Guwahati. The new service provider has to establish new centre on identified 21 locations (details provided in the RFP).
		Table 2.1 Kisan Call Centre Locations and Languages	16	We request you to modify this clause/ table and allow service provider to serve different states and language with regional centre. This will help in providing competitive cost for the services.	No amendment can be allowed.
		2. e. call centre timings	20	Any IVR in place as of now? Will the same tree be shared to the New Vendor or the new vendor needs to develop their own IVR?	At present IVR system is in place. The newly identified KCC Service Provider have to put in place IVR as per requirement of the ministry.
		2. f. Kisan Knowledge Management System (KKMS)	21	<p>1. Any Client application to be accessed from vendor premises? If so, who will provide the MPLS connectivity from vendor premises to Client location?</p> <p>2. Is there any requirement of IVR to be integrated with Backend systems? What are the backend systems with which the IVR needs to be integrated?</p>	MPLS connectivity as to be arranged by vendor only. IVR System can be integrated with KKMS and phone number of callers.
		3 2 d) Eligibility	37	We request you to modify to Bidder will have to	The successful bidder may register all KCCs under

				obtain OSP Licenses for all proposed locations from DoT within six months of operations	OSP category for providing call centre service within 2 months from date of issue of work order.
		3 16 - Bid Due Date	47	At some place Bid submission date is 21st June, at this page it is 19th June. Kindly Clarify.	The last date for Bid submission is 23rd June, 2017 (Where 19th June appeared is typographical error).
		6.3 Bid Security Form	76	Please provide the IFSC code of Department of Agriculture, Cooperation & Farmers Welfare for preparing the EMD	EMD is in the form Account Payee Demand Draft, Banker's cheque or Bank Guarantee from any of the commercial bank and hence IFSC code of DAC&FW is not required.
		Table 2.2	18	Please confirm if the shift factor back up is provisioned for projected supervisor numbers.	Shift factor is for total Farm Tele Advisors including Supervisors.
		Call Centre Timings	20	We understand the call conference experts are the Supervisors. Please correct if we are wrong.	Call Conference Experts are designated Subject Matter Specialists from SAUs, State Department of Agriculture, KVK and ICAR Institutions.(not KCC Supervisors).
		KKMS	21	Does KKMS has the CRM features to input the caller details and call details or the service provider need to bring in a separate call centre CRM solution? What is the kind of offline module DAC&FW is looking for?	KKMS has the CRM feature to input the caller details. FTAS will log in to the System and enter the details of caller.
		2.1 Procedure for handling the calls	23	Who are CSC agents? What is their role? Does KCC or Service Provider has got anything to do with their KRAs?	The person running Common Service Centre (CSC) is known as CSC agent, which is not related to KCC. .
		2.1 Procedure for handling the calls	23	What are the pre-decided fees? Why it is paid for? Does KCC have any role similar to this? Does KCC have anything to do with physical post	KCCs do not have any role in this.

		2.1 Procedure for handling the calls	25	Which is the grievance handling interface? Is it present in KKMS or needs to be separately provided by Service Provider.	Grievance handling Interface link: http://farmer.gov.in/feedback/Default.aspx . Can be linked with KKMS
		2.1 Procedure for handling the calls	33	We request you to modify the clause to "the service provider shall replace the Farm Tele Advisor within 20 days.	If DAC&FW find FTAs appointed by the Service Provider are not suitable, then he/she should be replaced within a time period of one week
4	IFFCO Kisan Sanchar Ltd. Concerned person: S S Kukreja	Capacity of ACs required (in tonnes)	95&96	Requirement of ACs location-wise as per maximum no. of seats at one point of time is mentioned. The server Room at each location requires AC for uninterrupted access. This may also be added in the number of ACs indicated in the RFP.	No separate room for server allowed.
		Pont No. 22	13	"FTC" Shall mean wireless phones as back up on to PRI line pre-paid connections to be used in failure of PRI line. According to BSNL group hunting is not possible on prepaid numbers. So they suggested for post paid numbers. The billing on post paid numbers may please be reimbursed.	As there is compatibility issue, hence post paid SIMs will be used for FCT.
		Pont no. (e)	48	70% or more Technical Score is declared as technically qualified, whereas it should 50% so that more Companies can participate for healthy competition	Not agreed
		Point no C	35	It is submitted that statutory obligations are necessarily to be fulfilled as the government will be deemed to be a principal employer/principal and the vendor is deemed to be an Agent/Contractor in this contract. This may lead to potential embracement if any of the FTA opt for legal recourse in future.	As per provision in RFP, new Service Provider shall be liable to pay for reimbursement of gratuity, maternity leave and bonus etc. and no liability of DAC & FW.

				Further, in the absence of this support experienced and talented FTAs and female FTAs may face difficulties and bias from some SPs (as they may not be retained to avoid liability on account of this). This will impact the quality of service. Those who provision for this will have competitive disadvantage in pricing as against those who do not. It is proposed that these obligations may please be provided (a) on case to case actual basis as reimbursement or (b) in the absence of this the bidders may at least be asked to provision for bonus, maternity leave and gratuity and show in the Price Bid under Annexure.	
		5.0 Functional Requirements Pont no 30	71	Scope need to be detailed for clarity. The integration with KKMS (hosted on servers at NIC) requires effort at data exchange between CC-KKMS and also a reliable and dedicated bandwidth between KKMS –CC-DC Servers. This has financial implications for vendors.	The KKMS hosted in National Data Centre and in case connectivity is required through LAN, financial implication has to be borne by vendor.
		Scope of Work Point no 18	31	Will it be 21 no. in total for KCC locations or as per no. of states?	Site Manager will placed at each KCC location.
		Point no. 8	30	Clarification may please be given if the procurement of the equipment and installation will be reimbursed separately or the bidder has to include as part of price bid	Procurement of equipments and installation is the part of Bid Price and no reimbursement would be made separately.
		Point No (F)	22	How off- line module will work and who will bear the cost, if any?	Off-line KKMS module has been developed by IT Division of DAC&FW and same will be put in place shortly.
		Annexure 2	88	The service supplied by reputed OEMs is already hardened and may be	The specification of server at Branch Location may be read as:

				accepted as certified by OEM. The servers indicated for branch level are on the higher side. Further according to Raid0/1 requirement HDD 3x300 will not be supported. So DAC need to check the configuration again HDD 2x 500 will support required RAID configuration.	The specification of Server at Branch location centre is Tower model/Rack mount model server; Intel/E3-1220V3/AMD equitant. Two Processor Quad Core or better 2.13 GHz; 2x1 GB 1067/1333 MHz DDR3 RAM Expandable to 16GB;HDD2x500.10000rpm 4 Port RAID Controller for RAID0/1; SAS; Minimum 3 Port SAS Controller with 128MB cache;4 Bays (Minimum 2 Internal); 3 USB Port, 1 Serial Port; 8x or better DVD RW Drive; Dual LAN (10/100/1000) Network Card; 18.5" TFT/wide TFT monitor TCO-6 certified; 101 Keys key board; Optical Mouse
		Optional broad band band width	93& 94	Download internet Bandwidth (mbps) if broad band connection of a Telecom Company only is taken, Central Monitoring. VPN client and DR site cannot be support. Hence the column on internet broad band option may be dropped	It will be dropped.
		Point no. 19	31	Access to State and Central Level, please clarify that internet cost of the officials (nearly 70) will not be responsibility of the Bidder?	To be borne by Service Provider.
		4 .12	60	As per the clarification provided in the pre-bid meeting this applies beyond 454+ additional 454 seats (i.e. 908 seats). Since the manpower cost is stipulated by DAC, additional space requirement will be involved along with band	The same may not be considered because as per provision in RFP the bidder has to have the space and capacity to house double the number of seats per shift and there is already other facility (electricity, telephone line, internet, AC, Office Management &

				width requirements, etc. Hence there will not be scope for reduction of price by 10%. The requirement may kindly be dropped	Communication)
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