

“Tender for Providing Customer Care Services and establishment of Consumer Facilitation Centres (CFC) at all O&M Divisions of MSEDCL for 5 yrs.”

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
1	As per the clause 6 of 2 of 2.1. Qualifying Requirements for agency providing Call Centre & CFC Services of RFP, mentioned in page No. 12	<p>The bidder should have executed projects for providing call center/helpdesk / support desk services (telephonic) with minimum 160 manpower per project OR projects</p> <p>enabling Consumer Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person /walk-in citizen services including providing software /infrastructure for any Central</p> <p>Govt./State Govt. / Semi-Govt. /Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR b) Two work orders having annual value of contract not less than Rs. 15 Crores each. OR c) Three work orders having annual value of contract not less than Rs. 12 Crores each.</p>	<p>You are requested to kindly relax on above clause and amend per below:</p> <p>a) One work order having value of contract not less than Rs. 24 Crores.</p> <p>OR</p> <p>b) Two work orders having value of contract not less than Rs. 15 Crores each.</p> <p>OR</p> <p>c) Three work orders having value of contract not less than Rs. 12 Crores each.</p> <p>We are already rendering our services to top notch Organizations Such as : IOCL, BPCL, MTNL Delhi , BSNL- Chennai , AIIMS- Delhi, NISDI, PLRS, Punjab State Governance Society, DDMA, NDMC, IGL etc. Cyfuture is a CMMI level 5, ISO 9001:2008 and ISO 27001:2005 certified organization.</p>	Refer revised RFP and corrigendum. Clause is revised for more clarity.
2	Call Center	NA	As seating arrangement is required at 4 locations each one at bidder's premises at MSEDCL Regional headquarter, is there any specific guideline to setup seating arrangement at MSEDCL locations like setup must be within defined distance, bidder must have existing office or can setup new arrangements etc.?	Bidder has to commission the call centers as per the timelines given in RFP. For location details, please refer revised RFP.
3	Call Center	NA	Shall we consider the same FTE quantity call load of Pune and thane for rest two call center of Aurangabad & Nagpur region?	Bidder has to declare total FTE quantity and Bidder should ensure minimum % manpower (given in revised RFP) of declared FTE quantity at each location.

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4	Call Center	NA	<p>As ChatBot is required with facilitation to agents as well:</p> <ul style="list-style-type: none"> - We are assuming that there would integration required with MSEDCL CRM to provide relevant information to respond some possible queries to full fill the required indicative functionalities to customer on ChatBot. - Would MSEDCL CRM team provide required APIs to integrate to fetch and present the required information to users through Chabot? - If yes, how much Turnaround time CRM team will take to provide APIs? 	The APIs are already available for miss call, sms, WhatsApp, Mobile App, etc. Same APIs will be provided for ChatBot. API provision will be done as per requirement of services through ChatBot which is one time activity only.
5	Call Center	NA	Please share the Average handle time for all channels?	AHT is for inbound calls only. For other channels, immediate response is expected.
6	Call Center	NA	Is there any SL Metrix?	SLA Parameters are mentioned in RFP
7	Call Center	NA	Please share definition of FTE (Full Time Equivalent)?	Please refer RFP for Definition
8	Page #30 of RFP, xii	NA	Other Mandatory Requirements (Call Centers) states that All Team supervisors, Process Managers, Quality Audit Managers etc. should have a minimum 2 years of work experience in the same profile, could we hire fresher's Team supervisors, Process Managers, Quality Audit Managers etc. with minimum 2 years of work experience in the same profile?	No Change. As per RFP
9	Facilitation Center	NA	What are the pre-defined locations of 134 facilitation centers?	List is already given in RFP Annexure 1 .
10	Facilitation Center	NA	Is there any need to have minimum square feet area of center with minimum capacity to accommodate visitors at a time?	MSEDCL will provide civil infrastructure. Bidder has to provide manpower and IT infrastructure.

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11	Facilitation Center	NA	The application/software for facilitation center will be MSEDCL CRM or custom developed application provided by vendor? If its vendor owned then integration to push and pull the data into MSEDCL CRM would require, would the API for same would be provided by MSEDCL on time in required format?	Bidder may user MSEDCL CRM. If bidder intend to use custom developed application, it has to integrated with MSEDCL CRM. Required API will be provided by MSEDCL.
12	4.2	<p>Detail Scope of Works</p> <p>Set-up an integrated Cloud based Call Center setup with seating arrangement at 4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region) for MSEDCL with functionalities such as Inbound calls, Outbound calls, Social Media Management, Email/SMS Handling, Chat Support etc.</p>	We request you to kindly reconsider the 4 location strategy and limit it to 2 location. This will bring down the cost, BCP can be more effectively implemented, the control over the operations will be better, and the operational cost also will get reduced. We have CFC centers also working as backup centers for call center. This will help in pandemic backup also. Please confirm.	Accepted. Please refer revised RFP.
13	4.1	<p>Brief Scope of Works</p> <p>Providing chat-bot solution for various online consumer services and its integration with MSEDCL website and mobile app and handling chat-bot operations with agent support.</p>	Chatbot / social media support will be done by call center agents or we will have to consider separate resources for that.	All queries received through ChatBot and Social Media, are expected to be handled through skilled resources.
14	7	<p>BID DATA SHEET</p> <p>Bid Security/ Earnest Money Deposit (EMD)</p>	Please provide the IFSC code of MSEDCL as the banks are asking for IFSC code for making BG.	Required information is send through mail seperately

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15	V	Training No of days	Please confirm the number of days training required for the agents. Please confirm if the training days are billable. Also, please confirm if MSEDCL is open for rebadging the old call center agents (selected team)?	Bidder has to decide training period for selected agents. The training days are not billable. Bidder may explore rebadging the old call center agents. MSEDCL has no objection.
16	viii	Business Continuity Currently MSEDCL is having its Call Centers at Thane and Pune (average quantity of 200 FTEs) through M/s Teleperformance Global Service Pvt. Ltd (on completely outsourced basis).	Please provide the bifurcation of agents currently used between Thane & Pune. Also, please provide the bifurcation of agents among the verticals like Inbound, Outbound, email, chat, social media etc. in the current process for our better understanding.	Bidder should confirm no. of agents required as per data given in the existing setup. Average monthly data of email, social media and help desk complaints are also given in RFP
17	7.36	Termination/Offloading Termination/Offloading	We request to consider bilateral termination rights for the contract.	No Change. As per RFP
18	7.25	Limitation of Liability Limitation of Liability	We request you to kindly consider 1-3 months of the invoice amount as the limitation of liability to the service provider. Please consider.	No Change. As per RFP
19	12	PERFORMANCE SECURITY DEPOSIT/RETENTION MONEY: To ensure performance of the contract and due discharge of the contractual obligations, the successful Service provider will have to provide security deposit of 10% of the contract value.	Considering the value of the project and it is for a duration of 5 years, requesting you to kindly consider 3% of the contract value instead of 10% of the contract value.	Refer revised clause.
20	XII	Other Mandatory Requirements (Call Centres): CCTV with recording facility of the entire MSEDCL operations area and live remote access to MSEDCL staff on 24 x 7 basis	Please confirm how many days the CCTV back-up is to be stored.	90 days

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21	13	Consumer Facilitation Centre (CFC) MSEDCL will make available all Civil & Electrical Infrastructure, network connectivity & Electricity supply for all the CFCs under this contract.	Please elaborate the work activities which will be under MSEDCL scope and under Conneqt scope. Also please confirm if services such as house keeping, security, AMC's will be under MSEDCL or service provider's scope?	Bidder has to manage CFC IT infrastructure and manpower. Housekeeping, Security will be managed by MSEDCL. AMC/insurance of IT Infra shall be the responsibility of the Bidder.
22	2.2.	Qualifications of Agents (CCC & CFC Agents): The minimum qualifications of a Call Center Agent (CCA) should be as follows:	Do we require to do a background verification for the agents?	Bidder may use standard process for verification
23	3	MSEDCL's existing CRM Solution MSEDCL's existing CRM solution is in-house developed CRM solution using .Net and MS SQL database.	We understand MSEDCL CRM will be extended to delivery location over internet. Please confirm.	Yes
24	3	MSEDCL's existing CRM Solution MSEDCL's existing CRM solution is in-house developed CRM solution using .Net and MS SQL database.	In case it is accessible over internet then let us know internet bandwidth requirement on per seat basis to access MSEDCL web based applications?	Refer Technical Information Form. Sr. No. 19
25	4.2	At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: LAN Cabling and Networking Equipment (switch, etc.)	Let us know if LAN cabling work from bidder side is mandatory for CFC users? Do we need to put a switch there in CFC location and from switch to user desk LAN cabling is required or there is already MSEDCL provided switch and from switch to user desk we need to put LAN cable?	At CFC location, connectivity will be provided by MSEDCL. Bidder has to do LAN cabling within CFC for user desk.
26	4.2	At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: LAN Cabling and Networking Equipment (switch, etc.)	We understand that the internet connection or broadband at CFC will be provided by MSEDCL. Please confirm.	Yes

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27	4.2	At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: LAN Cabling and Networking Equipment (switch, etc.)	In case internet is required form bidder then let us know if bidder can provide broadband connectivity to CFC users to access cloud based business applications.	At CFC location, connectivity will be provided by MSEDCL.
28	4.2	At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: MSEDCL will make available all Civil & Electrical Infrastructure, network connectivity & Electricity supply for all the CFCs under this contract.	Please elaborate on network connectivity. Will MSEDCL provide network LAN cabling for user desk along with internet/broadband?	At CFC location, connectivity will be provided by MSEDCL. Bidder has to do LAN cabling within CFC for user desk.
29	4.2	At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: Desktops (in 134 CFCs) Min. Specifications: All in One Desktops, i3 (10th Gen)/AMD Ryzen 3 Processor, 8GM RAM, 256 GB SSD, 1TB HDD, Windows 10 & Office 2016+.	Please confirm if MS Office is required for all CFC users.	Bidder may use any software/tool to meet the requirements.

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30	4.2	At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: Desktops (in 134 CFCs) Min. Specifications: All in One Desktops, i3 (10th Gen)/AMD Ryzen 3 Processor, 8GB RAM, 256 GB SSD, 1TB HDD, Windows 10 & Office 2016+.	Please confirm if we need to provide email ids to the CFC agents?	One email id per CFC will be made available by MSEDCL.
31	4.2	Telephonic/Online Complaint Resolutions i. Handle Calls from Call Centers (if overflowed)	We understand that the calling platform, CRM and other utilities of the call center is to be extended to the CFC agents also as they are supposed to pick the overflow calls. Please confirm.	Yes
32	6	TECHNICAL INFORMATION FORM Connectivity (10 Mbps Point to Point Link) with Data Center & Disaster Recovery Center	Please elaborate on this P2P network connectivity. Do we need to connect all 4 delivery locations to MSEDCL DC and DR. If yes, we require address along with one contact person for feasibility test.	MSEDCL IT Infrastructure is deployed on AWS cloud. The contact details will be provided to successful bidder.
33	6	TECHNICAL INFORMATION FORM Connectivity (10 Mbps Point to Point Link) with Data Center & Disaster Recovery Center	Let us know for what purpose P2P links are required. What will be carried over this link?	P2P links are required for accessing MSEDCL CRM deployed on AWS cloud.
34	6	TECHNICAL INFORMATION FORM Connectivity (10 Mbps Point to Point Link) with Data Center & Disaster Recovery Center	We understand all four delivery locations will require P2P link to MSEDCL DC and DR.	Yes

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35	6	TECHNICAL INFORMATION FORM Connectivity (10 Mbps Point to Point Link) with Data Center & Disaster Recovery Center	We understand total two links will be terminating at delivery location one from MSEDCL DC and another one from MSEDCL DR. Please confirm.	Yes. There will be primary and secondary links.
36	6	TECHNICAL INFORMATION FORM Connectivity (10 Mbps Point to Point Link) with Data Center & Disaster Recovery Center	Please clarify if we need to consider router and firewall for both our delivery location and MSEDCL DC DR or MSEDCL will provide router and firewall?	Pls refer Revised RFP.
37	6	TECHNICAL INFORMATION FORM In-house video conferencing facility to communicate with MSEDCL representatives	We understand Microsoft Teams access to support user like TL and above will be fine. Please confirm.	Bidder may use any tool.
38	4.2	iii. Call Center Setup The call center setup at all four locations shall be integrated (with proper call load balancing) in such a way that they should be viewed as virtually one center accessible via MSEDCL Toll Free numbers.	Please describe the target network deployment architecture on how we should propose - Production, DR environments. Where will they be hosted - managed by us or deployed at MSEDCL premises? Out of the 4 locations - which will be the DR site?	Cloud based call centers should act as DR for each other. Refer revised RFP for DR requirements.
39	4.2	xvi. Customer Handling: d) Call conferencing facility to connect the customers on call with the field staff if required.	This will be orchestrated through the dialer/ACD and numbers of field staff will be maintained in the CRM. Please confirm.	YES

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40	4.2	iv. Chat-bot <input type="checkbox"/> Reduction in call/email volumes <input type="checkbox"/> Reduction of Cost <input type="checkbox"/> Optimum Seat Utilization <input type="checkbox"/> Reduction of customer effort <input type="checkbox"/> Reduction in overall operating costs <input type="checkbox"/> Ensure deliverance of Offered vs Answered SLA Target <input type="checkbox"/> Reduction of generic and specific call/email volumes	Please provide us following details to ascertain the benchmarking standards against each of the mentioned KPIs - Current Chatbot call & email volumes and their use-cases & LOBs	The Chat-Bot is not currently used in MSEDCL. However we expect bidders to use Bots (RPA Platform) wherever possible to automate select bulk, repetitive and logic-based tasks. Bidder to ensure that the platform integrates well with CRM specific workflows, processes, and existing systems.
41	4.2	ix. Customer Satisfaction Audit i. Provision must be available for IVR based customer satisfaction audit. The reports of the same would have to be generated periodically as per MSEDCL requirement.	How are the current CSAT metrics measured? What are the key customer data points captured to provide such reports	Presently, consumer satisfaction measured in scale of 1 to 5 where 1 is poor and 5 is outstanding.
42	C.CRM	All the existing functionalities should be present in the Bidder's CRM solution (if provided). All existing data from MSEDCL should be migrated by bidder in its own CRM database	Please specify following - 1) Volume of data to be migrated 2) current file system formats 3) any conversions required post migration 4) are these current data encrypted?	Bidder may visit MSEDCL and study the existing setup.

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43	C.CRM	<p>CRM Objectives</p> <p>Resolve customer queries in real-time and address their unique needs seamlessly across all channels</p>	<p>Provide the channel integrations required with CRM.</p> <p>What are the existing channels in place</p>	<p>Presently, MSEDCL using following channels for consumer queries. Toll Free Number, WSS Portal, Mobile App, SMS, Miss Call, WhatsApp, Email, Social Media (Facebook & Twitter), Mobile Number of EM Helpdesk, etc. However we expect bidders to use Bots (RPA Platform) wherever possible to automate select bulk, repetitive and logic-based tasks. Bidder to ensure that the platform integrates well with CRM specific workflows, processes, and existing systems.</p>
44	4.2 (xvi)	<p>Cloud based Call Centers (Customer Handling)</p> <p>Call conferencing facility to connect the customers on call with the field staff if required.</p>	<p>1) Making a conference call may increase AHT, there should be a provision for relaxation on this parameter for all the conference calls</p>	<p>No change.</p>
45	V	<p>Training</p> <p>All CCAs will have to qualify the written test with minimum 90% marks for them to work on MSEDCL process to handle live calls</p>	<p>Will there be call/transaction handling certification as well or will it suffice to have written test?</p>	<p>Bidder has to evaluate as per the industry standards.</p>
46	V	<p>Training</p> <p>MSEDCL will provide the 1st time training to the 1st batch of CCAs and other staff handling MSEDCL process being recruited by shortlisted bidder.</p>	<p>Are there any regulatory requirements the advisors need to be trained and certified on?</p>	<p>No regulatory requirement. It's RFP requirement.</p>

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47	V	Training MSEDCL will provide the 1st time training to the 1st batch of CCAs and other staff handling MSEDCL process being recruited by shortlisted bidder.	Please confirm if there are any recommended trainer spans by MSEDCL?	Refer revised RFP
48	V	Training MSEDCL will provide the 1st time training to the 1st batch of CCAs and other staff handling MSEDCL process being recruited by shortlisted bidder.	Please confirm how the training for any updates on products, technology or process changes are handled now? What is MSEDCL view on that?	Refer revised RFP
49	V	Training MSEDCL will provide the 1st time training to the 1st batch of CCAs and other staff handling MSEDCL process being recruited by shortlisted bidder.	What is the current Trainer certification process followed by MSEDCL?	There is no certification process
50	V	Training MSEDCL will provide the 1st time training to the 1st batch of CCAs and other staff handling MSEDCL process being recruited by shortlisted bidder.	Please confirm if the knowledge base will it be extended to the service provider?	YES
51	V	Training MSEDCL will provide the 1st time training to the 1st batch of CCAs and other staff handling MSEDCL process being recruited by shortlisted bidder.	what is the TTT approach for process & product related knowledge transfer. Availability of training content, assessments and SOPs applicable for new hire training?	Already Mentioned in RFP.

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52	vi.	IT/Call Infrastructure c) Voice logger and quality monitoring The Bidder should provide 100 % automatic recording of all incoming and outgoing conversation calls for six months and to be stored in a database and application for search and retrieval of recordings on various parameters	Is the visual capture also required of the system used by the CCA	As per RFP.
53	E.	Service Level Agreement (SLAs) v. Call Quality Score Avg. of Quality score of minimum 250 calls audited by bidder's team on Quality Score parameters every month. Data for calls to be audited will be shared by MSEDCL. a) IVRS based customer satisfaction ratings captured by call center for 20% of total inbound callers.	Please confirm if the audit sheet will be provided by MSEDCL or the Service provider will recommend it?	Bidder will have submit quality assurance plan in Call Center Solution document for measurement of call quality score which will be approved by MSEDCL.
54	E.	Service Level Agreement (SLAs) v. Call Quality Score Avg. of Quality score of minimum 250 calls audited by bidder's team on Quality Score parameters every month. Data for calls to be audited will be shared by MSEDCL. a) IVRS based customer satisfaction ratings captured by call center for 20% of total inbound callers.	Will the auditing tool be provided by MSEDCL or the service provider has to recommend it?	Bidder will have submit quality assurance plan in Call Center Solution document for measurement of call quality score which will be approved by MSEDCL

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55	E.	<p>Service Level Agreement (SLAs) v. Call Quality Score</p> <p>Avg. of Quality score of minimum 250 calls audited by bidder's team on Quality Score parameters every month. Data for calls to be audited will be shared by MSEDCL.</p> <p>a) IVRS based customer satisfaction ratings captured by call center for 20% of total inbound callers.</p>	Will the feedback tool be provided by MSEDCL or the service provider has to recommend it?	Bidder will have submit quality assurance plan in Call Center Solution document for measurement of call quality score which will be approved by MSEDCL
56	E.	<p>Service Level Agreement (SLAs) v. Call Quality Score</p> <p>Avg. of Quality score of minimum 250 calls audited by bidder's team on Quality Score parameters every month. Data for calls to be audited will be shared by MSEDCL.</p> <p>a) IVRS based customer satisfaction ratings captured by call center for 20% of total inbound callers.</p>	Is there any span ration recommendation by MSEDCL for the Quality team	Bidder may decide suitable Span Ration to meet the RFP requirements & SLA.
57	E.	<p>Service Level Agreement (SLAs) v. Call Quality Score</p> <p>Avg. of Quality score of minimum 250 calls audited by bidder's team on Quality Score parameters every month. Data for calls to be audited will be shared by MSEDCL.</p> <p>a) IVRS based customer satisfaction ratings captured by call center for 20% of total inbound callers.</p>	Do we need to have dedicated QA for LOB's and Language wise or we can utilize only Hindi and English speaking resources?	QA will be for all the languages specified in RFP(Marathi, Hindi , English)

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58	E.	Service Level Agreement (SLAs) h) PENALTY SCHEDULE S. No. Score on Call Quality Penalty 1 > 90% Nil 2 More than equal to 80% but less than 90% 1 % of billed value 3 More than equal to 70% but less than 80% 3 % of billed value 4 < 70% 5 % of billed value	What is the benchmark of the scores arrived at? C-Sat Scores details are not mentioned?	Bidder will have submit quality assurance plan in Call Center Solution document for measurement of call quality score which will be approved by MSEDCL
59	4.2	ix. Customer Satisfaction Audit i. Provision must be available for IVR based customer satisfaction audit. The reports of the same would have to be generated periodically as per MSEDCL requirement. ii. The IVR system should prompt customer to rate the CCA on a scale of 1 to 10 and respective ratings must be mapped in the system.	Will the questions to be mapped in the system be provided by the agency or do we need to come up with questions for satisfaction measurement?	Bidder will have submit Customer Satisfaction Audit plan in Call Center Solution document which will be approved by MSEDCL
60	3	a. Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	What is the bifurcation of 200 FTEs? Please LOB wise split for Inbound, Outbound, Social Media, Email, chat, etc. 200 headcount mentioned is overall deployment count including work offs, leaves, etc., is the understanding correct? The FTE definition shall be 1 FTE = 8 hours / day for 26 working days in a month, is the understanding correct?	Bidder need to study existing setup and accordingly plan the FTEs The details of Inbound, Social Media, Email are given in RFP. Outbound calls are made as per requirement of MSEDCL. Bidder should maintain the sufficient staff to meet the tender requirement. The FTE definition shall be 1 FTE = 8 hours / day for 30 working days in a month.

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61	3	<p>a. Existing Setup</p> <p>Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.</p>	For Inbound, Chat - What is the Peak Volume to Off peak Volume Ratio of a day in a week/ month?	As per the tender document all the details regarding existing call load is already provided
62	3	<p>a. Existing Setup</p> <p>Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.</p>	For Inbound, Chat - What is the Call Distribution Pattern Half hourly Interval wise ?..Please share last 12 months trend (in numbers).	As per the tender document all the details regarding existing call load is already provided
63	3	<p>a. Existing Setup</p> <p>Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.</p>	For Inbound, Chat - What is the Call Distribution Pattern - Day wise (from Day 1 to Day 30/31) ?..Please share last 12 months trend (in numbers).	As per the tender document all the details regarding existing call load is already provided

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64	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Inbound - What is the Call Distribution between Commercial and technical? Please provide details.	Details of Complaints registered (Power Failure, Billing Complains & Other Complaints/Queries) are added in existing Setup in revised RFP (Table V in Section 3)
65	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	What is the operational window & days ? [9.00 am - 7.00 pm, Mon - Sat], please share desk / queue wise details	Call Center should be available 24x7x365 , details is already provided in RFP
66	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	What is the outbound calling pattern - Day wise (from Day 1 to Day 30)	For outbound calls list will be provided by MSEDCL as per requirement.

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67	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Outbound - What Total number of Calling attempts on any Non Contactable Case permissible?(considering escalation limit)	It will be decided by MSEDCL according to gravity. Currently it is minimum 3 attempts.
68	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Outbound - How many Call Queues to be catered to / Desks/ Sub process to be managed?	Queues will be decided by bidder to cater to volume of outbound calls as per the MSEDCL requirement.
69	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Outbound - What is the current Contactability in each queue? (share 3 months trend) [Contactability %]	Contactability % in outbound is approx. 75-80%

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
70	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Outbound - What is the current AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)	AHT for Outbound calls is variable and depend upon nature of task. It will be decided as per the MSEDCL requirement. Script for outbound calling each task will be approved by MSEDCL.
71	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Outbound - What is the percentage of follow-up calls on connected ?	It will be decided based on nature of task by MSEDCL requirement.
72	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Outbound - What is the AHT of follow-up calls?	It will be decided based on nature of task by MSEDCL requirement.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
73	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Email, Social Media - What is the expected turn around time? [48 hrs. / 24 hrs.]	Immediate response will be require for Email & Social Media. Refer revised RFP/SLA.
74	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Email, Social Media - What is the AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)	AHT will be as per nature of complaint (Technical & Commercial).
75	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Email, Social Media - What is the Email Distribution Pattern Half hourly Interval wise ?..Please share last 3 months trend (in numbers).	As per the tender document all the details regarding existing month wise call load is already provided.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
76	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Email, Social Media - What is the Email Distribution Pattern - Day wise (from Day 1 to Day 30) ?..Please share last 3 months trend (in numbers).	As per the tender document all the details regarding existing month wise call load is already provided.
77	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Email, Social Media - Will the agents handling emails have to make out calls for co-ordination?	Yes.
78	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	if yes, what is the AHT of these calls?	Average Handling Time (AHT) ,technical calls-120 Seconds, commercial calls 210 Seconds

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
79	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	Language requirement for Emails, Chat, Social media, shall be English only, is the understanding correct?	As per the tender languages should be Marathi , Hindi, English.
80	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For Chat - What is the AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)	Presently there is no Chat solution in MSEDCL. Average Handling Time (AHT) ,technical calls-120 seconds, commercial calls 210 Seconds
81	3	a.Existing Setup Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	For chat - what is the expected concurrency considering mentioned AHT?	Sufficient concurrency should be provided by bidder based on volume of complaint through chat, to meet SLA parameters

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
82	4.2	4.2. Detail Scope of Works i. Set-up an integrated Cloud based Call Center setup with seating arrangement at 4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region) for MSEDCL with functionalities such as Inbound calls, Outbound calls, Social Media Management, Email/SMS Handling, Chat Support etc.	What is the expected headcount / LOB split in 4 locations Or service provider can decide the same? Please confirm.	Bidder has to decide. Refer revised RFP.
83	4.2	4.2. Detail Scope of Works v. Sufficient number of skilled & well trained Call Center Agents & Supervisors to be provided at all Call Center locations with 24x7x365 days availability. Adequate bench strength (to obviate attrition rate) must be maintained at all locations.	All LOBs [Inbound, Outbound, Social Media, Email, chat, etc.] shall operate 24/7/365, is the understanding correct?	YES
84	4.2	4.2. Detail Scope of Works * 1 FTE = 8 hours per day	The 8 hour shift includes 30 mins break time for lunch/dinner, is the understanding correct?	All rules & regulation of Govt Authorities should be followed.
85	B	B. Consumer Facilitation Center (CFC) 7. CFC agents will report to their respective Supervisor (MSEDCL Official) and work as per his/her instructions. Bidder will be responsible for CFC Agents' Quality Assurance & Quality Control and must comply all the requirements/instructions of MSEDCL	There is no requirement for supervisory staff from service provider for CFC as these agents will report to MSEDCL officials, is the understanding correct?	Yes

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
86	B	B. Consumer Facilitation Center (CFC) 8. The CFC shall function throughout the year (365 days). Bidder shall maintain sufficient bench strength.	Service provider need to have additional manpower to cater to work offs, leaves, holidays, etc. over and above the count mentioned for respective CFC, is the understanding correct?	Yes
87	General	General	LOB wise support span ratio will be as per CBSL standards?	As per RFP
88	General	General	If No, yes share LOB wise support staff span ratio.	As per RFP
89	General	General	Beta period shall be 90 days from the go-live date ? Please confirm.	As per RFP
90	NA	NA	Is there any specific communication test that need to be administered?	Query's is not understood. No specific communication test mentioned in RFP.
91	NA	NA	Candidate Skill set – JD for calling process / Email Process / Chat Process / Social Media etc.	Bidder has to confirm Candidate Skillset to meet SLA Requirements.
92	NA	NA	Locations: clarity required on 4 locations. Also to be confirmed whether the process will be executed from EbixCash premise or MSEDCL premise.	Refer revised RFP for more clarity on location details. The process for Call Centers will be executed from Bidder's premises only.
93	NA	NA	Language: As mentioned the languages required Marathi and Hindi. Any other language requirement	As per the tender, languages should be Marathi , Hindi, English.
94	NA	NA	Total capacity for each location	Refer the revised RFP.
95	NA	NA	Clarity on CRM required along with its features requirement	Already Mentioned in RFP.
96	NA	NA	Expected duration of the project to start	The timeline for implementation is given in RFP.
97	NA	NA	Training duration time	Refer revised RFP
98	NA	NA	1. MSEDCL is open for private or public cloud?	The cloud service provider should be MeitY empaneled.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
99	NA	NA	Bidders need to provision connectivity to MSEDCL data center at AWS?	YES
100	NA	NA	Contribution of volume in Email, Chat and Calls and what is the AHT of Calls, E-mails and Chat	Monthly volume of inbound, email, social media, etc. given in RFP. Refer revised RFP.
101	Point No. 6 Of "Qualifying Requirements"	One WO of 24 Cr, Two WO of 15 Cr each, Three WO of 12 Cr each	In case of consortium the requirement of PO would be for individual bidder OR consolidated within all 2/3 bidders	In case of consortium, this qualification requirement can be met collectively. This is already mentioned in RFP.
102	i. Call Centre Setup. Point 1	4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region)	During pre-bid meeting dated 8th July one location informed was "Kalyan". Is Kalyan pre decided as a location in Konkan or it could be something else as well "E.g., Anywhere else in "Navi Mumbai"?	Refer revised RFP for more clarity on location details
103	i. Call Center Setup. Point ix	Bidder will have to quote the billable quantity of FTE in the Price Bid considering the call load of last 39 months of existing Call Centers. The billing shall be done on the basis of actual FTE utilization only and billing of FTE Quantity above the offered Quantity will not be processed. All Other Costs like CRM Cost (if provided), Call Center Infrastructure cost, Office Cost, Project management cost, Telephony infrastructure cost, IT infrastructure cost, Links cost, outbound call (refer call sheet) reserved manpower cost, development & support of Chat-bot (Annexure III), Missed call solution, etc. should be included in the FTE Cost by the Bidder. FTE cost should be quoted for 24x7x365 days operations.	When all Other Costs like CRM Cost (if provided), Call Center Infrastructure cost, Office Cost, Project management cost, Telephony infrastructure cost, IT infrastructure cost, Links cost, outbound call (refer call sheet) reserved manpower cost, development & support of Chat-bot (Annexure III), Missed call solution, etc. should be included in the FTE Cost by the Bidder, Reduction in call volume for some reason will impact the billing and bidder will face losses as all other costs will be factored in the FTE during Day 1 of the contract. Billing should be based upon the fair manpower proposed by bidder during inception basis the call history provided.	No Change. As per RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
104	i. Call Center Setup. Point x	MSEDCL reserves the right to either decrease or increase the existing quantity of FTE (no. of agents) as quoted by the bidder by +/- 20%. In case of change in FTE quantity, same shall be approved by MSEDCL and to be implemented by bidder within 15 days or mutually accepted timeline.	In case of change in FTE quantity, same shall be approved by MSEDCL and to be implemented by bidder within 30 days and not 15. Because bidder will need to give 30 days' notice to employee before layoff (for CCA and CFC)	No Change. As per RFP.
105	i. Call Center Setup. Point xi	Complaint via Missed Call' facility on MSEDCL PRI number (022 4107 8500).	Bidder should procure new number OR MSEDCL will allow bidder to use same number? Will the charges for this PRI also be borne by bidder or MSEDCL?	Bidder may procure new or use existing PRI. The charges for PRI will be borne by bidder.
106	i. Call Center Setup. Point xix...MIS Reports	MIS Reports	MIS personnel to be considered by bidder. Pls confirm	YES.
107	iii. Complaint handling through Social Media & Email	iii. Complaint handling through Social Media & Email	Is there different team/manpower considered for this activity other than CCA and CFC?	YES
108	xii. Other Mandatory Requirements (Call Centers):	Quality Audit Managers etc. should have a minimum 2 years of work experience in the same profile	We are considering Quality associates and Quality manager is to be there for governance over and above CCA and CFC resource count...pls confirm?	YES
109	C. CRM	8. Total number of users of the of the CRM shall be approx. 5837 (approx. 200 CCC Users, 435 CFC users, 4 Regions, 16 Zones, 46 Circles, 147 Divisions, 652 Subdivisions, 3837 Section & 500 third party centers (PROPOSED)).	Is current CRM license Perpetual or subscription...estimated charges per license?	Current CRM is custom application developed in-house by MSEDCL.
110	D. Connectivity & Cloud Hosting	c. Data transmission charges and all charges related to data connectivity etc. should be borne by the bidder.	Current Data out/flow through internet/in house/ traffic flow from security devices? This will help derive estimate data transmission charges	The data outflow may be estimated by the Bidder based on call volume given in the RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
111	12. PERFORMANCE SECURITY DEPOSIT/RETENTION MONEY:	To ensure performance of the contract and due discharge of the contractual obligations, the successful Service provider will have to provide security deposit of 10% of the contract value.	10% security deposit is high. Request to consider 3% of contract value	Refer revised clause.
112	22. PAYMENT TERMS	Consolidated Quarterly Invoices for all activities under the contract should be submitted in the name of Chief General Manager (IT), Corporate Office, MSEDCL	Request to consider monthly billing	Accepted.
113	Rebadging	Rebadging of Resources for Call Centre	Is complete /partial rebadging of resources considered by MSEDCL or not	Bidder may do Rebadging. MSEDCL has no objection.
114	Bid Security	NA	Bid Security is of 1.48 CR, will there be reconsideration for MSME certificate holders.	No Change in RFP
115	Qualification of Agents	NA	We understand process to cater to Inbound, Outbound, email, Chat & SM. Will agents be multiskilled or separate queue	Bidder has to provide the agents as per RFP scope and to meet the SLAs.
116	Existing Call load	NA	While we have the monthly call volume, we would also be needing bifurcation by hourly & half hourly of same	Shift Wise call volume data is already given in RFP.
117	Existing Call load	NA	We would also be needing volume (half hourly) for other LOB's ?	Shift Wise call volume data is already given in RFP.
118	Average Handling time	NA	Can you please share AHT for other LOB's?	Refer revised RFP/SLA.
119	Call Center Setup/ Location	NA	Since its a cloud based solution including WFM model can we run it out of 1 center Thane or maximum 2 centers instead of 4 , Namely Thane and Pune .	Refer the revised RFP.The Call centers should work in Active-Active DR mode with respect to each other
120	Call Center Setup/ Location	NA	What percentage of agents to be made available across all Call Center location	Refer the revised RFP.The Call centers should work in Active-Active DR mode with respect to each other
121	SM, Email & Chat	NA	TAT for Email, Chat & SM?	Immediate Response is required for Email, Chat & Social Media. Refer revised RFP

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
122	Business Continuity	NA	What is the beta period? And Transition period	Refer timeline for implementation given in RFP.
123	Other Mandatory Requirements (call Center)	NA	What is the team Structure that is expected ? Agent to Team Leader ratio, Agent to Asst Manager , Manager, Q.A Ratio, Trainer, MIS etc.	Bidder has to deploy teams to fulfill the scope as per RFP and to meet the SLAs.
124	Training	NA	Training timelines to be outlined / Process training duration / Duration to be considered for Certification/ OJT Timeline/ Training for TTT of 1 day to our mind is very less. Please comment	Refer revised RFP
125	Training	NA	Is training paid ?	No
126	Service Level	NA	How will the SLA be calculated ? Will it be at the end of the month or by the day ? how do we get exemption of high intraday call volume?	SLA reporting duration is already mentioned in RFP.
127	Service Level	NA	SLA for EMAIL, Social Media, EM Help Desk, MP MLAPP and Aaple Sarkar ?	Refer revised RFP.
128	Service Level	NA	SLA for Chat bots?	Refer revised RFP.
129	Customer Satisfaction Audit	NA	What percentage of calls should be passed for Customer satisfaction Audit ? should it be at random or it should be stratified basis the call disposition ?	Refer the SLAs.
130	Customer Satisfaction Audit	NA	How do you measure Customer satisfaction on the scale of 1 to 10 ?	Bidder may propose scale in their solution document and MSEDCL will approve it.
131	Payment term	NA	Can we look at monthly Invoicing and payments ? Request for a reconsideration	Accepted
132	Payment term	NA	Can you explain the line items of payment terms table Page 53? (Payment of Line Items Cost (Total) (as per LOA)) Explain 1/4th)	Refer revised clause. Payment will be given as 1/12th of annual cost (Monthly basis) quoted by bidder for that line item.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
133	Payment term	NA	Direct payment to Telecom players ? Would the telecom be in the bidders name or in the name of MSEB? If it's in the bidders name how can the payment be made to the telecom partners?	Already mentioned in RFP. Telecom Services for Toll free numbers shall be in the name of MSEDCL. MSEDCL will sign Tri-partite Agreement for toll free number with Telecom Service Provider & Bidder. Direct LOA & Direct Payment of toll free numbers will be given to Telecom Service provider by MSEDCL.
134	Payment term	NA	Telecom partners also are looking at monthly invoicing and we recommend monthly invoicing	Accepted
135	Payment term	NA	PRI line invoicing can you explain the math of (1/20th) in the table of Payment of Line Items cost (Total) (as per LOA)	Refer revised revised table in RFP for more clarity. Fixed PRI Cost will be paid on Monthly basis i.e. 1/60th of Total Cost of PRIs for 5 years.
136	Service Level	NA	Quality Score to be benchmarked @ 85 % as it's the industry Standard and penalties to be applied below 80 %.	No change. As per RFP.
137	Service Level (Short login - CFC)	NA	CFC : Since the agent numbers are going to be small in some of the locations the number of 95 % for penalty should be reconsidered.	No Change. As per RFP.
138	Sufficient number of skilled & well trained Call Center Agents & Supervisors to be provided	NA	What is the agreed time for back fill for attrition?	Time for back fill for attrition is not mentioned in RFP and also not acceptable. Bidder has to ensure sufficient manpower to meet the SLAs.
139	Training	NA	How do you train the CFC agents ? will it be provided locally by the MSEB center or it has to be provided by the bidder ?	TTT will be given by MSEDCL. Then bidder has to arrange further training to agents.
140	CFC Setup at Municipal Corporation areas & other areas	NA	CFCs in area under Municipal Corporation (43 nos.), and other areas (91 nos.) if we need to provide 2 agents per shift for 24 x7 x365 days we will need relievers does these number include relievers or it has to be over and above that ? will the relievers be billed ?	Relievers are not included in CFC agent quantity and it is over and above. Relievers (if required) will not be billable. Bidder has to quote CFC agent cost considering all other expenditure.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
141	CFC Setup at Municipal Corporation areas & other areas	NA	For 24 x7 services are there any food provisions for CFC agents at the MSEB centres?	No. CFCs are to be operated shift wise as given in RFP. 24x7 operations for CFC is not expected. However, CFC manpower should be available for all 365 days in a year.
142	IT/Call Infrastructure - OEM	NA	It is mentioned that the proposed IT platform solution should be vetted by OEM, since we will be using our own solution how do we get it vetted?	If bidder is OEM of the solution then it may provide self certification on its letterhead.
143	Payment term	NA	What is the billing and payment process for the CFC ? since its a distributed model of delivery we cannot manage 134 separate billings we propose a central billing and payment mechanism .	Bidder has to raise consolidated Monthly invoice for all CFC in operations as per terms of tender and payment will be released centrally
144	CFC Setup at Municipal Corporation areas & other areas	Desktops (in 134 CFCs) Min. Specifications: All in One Desktops, i3 (10th Gen)/AMD Ryzen 3 Processor, 8GM RAM, 256 GB SSD, 1TB HDD, Windows 10 & Office 2016+.	CFC - Instead of all in one pc can we provide desktops ? Also Instead of office 2016, can we propose office 365 Business Basic/ WPS/ Open Office	Bidder has to provide IT hardware as per specifications in RFP. Bidder may use any software tool to meet RFP requirements. Refer revise specifications.
145	CFC Setup at Municipal Corporation areas & other areas	For CFCs, MSEDCL will provide the connectivity at each CFC from the respective division office.	CFC - what sort of connectivity type and charges ? What connectivity will be provided and what all will be accessible through this connectivity ?	For CFCs, MSEDCL will provide the leased line Internet connectivity(via respective division Office) at each CFC. Bidder has to provide LAN connectivity and Network equipment to connect its IT infrastructure within CFC.
146	CRM	The successful bidder may host the proposed solutions (CRM, cloud based Call Center Infra, PBX, IVR etc.) on MSEDCL Virtual Pvt. Cloud (AWS) or any other cloud which should be MeitY empaneled.	Solution can be hosted in bidder's private cloud / Data center ?	Cloud service provider should be MeitY empaneled.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
147	CRM	MSEB CRM - The bidder will bear all the charges of connectivity under its scope such as rental, onetime cost, commissioning charges, N/w equipment rental charges and networking equipment at Bidder's locations.	To access MSEB CRM and applications what is the estimated bandwidth required for users ? Please provide the address details for procuring the connectivity for accessing MSEB hosted applications	This clause is applicable for Connectivity with Call Centers and call center locations has to be decided by Bidder. Bandwidth details already mentioned in RFP (Section 6: Technical Information Form). The Address details of GPX location of AWS cloud will be shared with Successful bidder.
148	CFC Setup at Municipal Corporation areas & other areas	CFC Location	Need address for all 134 CFC Locations	Refer annexure 1 for CFC locations. Address details will be shared to successful bidder.
149	CFC Setup at Municipal Corporation areas & other areas	Internet access	Bidders will be provided with internet access at CFC Locations from MSEB ?	Yes. Bidder has to do LAN connectivity and network equipment to provide connectivity to its IT infrastructure within CFC.
150	Toll Free	The Quarterly payment of Toll Free numbers (Primary & Secondary) shall be given to the respective Telecom Service providers at Actual basis (based on number of calls). Whereas the fixed quarterly payment of all Telephone Lines (SIP/PRI) shall be given to the Bidder as per the total cost quoted in the Price bid/LOA.	Toll Free charges will be paid at actuals to service provider directly and this cost is not part of the order value ? Please clarify	Yes. During bid evaluation, toll free charges will be considered in total cost of solution. Refer Section 4.2 A(ii) of RFP for more details.
151	a. Existing Setup, Page No.17	Currently MSEDCL is having Centralized Customer Care Center integrated Setup at Pune & Thane with average quantity of 200 no. of FTEs (Full Time Equivalent, FTE quantity varies as per Season & Call load), 2 nos. of Toll Free numbers, national toll free numbers 1912 & 19120, 17 PRI lines (30 channels) and 2 nos. of VMNs.	a. Kindly clarify who is the owner of the Toll-Free Number mentioned in diagram? Is it MSEDCL or existing vendor? b. Are these 17 PRI lines fully being utilized? c. Currently there are two Telecom service provider – i.e. BSNL and Airtel – please inform if one of them is Primary and other is secondary – if so please share details of which one is Primary and which is secondary / fall back arrangement.	A. Owner of the Toll-Free Number mentioned in RFP. It is MSEDCL . B. YES. C. Both Telkom Service Provider's PRIs & Toll Free number are used.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
152	4.1. Brief Scope of Works	4. Providing chat-bot solution for various online consumer services and its integration with MSEDCL website and mobile app and handling chat-bot operations with agent support.	a. It is understood that MSEDCL will maintain its existing Web Portal and Mobile App and bidder has to only integrate the Chat-bot that is being proposed and implemented by the bidder.	Yes However we expect bidders to use Bots (RPA Platform) wherever possible to automate select bulk, repetitive and logic-based tasks. Bidder to ensure that the platform integrates well with CRM specific workflows, processes, and existing systems.
153	API	NA	MSEDCL will facilitate integrate by APIs required from the Web Portal/Mobile App side. b. Who is currently maintaining the Web Portal and Mobile App? c. Where is Web Portal and Mobile App currently hosted? It is on AWS cloud?	a. Yes b. MSEDCL c. AWS cloud
154	i. Call Center Setup, Page No.23	i. Set-up an integrated Cloud based Call Center setup with seating arrangement at 4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region) for MSEDCL with functionalities such as Inbound calls, Outbound calls, Social Media Management, Email/SMS Handling, Chat Support etc.	As mentioned in scope details, currently MSEDCL was working with 2 Call Centre Setup – Pune and Thane. Adding 2 more call centres in Aurangabad and Nagpur – one point is understood that these are MSEDCL Regional Head Quarters. However in current times, having 4 Call Centre at different locations – that two in same state – and same seismic zone – the purpose if not well understood. a. Will MSEDCL be OK if bidder proposed only 2 call centres (which takes care of BCP) or may be 3 call centres ensuring that SLAs mentioned in RFP are met? b. Can bidder propose call centre at some other location within Maharashtra? c. Can bidder propose call centre in nearby state – outside Maharashtra? d. Which cities would fall under Konkan region – Will all cities under MMR and Konkan belt will be Okay for MSEDCL for bidder to propose call centre in any of these cities?	a. Accepted. Please refer revised RFP. b. Please refer revised RFP. c. NO d. Refer revised RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
155	Page No.24	xi. Bidder shall maintain all consumer complaints & other details in Customer Relationship Management (CRM) application. If bidder wants to use its own CRM, same should be integrated with MSEDCL CRM. Bidder shall provide integration facility (via APIs) of their CRM with MSEDCL's systems (eg. Mobile Apps, Web Self Service, etc.). Same CRM should be provided by the bidder to all CFCs. Bidder must do all necessary actions to provide daily syncing its CRM with MSEDCL's existing CRM. Bidder shall provide Software solution & sufficient bandwidth for the daily syncing at its own cost.	<p>This means bidder has an option to use MSEDCL CRM. If we propose to work on MSEDCL CRM,</p> <p>a. Who has developed the CRM and it is in which technology – front-end, back-end, middle ware (It is mention .Net and MS SQL- it would help if detailed technology stack with versions is given)</p> <p>b. Is the application software, database, system software currently under ATS by the OEM?</p> <p>c. Is any third party vendor (please give vendor name) maintaining the CRM software? If yes, what is the contract duration?</p> <p>d. Will MSEDCL continue maintaining this CRM software and changes if any required to be done be done by MSEDCL?</p> <p>e. If bidder is expected to maintain the CRM post award of contract, what would be the period within which Knowledge transfer would be done to new bidder? Does MSEDCL have functional and technical document of this CRM?</p> <p>f. Where is this CRM currently hosted?</p> <p>g. Where will the CRM be hosted post award of contract to the bidder?</p>	<p>a. Details of MSEDCL CRM is already provided in RFP</p> <p>b. MSEDCL CRM is a custom application developed In-house by MSEDCL. All cost related to MSEDCL's CRM Hosting are borne by MSEDCL.</p> <p>c. No</p> <p>d. Yes</p> <p>e. All change request of MSEDCL's CRM will be handed by MSEDCL.</p> <p>f. On AWS Cloud</p> <p>g. MSEDCL's CRM is already deployed on AWS Cloud. Necessary API/Web Services will be provided by MSEDCL CRM Team.</p> <p>h. MSEDCL will maintain its CRM.</p> <p>i. on AWS Cloud</p> <p>j. Not Applicable.</p>
156	Page No.24	xv. Bidder shall provide a customized Portal to MSEDCL where all Call Center & CRM parameters & analytics shall be instantly displayed. Live Agent utilization, Average Call Handling, Call Abandoned Ratio, Live CCTV footage of Call Center floors, etc. shall be made available on portal.	<p>We understand that MEDCL already has a Web Portal. This Analytics that would be in scope of this project will be one of the hyperlinks on web portal that is being maintained by MSEDCL.</p> <p>Is this understanding correct?</p>	No. RFP statements clearly mentioned that bidder should provide separate customized portal/Dashboard. Necessary integration of Bidder's Portal with MSEDCL Dashboard (SAP-HANA based) will be done through APIs by Bidder.
157	iii. Complaint handling through Social Media & Email Page No.26	d. Provide detailed analytics about Social Media activities related to MSEDCL. Submission of weekly/biweekly competitive analysis & Customer's feedback.	Is MSEDCL envisaging any social media tool to be used or it is left on bidder to decide how they want to deliver this as per the requirement mentioned in RFP?	Bidder should provide as per requirement.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
158	x. Disaster Recovery, Page No.29	The bidder is required to have an effective Disaster Recovery system in place. In case of any breakdown of service due to Bidder's deliverables and IT infrastructure failure, the functions carried out from the affected location must be made operational at the same location or at the other location in the degraded mode as per the following matrix.	<ol style="list-style-type: none"> 1. Will this DR be Cloud based? 2. Will the CSP have to be MeitY empaneled? 	<ol style="list-style-type: none"> 1. Refer revised RFP. 2. CSP has to be MeitY empaneled. It is already mentioned in RFP.
159	B. Consumer Facilitation Center (CFC), Page No.31	<p>3. Following services (indicative) will be facilitated to MSEDCL consumers through Consumer Facilitation Centre (CFCs):</p> <p>Application for new connection, name change, address correction, load change, tariff change etc.</p> <p>Scan and upload documents required for various applications</p> <p>Verify the status of consumer application</p> <p>Registration and resolution of billing complaints</p> <p>Registration of supply related complaints such as no power, low or high voltage etc.</p> <p>Registration of contact details of consumer i.e. mobile number and E-mail ID of consumer</p> <p>Duplicate bill issue</p> <p>Helpdesk for various consumer services</p> <p>Analytics to track counter wise customers handled, counter wise serve time, average serve time, wait time etc.</p> <p>Handling all overflowed calls from Call Centers.</p>	<p>We understand that MSEDCL has the software and it is not in bidder's scope to provide the software to handle all these services. Bidder's scope is to provide resources and IT infrastructure at CFCs as specified in the RFP. These resources will be trained on operations of MSEDCL CFC and will be given access to the relevant software that they need to use for handling the CFC operations. Such application software if any like software for handling application of new connection, duplicate billing issue etc. would be provided by MSEDCL.</p> <p>In case if this software has to be provided by the bidder, please give detailed FRS for the same.</p>	<p>Applications for various services at CFC mentioned in RFP will be provided by MSEDCL.</p> <p>The below services are part of this RFP and should be provided by bidder.</p> <ul style="list-style-type: none"> • Analytics to track counter wise customers handled, counter wise serve time, average serve time, wait time etc. • Handling all overflowed calls from Call Centers.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
160	B. Consumer Facilitation Center (CFC)	Setup at Municipal Corporation areas & other areas:	We understand that CFC operators would be allowed 2 days' leave per month. Please confirm. The 365 day operation has been mentioned – and it may not be financially feasible to have 1 additional backup resource for each location. 2 leaves per month can be granted considering HR perspective.	CFC should be operated for 365 days in a year as per shifts mentioned in RFP. Bidder has to maintain sufficient manpower per CFC.
161	B. Consumer Facilitation Center (CFC)	6. For Co-located divisions (at one location multiple divisions), additional one operator should be provisioned for every collocated division. Details given in Annexure I.	It is understood that, only one operator should be provisioned for every Collocated divisions, It is not 1 operator per shift. Kindly confirm.	In case of additional co-located divisions, there should be 1 operator per shift per additional Division in addition to existing CFC manpower.
162	B. Consumer Facilitation Center (CFC)	11. At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: 8 All Consumables (stationary, cartridges, etc.) Lump Sum	It is very difficult to estimate quantity of these consumables. So it is requested not to include these consumables in bidder's scope. If this is mandated and cannot be removed from the scope, then MSEDCL is requested to give average consumption of stationary and cartridge for those CFCs that have been operational till date – this data is required for at least past 3 years for 40-50 CFCs that may be operational as of now.	No change. As per RFP

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
163	B. Consumer Facilitation Center (CFC)	12. All the Costs of CFC Operations like Manpower cost (incl. bench strength), IT infrastructure cost, should be included in the CFC Agent Cost quoted by the Bidder in the price bid. CFC Agent Cost should be quoted for 365 days' operations for both Municipal Corporation Areas (2 shifts) and other areas (1 shift).	<p>Here the costs like IT Infra cost, Project Management cost, CRM Cost, Office Cost, Telephony infrastructure cost, outbound calls etc. i.e. Capital cost, fixed cost and variable cost – all this is to be quoted in FTE cost. Further is mentioned that MSEDCL will pay as per actual utilization of FTEs and not as per the FTEs proposed by the bidder.</p> <p>One needs to understand that certain fixed cost would be incurred even when work load is less or more. It is not practically possible to re- allocate such resources to other projects for short period of time. Hence MSEDCL should consider bifurcating payments into one fixed payment and other variable payment. Wherein bidder can include capital expenditure and fixed cost items in Fixed cost and other items in variable cost.</p> <p>This would be win-win approach for both MSEDCL and the bidder.</p>	No Change. As per RFP

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
164	B. Consumer Facilitation Center (CFC) Page No.31	1. MSEDCL desires to establish 134 CFCs at all Division locations (Total 145 divisions, 11 divisions are collocated) to enhance customer experience equipped with state-of-the-art facilities with following objectives:	<p>Kindly clarify on below things:</p> <ul style="list-style-type: none"> • How many of these 134 CFC s are currently functional? • What is tentative plan for setup of balance CFCS with ready Civil and other Non- IT infrastructure– will it be maximum within 6 months of the award of this contract? <p>The reason behind these questions is it will impact on cost and logistics for the bidders in supply of IT Infrastructure.</p> <p>As bidder has to deploy Hardware and Manpower for 134 locations, if we order it placed in bulk we can get it in better rates whereas if all the CFCs are not ready at same time and we have to order it in parts, we will not be given the competitive rates. Logistics – supply of PC, Printer etc. if done at on go will be economical and if it has to be done separately for different CFC - it would be costlier Hence MSEDCL needs to give commitment of the timelines for readiness of the CFC and delivery of IT Infrastructure by the bidder.</p>	<p>Currently, approx. 41 CFCs are in operational which will be abolished and new setup will be provided for all 134 proposed CFCs.</p> <p>Civil setup of proposed CFCs is parallely undertaken. It will be ready approximately within 6 months.</p>
165	A. Cloud based Call Centers	xii. Bidder should do all the needful to continue this service as it is, including procuring new PRI line & integration with MSEDCL's SMS gateway for the same, at its own cost.	It is understood that SMS and Email gateway is already available and same will be used by the bidder. MSEDCL will bear recurring cost for the same. Bidder will have to integrate this SMS and Email gateway as required. Kindly confirm.	Yes

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
166	16. PRICE BID, Page No.84	Manpower Requirement of CFC	As mentioned details in RFP, approximately 365 nos. of manpower is required for CFC. Manpower: 43 locations a) 2 shifts for CFC (Time 8 am to 10 pm) b) 2 operators per shift 91 Locations a) CFC in single shift (10 am to 6 pm) b) 2 operators Co-located CFCs - 11 - 1 additional person each. Total manpower: 365 Annexure I mentions total as 374. Which is the final count to be considered?	Please refer revised Price Bid & RFP.
167	Page 20 CRM	Complaints are registered in CRM through mobile app, consumer portal, Ag-2020 Portal, missed calls, Call Centre / IVRS, CFC, EM Helpdesk, Aaple Sarkar Portal and field offices (Walk-ins in MSEDCL Offices).	How are complaints from social media and email registered on CRM – is there any integration or the complaints are manually entered in CRM?	Monthly average count given in RFP. Complaints are manually entered in CRM.
168	Section 1 Bid Data Sheet item no 8 page no 9	Last date and time for Bid submission (on or before	We request MSEDCL to give minimum 3 weeks' time for submission post publishing of corrigendum and response to pre-bid queries. This will help putting up comprehensive and competitive bid.	Refer revised Timelines published on e-Tender portal.
169	Section 2 – Qualifying requirements page no 12 point no 3	The Bidder should have minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e. (2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20).	This project is about Call Centre, CFC and IT application services and support. Hence we understand that the bidder's turnover from similar business of Call-Centre, IT/ITES and CFC related work would be considered against this criterion.	As per RFP.
170	Section 3 page 17-18	Existing setup – Centralized call centre	Please give breakup of FTEs being deployed for the current Call centre by shifts – morning, evening and night shifts at both the call centres. This information in addition to the details given about monthly calls would be helpful	Shift Wise call volume data is already given in RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
171	4.1. Brief Scope of Works	Establishment & Operation of 134 no. of Consumer Facilitation Centers at MSEDCL Division offices for the period of 5 years	We understand that resources deployed at CFC will continue working at the same location through-out the contract period. They will not have to travel to other offices of MSEDCL for day to day work.	Yes
172	A. Cloud based Call Centers	The Cloud based Call Center solution must have Work from Home (WFH) facility enabled. In case of extreme circumstances/Natural disasters/Lockdown, etc., MSEDCL may ask bidder to provide Call Center agent services through WFH at no extra cost.	When the call-centre is being operated from the call-centre facility, certain infrastructure can be re-used. For e.g. seat, PC etc. would be reused to an extent by resources being deployed in 3 shifts. While working from home, there would be requirement of independent infrastructure for the resources. Considering this kind of Work From Home would be temporary arrangement, MSEDCL may consider that the team size deployed during that period may be comparatively less and SLA will be revisited and relaxed when the mode of operation is Work from Home.	No Change. As per RFP.
173	Section 4.2 Page24 point no ix	Call Center Full Time Equivalent (FTE) Quantity: Bidder will have to quote the billable quantity of FTE in the Price Bid considering the call load of last 39 months of existing Call Centers (at Pune & Thane) of MSEDCL (given in Table 1 above) and to meet the SLA requirement in this tender. The billing shall be done on the basis of actual FTE utilization only subject to the maximum FTE quantity quoted by Bidder in the Price Bid i.e. Billing of FTE Quantity above the offered Quantity will not be processed.	We request MSEDCL to have an approach wherein a fixed team is finalized mutually with the bidder at the contract start time and this can be revisited every year. MSEDCL pays for this fixed team. If any additional resources are required due to peak season of work-load, MSEDCL will pay additional for those seats for the respective months.	No Change. As per RFP
174	Section 4.2 IV Chat- bot	Submission of self-meter reading	What is the expectation here? Customer can upload pictures of meter or Customer can enter the meter units visible on meter?	Photo upload and meter reading entry (kWh) is expected in self-meter reading.
175	Section 4.2 IV Chat- bot	All services/ functions mentioned	It is understood that respective backend systems/ applications will provide API to connect with for integration with chat-bot.	Yes

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
176	Section 4.2 IV Chat- bot	All services/ functions mentioned	What would be the languages in which chat-bot is expected to work? Please consider skills of the end user/ customer in being able to type local language.	There should be provision for all mentioned three language in RFP (Marathi, Hindi, English)
177	CFC	LED Display/ TV (min 43 inch)	Is there any specification apart from size mentioned that needs to be adhered to?	No other specification. Minimum requirement is already specified in RFP.
178	C. CRM	All the existing functionalities should be present in the Bidder's CRM solution (if provided). All existing data from MSEDCL should be migrated by bidder in its own CRM database	Please give details of current volume of data. Language in which the data is saved and Font name if the data is saved in language other than English.	All details will be provided to successful bidder.
179	Section 2.2 Page 15	Qualification of Agents	We understand process to cater to Inbound, Outbound, email, Chat & SM. Will agents be multiskilled or separate queue.	Bidder has to provide agents with required skillsets to cater to each channels. Bidder has to decide multiskilled agents or separate agent for each channel to meet the SLA requirements.
180	Section 3, page 17	Existing Call load	While we have the monthly call volume, we would also be needing bifurcation by hourly & half hourly of same.	Monthly and shift wise call data is already provided in RFP.
181	Section 3 page 19	Existing Call load	We request volume of calls and average handling time for other LOBs	Volume of calls is already given for every channel. Immediate response is required for email, social media & Chat solution. SLA for all other LOBs is given in revised RFP.
182	Section 4.2 – point 8, page 29	Business Continuity	What will be the beta period and Transition period?	Refer timeline for implementation given in RFP.
183	Section 4.2 – point 8, page 29	Other Mandatory Requirements (call Centre)	What is the team Structure that is expected ? Agent to Team Leader ratio, Agent to Asst Manager, Manager, Q.A Ratio, Trainer, MIS etc. It would be better to mandate this else different bidders would plan differently and it would not be comparison of similar offerings.	Bidder has to deploy team with necessary skill set so that to achieve SLA performance.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
184	Section 4.2	Training	We request MSEDCL to provide time like for various trainings: Process training duration, Duration to be considered for Certification and OJT Timeline	MSEDCL will provide TTT only. Bidder has to arrange further training to its agents.
185	SIGNING OF THE CONTRACT	The successful bidder shall be required to execute an agreement within a period of 10 days of the receipt by him of the notification of acceptance of tender	This can be made as 15 working days.	Accepted. Please refer revised RFP.
186	Section 7 Point 12 PERFORMANCE SECURITY DEPOSIT/RETENTION MONEY	To ensure performance of the contract and due discharge of the contractual obligations, the successful Service provider will have to provide security deposit of 10% of the contract value.	We request to make this 5% of the contract value OR The bidder may submit 10% of 2 years' contract value. Bidder can submit the fresh PBG before expiring of the previous PBG during the course of the contract.	Refer revised clause.
187	Section 7 point no 22 – Payment Terms	Consolidated Quarterly Invoices for all activities under the contract should be submitted in the name of Chief General Manager (IT), Corporate Office, MSEDCL	We request MSEDCL to make payments monthly instead of quarterly for all – Call Centre, Missed call system, Toll-free numbers, Telephone lines and CFC. Further as suggested in one of the points above, capital expenditure like purchase of IT Infrastructure should not be merged with Call Centre of CFC monthly cost. Payment against such capital infrastructure should be as below: 80% on Delivery. 20% on installation.	Partially accepted. Please refer revised RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
188	Section 16 Page 84	Price Bid	<p>a. As suggested earlier, fixed capital expenditure items may be allowed to be quoted separately and payment for the same can be made separately.</p> <p>b. It is possible that during the tenure of the contract, MSEDCL may opt to on-board additional resources – with or without increase in overall infrastructure. Further there may be changes and change request in the software implemented. It would be good option to ask for resource type wise man-month rate in the contract and use the same for any Change Request during the contract tenure. Hence there should be a provision for bidder to quote man-month rates for various types of resources for each year. This would be mainly for price discovery and not part of commercial bid evaluation.</p>	No change. As per RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
189	Page No.13, 2. QUALIFYING REQUIREMENTS, PQ 6	<p>The bidder should have executed projects for providing call center/ helpdesk / support desk services (telephonic) with minimum 160 manpower per project OR projects enabling Consumer Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person /walk-in citizen services including providing software /infrastructure for any Central Govt./State Govt. / Semi-Govt. / Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR b) Two work orders having annual value of contract not less than Rs. 15 Crores each. OR c) Three work orders having annual value of contract not less than Rs. 12 Crores each.</p> <p>Documents Required Copy of Work Order / Agreement AND</p>	<p>Request you to please change the clause as "<u>The sole bidder or Any member in case of consortium</u>" should have executed projects for providing call center/ helpdesk / support desk services (telephonic) with minimum 160 manpower per project OR projects enabling Consumer Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person/walk-in citizen services including providing software /infrastructure for any Central Govt./State Govt. / Semi-Govt. / Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR</p>	<p>In case of consortium, this qualification requirement can be met collectively. This is already mentioned in RFP.</p>
190	22. PAYMENT TERMS Page no. 53		<p>We request to the department for change:</p> <p>(a) to make the payment monthly instead of quarterly arrears, as we know due to process vendor will actually gets their payment by the end of 5th Month which will increase the finance cost and exposure of then vendor.</p> <p>(b) In addition to the above point please allow vendor to get the payment against the capex like IT h/w etc. . at the time of delivery 80% and rest 20% after successful implementation coz OEM take their payment upfront 100% and looking at the pandemic affect this consideration should be given to ease the financial exposure of the vendors.</p>	<p>a) Accepted. Refer revised clause for payment terms. B) No Change. As per RFP.</p>

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
191	Turnover	The Bidder should have minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e. (2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20). Documents Required Copies of Certified Audited Balance sheet / Profit & Loss statements / Certificate from the statutory auditor / Certificate from CA	Request you to please consider IT/ITES turnover as well coz it has major part in the RFP .	As per RFP.
192	Qualification Criteria no.6		Successful execution of similar projects- Can we submit company secretary citation as existing NDA's restrict sharing of customer data.	No Change. As per revised clause in RFP.
193	4.2. Detail Scope of Works		x. MSEDCL reserves the right to either decrease or increase the existing quantity of FTE (no. of agents) as quoted by the bidder by +/- 20%. In case of change in FTE quantity, same shall be approved by MSEDCL and to be implemented by bidder within 15 days or mutually accepted timeline. Regular review of manpower utilization vis-à-vis Per Hour Call Load & Average handling time (AHT) will be done by MSEDCL- We suggest this to be changed to 30 days for better manpower planning.	No Change. As per RFP
194	Customer Satisfaction Audit		Provision must be available for IVR based customer satisfaction audit. The reports of the same would have to be generated periodically as per MSEDCL requirement. Please share the IVR tree	IVRS tree will be shared to successful bidder
195	Video conferencing		Video Conferencing Conference room with 24X7 video conferencing facility available at the contact center. Does this have to be dedicated or can this be shared.	It should be available as and when required

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
196			Need Volume & AHT both for each channels - Inbound, Outbound, email, social media, chat-bot (% of volume deflection), missed call.	Monthly call data for each channel is provided in RFP. Immediate response to Email, social media & Chat-bot is required. SLA for each channel is given in revised RFP.
197			Need SLA / KPI for each channel (Inbound Channel's KPIs given though)	Refer revised RFP.
198			Do we need outbound Dialer OR Manual dialing will be in scope	Outbound dialer is recommended. Bidder has to provide the best practices to meet the SLAs.
199			In chat-bot, what would be the % of volume deflection	Preferably, consumer's queries are to be responded through the same channel from where the query is received.
200			What is the % of distribution between Technical & Commercial calls	Details of Complaints registered (Power Failure, Billing Complaints & Other Complaints/Queries) are added in existing Setup in revised RFP (Table V in Section 3).
201			Any WFH % assumptions needs to be considered in our sizing solution	In case of extreme circumstances/ Natural disasters/ Lockdown, etc., MSEDCL may ask bidder to provide Call Center agent services through WFH at no extra cost.
202			What is the billing model, if its FTEs...need FTEs definition also. Further, no of FTEs needs to be deployed would also be required likewise in Social Media LOB etc.	The details of FTE is mentioned Section 4.2 Detail scope of work. Bidder has to decide the allocation of FTEs based on call volume and to meet SLAs
203			Need Support Role Ratio OR do we need to keep as per TechM Standard Role Ratio	Bidder has to decide to meet SLA
204			Need Hour of operations (24X7 mentioned though, however is it for all the channels including outbound also	All channel's operation hours are 24*7 except outbound campaigns (to be done in day time only).

REPSONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
205	xi. Facilities		It is mentioned Set-up an integrated Cloud based Call Center setup with seating arrangement at 4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region) Where as under the facilities section for locations it is mentioned Call center services are to be provided from a single physical location and on a single continuous floor with access control! Can we setup one centre and BCP.	As per revised RFP.
206			Can we have a Hybrid model at the initial stage itself because if we change the Setup during the crisis situation then there maybe a lag in the SLA's	No Change. As per RFP.
207			ii. M MSEDCL reserves the right to either decrease or increase the existing quantity of FTE (no. of agents) as quoted by the bidder by +/- 20%. In case of change in FTE quantity, same shall be approved by MSEDCL and to be implemented by bidder within 15 days or mutually accepted timeline. Regular review of manpower utilization vis-à-vis Per Hour Call Load & Average handling time (AHT) will be done by MSEDCL .. Can we increase it to one month ?	No Change. As per RFP
208			Location : We propose Airoli. (Part of MMR)	Refer revised RFP for locations details
209			5837 (approx. 200 CCC Users, 435 CFC users, 4 Regions, 16 Zones, 46 Circles, 147 Divisions, 652 Subdivisions, 3837 Section & 500 third party centers (PROPOSED)). Can we avoid the access of Section and 3rd parties to avoid trafficking	Refer revised RFP for CRM user details

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
210	B. Consumer Facilitation Center (CFC)		At each CFC, Bidder shall provide manpower and following IT Infrastructure along Networking Equipment & LAN Cabling: Need accurate details	MSEDCL has mentioned minimum specifications for CFC IT Infrastructure in the RFP. MSEDCL will be providing bandwidth at CFC locations. Bidder has to do LAN Connectivity and provide network equipment necessary to provide connectivity to its IT infrastructure within CFC.
211	B. Consumer Facilitation Center (CFC)		CFC agents will report to their respective Supervisor (MSEDCL Official) and work as per his/her instructions. Bidder will be responsible for CFC Agents' Quality Assurance & Quality Control and must comply all the requirements/instructions of MSEDCL. Please share ratios of supervisors.	Bidder has to deploy the team to meet the RFP Scope & SLA performance.
212	c.CRM		Bidder may use MSEDCL's existing Customer Relationship Management (CRM) on 'as is where is' basis OR may provide its own CRM Solution for handling consumer complaints (CCC & CFC) to meet the SLA requirements. If we choose to use MSEDCL's CRM will it be extended to all CC and CFC agents. is this a web application.	If bidder choose to use MSEDCL's CRM it will extended to all CCC agents through P2P links and CFC agents through VPN.
213	22 Payment term		Consolidated Quarterly Invoices for all activities under the contact should be submitted in the name of Chief General Manager (IT), Corporate Office, MSEDCL. We propose monthly invoice clearance.	Accepted
214	4.2. Detail Scope of Works (Point - vii) - CCC	Tentative Timing & Skill Set arrangement:	Kindly confirm if the volume split shared between Technical & Commercial is applicable to all channel in-scope i.e. Inbound Calls, Email, Social Media, EM HELP DESK, MP MLA APP & Aaple Sarkar. If no then, please share the volume split for Technical & Commercial at channel level.	Details of Complaints registered (Power Failure, Billing Complaints & Other Complaints/Queries) are added in existing Setup in revised RFP (Table V in Section 3).

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
215	Qualifying Requirements: 6	<p>The bidder should have executed projects for providing call center/ help desk / support desk services (telephonic) with minimum 160 manpower per project OR projects enabling Consumer Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person/walk-in citizen services including providing software / infrastructure for any Central Govt./State Govt. / Semi-Govt. / Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR</p> <p>b) Two work orders having annual value of contract not less than Rs. 15 Crores each OR</p> <p>c) Three work orders having annual value of contract not less than Rs. 12 Crores each.</p> <p>The experience clause should be separately asked for call center services and CFC services, as the scope is for CCC as well as CFC services.</p>	<p>6. The bidder should have executed projects for providing CALL CENTER & help desk / support desk services (telephonic) with average 2400 yearly MANPOWER (200 per month) from CALL Centre operations only.</p> <p>CALL CENTRE & Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person/walk-in citizen services including providing software / infrastructure for any Central Govt./State Govt. / Semi-Govt. / Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR</p> <p>b) Two work orders having annual value of contract not less than Rs. 15 Crores each OR</p> <p>c) Three work orders having annual value of contract not less than Rs. 12 Crores each.</p>	Please refer revised RFP.
216	Description	Establishment & Operation of Cloud-based Call Center with seating arrangement of call center agents	Does cloud base means work from home solution? If yes then at what % of FTEs needs to be deployed for the 5 years contract for WFH.	Refer 4. Detail scope of work In case of extreme circumstances/ Natural disasters/ Lockdown, etc., MSEDCL may ask bidder to provide Call Center agent services through WFH at no extra cost.
217	Description	Establishment & Operation of 134 no. of Consumer Facilitation Centers at MSEDCL Division offices for the period of 5 years.	Does CFC FTEs should also have Work From Home Solution? If yes then at what % of FTEs needs to be deployed for the period of 5 years.	No
218	Description	Providing Missed Call services for consumer complaints.	How many services & PRI are needs to be implemented on Missed call solution.	Bidder has to make sufficient provision to meet SLAs.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
219	Description	Providing a chat-bot solution for various online consumer services and its integration with MSEDCL website and mobile app and handling chat-bot operations with agent support.	a Web Based / SMS Deflection based chat bot solution is required or any other social media chat bot solution is required, if yes then which all platforms are required from integration & costing point of view.	As per RFP.
220	Description	5. Provision of Toll-Free numbers & PRI lines through a DoT approved Network Service Provider.	As MSEDCL has their owned Toll Free numbers, does it want to change the existing toll free numbers and service providers? As there's no TNP available with DOT or approved SP for TF numbers.	Bidder may continue existing Toll Free number or may introduce new Toll Free numbers in case of different Telecom Service Providers
221	Description	Estimated Cost	Toll Free needs to be procured on the name of MSEDCL as per DOT. For PRIs and its Tariffs (there should be a provision of price escalation as per SP & their future changes)	For Toll Free, separate order will be issued by MSEDCL to the Telecom Service Providers. Bidder should consider cost of PRI/SIP for 5 yrs. including price escalations (if any).
222	Description	Estimated Cost	Based on the IB & OB volumes and the trend the number of PRIs count will be estimated however if there's surge in volume by any reasons then PRIs quantum and charges needs to be passed on to MSEDCL respectively.	No additional cost will be paid by MSEDCL for any reason. Bidder has to provide solution to meet the SLA.
223	Description	Establishment & Operation of 134 no. of Consumer Facilitation Centers at MSEDCL Division offices for the period of 5 years	Required detailed list of cities, address and existing built up structure and feasibility of connectivity should be confirmed by MSEDCL.	The list of CFCs is provided in the RFP. The address details will be shared with successful bidder.
224	2.2	Qualifications of Agents (CCC & CFC Agents): Minimum 6 months in an inbound/outbound process	Can we hire freshers as despite of pandemic situations, this point might not give opportunity for freshers to create fresh employment.	No Change. As per RFP
225	2.2	Final Interview	Final interview to be aligned at bidders level for expedited delivery and time bounded hiring as per RFP requirements.	Final Interview may be aligned at Bidder's level. However, MSEDCL authority may verify the details of shortlisted candidates.
226			What will be the total training duration for MSEDCL process?	The duration of training will be mutually decided. Refer the Section V. Training clause in detail scope of work of RFP for more details.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
227	4.2 -A- V	Training	Will the training duration remain same for all the LOBs?	MSEDCL will provide training to the Trainers for MSEDCL related processes. Bidder has to impart soft skills trainings to agents and duration of such training may be decided by the Bidder.
228			What is the TTT clearing/certification threshold?	For TTT no threshold is defined in RFP. However, TTT should understand all the MSEDCL processes thoroughly.
229			Will there be dedicated Trainers for each LOB ?	Refer the v. training clause in detail scope of work of RFP
230			Does the trainer need to know any other specific regional language or English + Hindi + Marathi skills will meet the requirements?	Trainer should know Languages specified in RFP i.e. Marathi, Hindi, English.
231			Is there any specific MSR for trainer?	Bidder may decide specific MSR for trainer on its own.
232			Will the training content for soft skills be provided by MSEDCL India?	No
233			Will Dummy CRM be provided for training requirements?	No
234			Will Training Plans (Lesson Plans) be provided by MSEDCL India?	Training plan to be prepared by Bidder and the same will be approved by MSEDCL.
235			Can we explore Virtual Training (Train at home)?	NO
236			Are there any KPIs defined for Training?	Bidder may introduce KPIs for the training if required.
237			What is the duration for OJT, if any	Duration of OJT will be decided mutually and it will be based on the processes introduced.
238			What will be the training duration for soft skills training?	Training plan to be prepared by Bidder and the same will be approved by MSEDCL.
239	4.2 -A- V	Training	Audio- Video set up for Training	As per RFP
240		-	Shared Workstation for Training	As per RFP
241		Facilities	single Floor with Access control arrangement	As per RFP
242		Facility Usage	Dedicated workstation space	As per RFP

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
243	4.2 -A- XI	TR Rom	Training room up to 30 Seater Capacity with Audio- video arrangements	As per RFP
244		Video- conferencing	conference room with 24x7 VC Facility must be available	As per RFP
245		Power Back Up	UPS with Automated Generator Power back up for uninterrupted power supply required	As per RFP
246	4.2 -A- XII	Other Mandatory Requirements	Separate room or Partitioned Area Required	As per RFP
247	4.2 -B- XI	Manpower & IT INFRA Requirement	Multifunction printer cum scanner	As per RFP
248			UPS / Inverter Min 2 Kva for Min 02 Hrs Back up.	As per RFP
249			LED Display/ TV- 43 "	As per RFP
250			All consumables- Stationary, Cartridges etc..	As per RFP
251	4.2 -B- XX	A. Queue Management System	Self-Services Tokens with Que management arrangement in Waiting Area.	As per RFP
252			Paper / Paper less Tokens with Token no. on Mobile	As per RFP
253			Dedicated Display for Token no. display	As per RFP
254	4.2 -B- XXI		LED Display in Waiting Area required? Kindly confirm	Yes
255	4.2 (A)	Bidder has to integrate its Cloud based call center solution with 4 nos. of call center locations and 134 no. of divisional CFCs of MSEDCL. Cloud based Centralized call centers must have the facility of diverting calls (in case of call overloading) to divisional CFCs. The agents at CFC (when agent is free), will also receive the calls from Call Centers. This will help in handling large number of consumer calls and will also serve as backup arrangement in case of seasonal high call load during Summer & monsoon and in case of any disaster in the area where centralized call center setup is located.	Will the transferred call come under the purview of Quality Audits	Yes

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
256	4.2 (A) Detail Scope of Works	Sufficient number of skilled & well trained Call Center Agents & Supervisors to be provided at all Call Center locations with 24x7x365 days availability. Adequate bench strength (to obviate attrition rate) must be maintained at all locations	Do we need to have back up QA as well for the process	Yes
257	4.2 (A) (ix) Detail Scope of Works	Provision must be available for IVR based customer satisfaction audit. The reports of the same would have to be generated periodically as per MSEDCL requirement.	Will any resource needs to be aligned for D-SAT audits	Bidder may decide.
258	4.2 (B) - Call Quality Score	A composite score calculated on the basis of Avg. of Quality score of minimum 250 calls audited by bidder's team on Quality Score parameters every month. Data for calls to be audited will be shared by MSEDCL. a) IVRS based customer satisfaction ratings captured by call center for 20% of total inbound callers.	Will the CQ calculated basis 80% of BAU audits and 20% of C-SAT ratings Will this be inclusive of chat, social media , email and voice	Refer revised RFP. Queries received through all channel will be consider for call quality score.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
259	4.2 (A)(i) Detail Scope of Works	Set-up an integrated Cloud based Call Center setup with seating arrangement at 4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region) for MSEDCL with functionalities such as Inbound calls, Outbound calls, Social Media Management, Email/SMS Handling, Chat Support etc.	Will the Quality Analyst be based out of all 4 locations	Bidder has to decide to meet SLA
260	4.2 A iv Chat Bot	Bidder to provide comprehensive Chat-bot solution	Is there any automation existing in the process	NO
261			Are there any key transformation initiatives that are currently underway or are expected to start shortly? If yes, please specify	No
262			Have you deployed any tools for deflecting volumes to preferred channels?	No. Bidder may deploy automated tools for deflecting volumes to preferred channels.
263			Are the queues managed manually or through automated workflows?	Queues are to be managed through Automated workflow.
264			Are the tasks/activities performed in any of the LOBs of a manual and repetitive nature?	Some of the task may involve manual activity.
265			Do agents need to toggle through multiple applications/screens during a call/transaction?	Yes
266			Are there tasks which involve reading of information from documents/websites/databases?	Yes
267			Do you have a performance management system or platform to drive agents' engagement & productivity?	No. Bidder may deploy Performance management system or platform.
268			Do you use any form of Data Analytics in the in-scope operations?	No. Bidder has to provide Web portal/Dashboard for in scope operations.

REPSNSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
269	7- Audit	Right to Audit	To enable Teleperformance to arrange availability relevant resources in case of audit, we will require (a) prior notice of 5 days for each audit; (b) limit the number of audits to one audit per year; (c) any third party appointed should not be a direct competitor of Teleperformance; (d) resources ad records to be inspected will be limited to those used exclusively for services and will not include books of accounts.	No Change. As per RFP
270	26-IPR	Industrial and Intellectual Property Rights	<p>We wish to protect our pre-existing IPR and seek adding a clause to this effect.</p> <p>"26.1. Subject to the limitation of liability set out under Sec 25 above, Service Provider shall keep the Owner harmless and indemnify the Owner from and against claims, proceedings, damages, costs and expenses for and/on account of infringements of said patents, models, trademarks names or other protected rights. Each Party shall retain all rights in all intellectual property rights owned or controlled by such Party prior to the Effective Date or developed or acquired by such Party independent to the services, during the term of this Agreement or developed or acquired by such Party independent to the services during the term of this Agreement."</p>	Bidder's Pre-existing IPR shall remain with bidder only.
271	29- Confidentiality	Confidentiality obligation	<p>We suggest including these exclusions in the agreement. (a) Information is or subsequently comes into the public domain other than by breach of this Agreement; or (b) Information lawfully known by the receiving party prior to disclosure by disclosing party; or (c) Information independently developed by or lawfully received from a third party; or (d) Information that can be documented as independently developed by Respondent without use of any portion of a Party's Confidential Information.</p>	No Change. As per RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
272	33- Arbitration	Arbitration	We suggest that three Arbitrators to be appointed for a dispute. One appointed by each party and third Arbitrator to be appointed by the 2 already appointed.	Accepted. Refer revised clause of RFP.
273	35- Suspension	Suspension of Work	We suggest adding- in case a suspension lasts longer than 60 days, Service provider shall have a right to full payment and termination.	No Change. As per RFP
274	- Termination and Offloadi	Termination and Offloading	We suggest modifying the clause basis the following principle: Each party shall have a right to terminate by providing 90 day's written notice to the other party. 36.2. client may terminate by providing 60 day's written notice in case a breach is not cured within 30 days' of intimation of default. Teleperformance seeks right to terminate in case of defaulted payment and if the same are not cured within 60 days' from the date of intimation of the same.	No Change. As per RFP
275	37- Cancellation	Cancellation	We request a written notice of 90 days in case of cancellation of the contract.	No Change. As per RFP

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
276	New Clause	Security Risk Assessment	Teleperformance will conduct, at its own expense, security risk assessment (a non-intrusive “observation process” only and does not include usage of application or network vulnerability scanning tools) to review how its systems and employees interact with client’s system (including client’s tools, programs, processes etc.) (SRA) and proactively identify privacy risks and recommend risk remediation measures. Teleperformance will create a report which will be shared and discussed with the client with an intention to eliminate or reduce any risks that are identified by implementing recommended remediation measures. Parties will agree applicable contractual provisions which provides: (a) ability for Teleperformance to conduct this assessment; (b) identifying risks and ownership of implementing potential remediation measures (Teleperformance ownership or Client ownership); and (c) the resultant consequences of not mitigating the identified risks by the relevant party.”	Security risk assessment should be part of the solution document to be submitted by bidder in Secion 5 . TEMPLATE FOR SUBMITTING THE PROPOSAL. As per revised RFP.
277	FILE_CGM_IT_CCS_2021_1_version_1_162497219_9660	Brief Scope of Works	Our understanding is that bidder can propose Public or Private cloud for Cloud Contact center. Please confirm	Yes. Cloud service provider should be MeitY empaneled.
278	FILE_CGM_IT_CCS_2021_1_version_1_162497219_9660	II. Customer Relationship Management Solution	Please confirm if Email platform will be provision by MSEDCL on CRM system?	Yes
279	FILE_CGM_IT_CCS_2021_1_version_1_162497219_9660	D. Connectivity & Cloud Hosting	Bidder need to provision connectivity with routers from bidder's delivery centers to MSEDCL data center i.e., AWS cloud. Please confirm if there will be AWS DR as well where connectivity to be deliver from bidder's end?	Bidder has to make provision for connectivity with routers from bidder's delivery centers to MSEDCL data center i.e. AWS cloud. Bidder has to provide primary and secondary links.
280	FILE_CGM_IT_CCS_2021_1_version_1_162497219_9660	D. Connectivity & Cloud Hosting	How much per user bandwidth will be required for accessing MSEDCL's CRM and other applications?	Call Centers to DC/DR bandwidth connectivity is mentioned in RFP. Refer Section 6. Technical Information Form.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
281	FILE_CGM_IT_CCS_2021_1_version_1_1624972199660	ii. Toll Free & Telephone Lines	Can bidder pass on the actual cost of PRI/SIP lines as there is possibility that volumes can be up/down?	No. Last 39 Months data is already given in RFP.
282	FILE_CGM_IT_CCS_2021_1_version_1_1624972199660	B. Consumer Facilitation Center (CFC)	Please confirm bidder can look for alternative solution to avoid the deployment of LAN infra at CFC site. As there is requirement of 2 agents only per CFC site?	Yes.
283	f) Penalty	f) Penalty In the event of availability below a certain level, the payable charges would be proportionately reduced as per Penalty Schedule.	May we request if there could be a penalty bracket of 20% in overall a month to avoid exceeded revenue leakages due to any situations.	No Change. As per RFP
284	32. FORCE MAJEURE	FORCE MAJEURE	There's no mention of the Pandemic situations in RFP document anywhere, whereas in last two years entire world and specifically India has suffered during pandemic situations which should be included in Force Majeure and penalties waiver should be given for such situations.	Noted. Refer revised clause of Force Majeure.
285	CFC	-	For CFC sizing purpose, kindly share average monthly walk-ins separately for each CFC establishment.	No data available
286	CCC	-	Kindly share the targeted AHT for other channels in-scope i.e. Email, Social Media, EM HELP DESK, MP MLA APP & Aaple Sarkar at query level (Technical & Commercial) like it has been shared for Inbound Calls. For Outbound Calls , kindly share Outbound Calls AHT bifurcated into Connected Calls AHT and Non-Connected Calls AHT.	Immediate Response is required for Email, Chat & Social Media. Refer revised RFP for SLA for Email, Chat & Social Media.
287	CFC	-	For CFC sizing, kindly share average handling time i.e. inclusive of all BAU, Non-BAU & adhoc activities to be performed by CFC, to be considered per walk-in at CFC establishment.	No data available

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
288	CCC	-	Kindly share 4 - 6 weeks of daily volume to assess the day of the week volume factor for sizing purpose for Social Media at queue level (Technical & Commercial). Alternatively, please share day of the week volume factor for Social Media at queue level (Technical & Commercial). E.g. - Mon-15%, Tue-16% & so on.	No data available
289	CCC	-	Kindly share 4 - 6 weeks of interval wise volume arrival pattern to assess the intraday arrival pattern for sizing purpose for Social Media, EM HELP DESK, MP MLA APP & Aaple Sarkar at queue level (Technical & Commercial). Alternatively, please share intraday volume pattern for Social Media, EM HELP DESK, MP MLA APP & Aaple Sarkar at queue level (Technical & Commercial). E.g. - 09:00 - 1%, 09:30 - 1.5% & so on.	No data available
290	CFC	-	For CFC sizing, kindly share 4 to 6 weeks of walk-in volume at day & interval level.	No data available
291	CFC	-	For CFC, kindly share Hours of Operation (HOOPs) & business Operating days separately for each CFC establishment in-scope.	CFCs are to be operated in Shifts as given in RFP.
292	CCC	-	Kindly confirm and share If Email, Social Media, EM HELP DESK, MP MLA APP & Aaple Sarkar has any turnaround time (TAT) target e.g. 100% in 24 hrs. or 90% in 12 hrs., etc.	Refer revised SLA in the RFP.
293	CCC	-	How many touches are expected per transaction for Email, Social Media, EM HELP DESK, MP MLA APP & Aaple Sarkar . For multiple connects, please clarify if the AHT shared is inclusive all required touches, if not then, please share the AHT inclusive of all attempts.	Refer SLA in the RFP.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
294	CFC	-	Kindly confirm if the span of control structure e.g. Supervisor, Team Leaders, etc., to manage and supervise CFCs are to be provided by Supplier or MSEDCL.	Bidder has to deploy centralized control structure & SPOC for all CFCs. Individual CFC agents will also report MSEDCL supervisor for day to day operations.
295	NDA	NDA	We propose the NDA to be made mutual for both the parties.	No Change. As per RFP
296	EMD	EMD	We request modifying the EMD basis the following principal- valid grounds or reasons should be given to TP for deduction of the EMD.	No Change. As per RFP
297	PBG	PBG	We request modifying the EMD basis the following principal- valid grounds or reasons should be given to TP for deduction of the EMD.	No Change. As per RFP
298	27- Lien	Lien	We request deleting the clause as TP should be paid for the services rendered in the previous month.	No Change. As per RFP
299	4.2. Detail Scope of Works A. Cloud based Call Centers iii. Complaint handling through Social Media & Email	Agency should dedicate a strong team (among the approved FTEs) for social media management of MSEDCL accounts on Twitter, Facebook, WhatsApp or any other social media platform. All the complaints received through social media and email must be personally acknowledges and processed as per MSEDCL's instructions.	Does the bidder need to provide a platform to manage email, social media and WhatsApp responses.	Bidder may provide various platforms (at no extra cost to MSEDCL) to meet the required Service Levels.
300	4.2. Detail Scope of Works A. Cloud based Call Centers iii. Complaint handling through Social Media & Email	The Bidder will be given access to the official Twitter account, Facebook Page & WhatsApp account. All complaints/queries/comments must be individually acknowledged, all complaints must be entered into CRM and regular status updates must be given till the resolution of the complaint.	In case of a platform provided for managing social media responses, is it a mandate to integrate with MSEDCL. Platform to be utilized for responding to social comments received, without direct access to Facebook, Twitter or WhatsApp. We assume advisor would use the existing CRM to log complaint and track status.	Each & every complaint needs to be logged into CRM. Bidder may provide its own CRM and integrate with MSEDCL's CRM via APIs. MSEDCL users will update the status/resolution details in MSEDCL's CRM.

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
301	D. Connectivity & Cloud Hosting	The cloud instance should be specifically dedicated to MSEDCL and utilized by MSEDCL only	Are you ok with cloud telephony (PaaS) solution	Yes. The concerned cloud instance clause is applicable only if Bidder is providing its own CRM.
302	24. Indicative list of In-person Customer Service to be provided by bidder at each CFC	24. Indicative list of In-person Customer Service to be provided by bidder at each CFC: - A. Consumer Complaint Management B. Consumer Billing Support C. Other Services D. Self Service through Kiosk: E. Help Desk & EM Helpdesk	Our understanding is that supplier will provide the services and applications including any third party/vendors systems & technology will be provision by MSEDCL except of requirements clearly mentioned in RFP.	Bidder is required to provide Manpower & IT infra as per RFP. MSEDCL's CRM & Web Self Service Portal can be used by Bidder at the CFCs for consumer services. Bidder may provide its own CRM & other software in order to provide more effective services.
303	NA	NA	Generally, to reduce Average Handle Time (AHT) & improve customer satisfaction, Robotic Process Automation tools are used. Is it also expected in this RFP?	From the view point of customer satisfaction, it is expected that the bidder has to select any latest technology like Robotic Process Automation to meet the SLAs. Bidder should ensure that the proposed platform integrates well with MSEDCL workflows, processes and existing systems.
304	NA	NA	How is MSEDCL ensuring reduction of errors in human interactions? Are bidders expected to use any Digital assistant tools (Attended & Unattended Bots) with Agents to reduce chances of errors?	From the view point of customer satisfaction, it is expected that the bidder has to select any latest technology like Robotic Process Automation to meet the SLAs. Bidder should ensure that the proposed platform integrates well with MSEDCL workflows, processes and existing systems.
305	NA	NA	How is MSEDCL expecting the bidder to increase efficiency?	SLA Parameters are mentioned in RFP and it will be monitored during contract period by MSEDCL

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
306	NA	NA	For scenarios where data is required from non-CRM system, can bidders use UI integration to fetch data from non-CRM system like ERP etc. in process flow?	Bidder may use MSEDCL existing CRM. In case bidder intends to use his own CRM then integration is to be done with all systems through API/Web Services
307	NA	NA	Intelligent document processing to extract and capture English information from scanned documents to reduce error and handling time will be very useful for new customer connect process. However, the RFP is silent on this. Request you to kindly elaborate	We expect bidders to use Bots (RPA Platform) wherever possible to automate select bulk, repetitive and logic-based tasks. Bidder to ensure that the platform integrates well with CRM specific workflows, processes, and existing systems.
308	NA	NA	There is a very high number of Call Abandoned % specifically last year, use of Robotic Process Automation tool will help MSEDCL improve this KPI. However, the RFP is silent on this. Request you to kindly elaborate	Bidder is expected to use Robotic Process Automation tools/ technology to achieve the required SLA. Bidder should ensure that the platform integrates well with MSEDCL workflows, processes and existing systems.
309	NA	NA	Is monitoring social media grievance management, part of this RFP?	Yes. Refer detail scope of work.
310	NA	NA	Along with the comprehensive Chat-bot solution, does the scope also includes "bots" to automate select bulk, repetitive and logic-based tasks?	We expect bidders to use Bots (RPA Platform) wherever possible to automate select bulk, repetitive and logic-based tasks. Bidder to ensure that the platform integrates well with CFC specific workflows, processes, and existing systems.
311	Qualifying Requirements: 6	The Lead Bidder should have a minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e.(2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20).	Requesting you to change the minimum turn over for the lead bidder can be reduced to Rs 14 Crore.	No Change. As per revised RFP

RESPONSE TO PRE-BID QUERIES

#	Section (Name & No.)	Statement as per RFP	Query by Bidder	MSEDCL's Response
312	Qualifying Requirements: 6	<p>The bidder should have executed projects for providing call center/ help desk/support desk services (telephonic) with minimum of 160 manpower per project or CFC Projects.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR</p> <p>b) Two work orders having annual value of contract not less than Rs. 15 Crores each OR</p> <p>c) Three work orders having annual value of contract not less than Rs. 12 Crores each.</p>	<p>Requesting you to change the point as “ The bidder should have implemented software solution at client location and provided licenses for the agents in Call center/help desk/support desk services (telephonic) projects.</p> <p>a) One work order executed from the State owned electricity distribution facility during last 7 years</p> <p>b) Two work orders executed from the State owned electricity distribution facility during last 7 years</p> <p>c) Three work orders executed from the State owned electricity distribution facility during last 7 years.</p>	Refer revised RFP.