

RFP for Selection of Helpdesk services provider for SWAYAM application of AICTE

S No.	Page No.	Section (Name & No.)	Statement as per Tender Document/As per Corrigendum	Query by Bidder	Reason for Query	Response/Corrigendum
1	24	4.2 Pre-qualification criteria	Point no 3 - Bidder's annual turnover from Helpdesk operations (IT Helpdesk for application support, infrastructure or any other IT related support) should be a minimum INR 15 Crore during last three financial years, i.e. 2013-14, 2014-15 & 2015-16	We request you to add "annual turnover from customer service desk " also since it's a customer service process.		Clause Changed - Bidder's annual turnover from Call center operations (including IT Helpdesk for application support, customer service, infrastructure or any other IT related support) should be a minimum INR 15 Crore during last three financial years, i.e. 2013-14, 2014-15 & 2015-16
2	24	4.2 Pre-qualification criteria	Point no 6 - Bidder must have the experience of operating two (2) Helpdesk with minimum of 10 seats each in any government department / Agency / PSU for minimum 2 years	We request you remove minimum 2 years clause and allow the companies who has handled total 50 seats of any Government Department.		Clause Changed - Bidder must have the experience of operating two (2) Helpdesk with minimum of 10 seats each in any government department / Agency / PSU for 2 years OR Bidder must have the experience of operating two (2) Helpdesk with minimum of 40 seats each in any government department / Agency / PSU for 1 year
3	31	6.4 Tender Fee	Bidder is required to submit the Tender fee of INR 10,000/- in form of DD in favour of Member Secretary, All India Council for Technical Education, Nelson Mandela Marg, Vasant Kunj, New Delhi, payable at New Delhi before the bid submission date and time as per the Bid Data Sheet.	NSIC (National Small Industries Corporation) registered companies should be given exemption from Tender Fee reference GaZatte from Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012.		Clause Changed - Incase bidder is registered with NSIC, the bidder needs to submit a copy of such registration with the current status and validity. In case of any change in status of Bidder, they would be required to furnish EMD.
4	31	6.5 Earnest Money Deposit (EMD) and Refund	Bidders shall submit, along with their Bids, EMD of INR 10, 00,000/- in form of Bank Guarantee from a Nationalized/Scheduled Bank.	NSIC (National Small Industries Corporation) registered companies should be given exemption from EMD submission ? reference GaZatte from Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012.		Clause Changed - Incase bidder is registered with NSIC, the bidder needs to submit a copy of such registration with the current status and validity. In case of any change in status of Bidder, they would be required to furnish EMD.
5	13	Section 3.3.1 Location of L1 & L2 Helpdesk	Helpdesk can be located anywhere in India.	Is there any geographical preference within India.	Our Service delivery locations are in Noida and Bangalore and we would preferably be proposing from Bangalore. Does it make any difference?	No geographical preference.Helpdesk can be located anywhere in India.
6	17	Section 3.4 (b. Customer Relationship Management (CRM) Application)	Bidder shall develop / customize and install the Customer Relationship Management (CRM) software as per AICTE's requirement; to take care of all the services required to be provided by Agents/IVRS for AICTE's IT services.	Can you please in detail describe the functionality and features required in the CRM.	We would like to know, are there any features need to be build/customized to connect the helpdesk CRM system with Swayam backend system / backend API's to retrieve data specific to user, course, university etc.,	Please refer to Section 3 of the RFP w.r.t. functionality and features of CRM
7	21	Training 3.6.2	Responsibility of AICTE business process related/scripts would lie with Bidder (with support from AICTE).	Can AICTE take up the responsibility of training the hired L1 & L2 resources on the AICTE business process and scripts.	Ideally it is the clients that impart their product and process training as they know their process the best and their knowledge can not be matched. This can be done the other way through TRAIN THE TRAINER program, where one of our trainer undergoes the process/script training at AICTE and then further does the knowledge transfer to the hired L1&L2 resources.	A session with the successful Bidder can be arranged by AICTE for knowledge transfer. AICTE will also share details regarding the type of queries being received and KEDB with the successful bidder. After this session, it is the responsibility of the bidder to train their staff for effective handling of queries and other incidents.
8	59	Section 7.4 (Point 3)	Quarterly Payments	Please make amendment for provision of monthly payments	We request monthly payments.	No change. Quarterly payments only.

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9	98	Penalties	Penalty as % of the Quarterly Payment towards Operation & Maintenance (O&M) cost	Please provide a nesting/ settlement period of 90 days to adjust and perfect the process and then discuss the decide the penalties	We suggest that 1.) AICTE shall provide actual historical data to benchmark the SLAs. 2. In the absence of data, service provider shall collate data for 3 months and do the benchmarking exercise. 3. Until the benchmarking exercise is not complete, Service Provider shall not be held responsible for delivering these SLAs. The Parties should discuss and arrive at SLAs and their effects mutually every quarter.	Will be discussed with the successful bidder
10	24	4.2 Pre-Qualification criteria	Bidder's annual turnover from Helpdesk operations (IT Helpdesk for application support, infrastructure or any other IT related support) should be a minimum INR 15 Crore during last three financial years, i.e. 2013-14, 2014-15 & 2015-16	Bidder's annual turnover from Call Center operations should be a minimum aggregate INR 15 Crore during last three financial years, i.e. 2013-14, 2014-15 & 2015-16		Repeated
11	28	6.1 Bid Data Sheet	Bid Security/ Earnest Money Deposit (EMD) INR 10,00,000/- in form of Bank Guarantee from a nationalized/scheduled bank in favour of Member Secretary, All India Council for Technical Education Nelson Mandela Marg, Vasant Kunj, New Delhi, payable at New Delhi	Firms/suppliers, who are registered with NSIC under Single Point Registration Scheme, shall be considered for exemption from furnishing the EMD by the Competent Authority. In such cases, an attested copy of the VALID Registration Certificate from NSIC must be furnished..		Clause Changed - Incase bidder is registered with NSIC, the bidder needs to submit a copy of such registration with the current status and validity. In case of any change in status of Bidder, they would be required to furnish EMD.
12	24	4.2 Pre-qualification criteria	Bidder's annual turnover from Helpdesk operations (IT Helpdesk for application support, infrastructure or any other IT related support) should be a minimum INR 15 Crore during last three financial years, i.e. 2013-14, 2014-15 & 2015-16 (this clause will be satisfied by CA Certificate)	PLEASE MAKE THIS AS Bidder's annual turnover from Helpdesk operations (IT Helpdesk for application support, infrastructure or any other IT related support) should be a minimum INR 15 Crore average during last three financial years, i.e. 2013-14, 2014-15 & 2015-16 (this clause will be satisfied by CA Certificate) OR Bidder's annual turnover from Helpdesk operations (IT Helpdesk for application support, infrastructure or any other IT related support) should be a minimum INR 15 Crore during last three financial years, i.e. 2014-15, 2015-16, 2016-2017 (this clause will be satisfied by CA Certificate). Turnover for 201,6-17 can be count if CA Certify the figures		No change
13	26	4.2 Prequalification criteria	Bidder must have the experience of operating two (2) Helpdesk with minimum of 10 seats each in any government department / Agency / PSU for minimum 2 years (this clause will be satisfied by copy of related work orders)	PLEASE MAKE THIS AS Bidder must have the experience of operating two (2) Helpdesk with minimum of 10 seats each in any government department / Agency / PSU/Reputed COMPANIES for minimum 2 years (this clause will be satisfied by copy of related work orders)		No change