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U.P. Electronics Corporation Limited

(A U P GOVT. UNDERTAKING)

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Corrigendum-II

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF CONSULTANT TO PROVIDE CONSULTANCY SERVICES FOR
ESTABLISHMENT & MONITORING OF 300 SEATER CALL CENTRE

Bid Reference No: UPLC/IT-Consultant/ CC/06-04-2015

After the Pre Bid Conference held on 16 APRIL 2015 there are following Corrigendum in the tender number UPLC/IT-Consultant/CC/06-04-2015 (Tender ID no. 2015_UPECL_12823_1) titled "Selection of Consultant to Provide Consultancy Services for Establishment & Monitoring of 300 Seater Call Centre" published on eTender portal <https://etender.up.nic.in> on 07-04-2015.


2. The details of the Corrigendum-II regarding Pre Bid Queries and Extension of Dates are given below.

3. **Extension of Date:-**

S.N.	Key Events	Revised Schedule
1	Bid Submission End Date	27 th April 2015 till 11:00 A.M.
2	Technical Bid Opening	27 th April 2015 at 12:30 PM

4. **Reply to Pre Bid Queries attached at appendix-1.**

5. Other terms and conditions will remain unchanged.


(Praveen Kumar) 18/4/15
Deputy General Manager

Date: 18 APRIL 2015

Pre-Bid Queries received against tender no UPLC/IT-Consultant/CC/06-04-2015

Appendix-1

S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
1.	Section-II: ITB	Clause 2, sub clause 8. Prices Point b) and d)	8	No adjustment of the Agreement price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling obligations under the Agreement. The prices, once offered, must remain fixed and must not be subject to any escalation for. Any reason whatsoever within the period of Project.	<p>You may kindly note our proposal is fixed price. However cost of the professional services that we offer to our clients has dependency upon service charge/tax as decided by the Govt. of India. As you are aware service tax keeps on varying year on year. The price bid includes service tax as part of the total bid price. Any changes in the service tax during the course of the project may have an impact on the price bid of the consultant. As this is not due to any deficiency in service from the consultant and is exclusively due to change in tax structures of the government, consultant shall not be made to take the impact of the increase in tax rate.</p> <p>We request department to amend the price bid format and the commercial quote shall include all costs (including any out of pocket expenses) but excluding service tax. All invoices raised by the consultant shall thus be on applicable service tax at that time.</p>	The basic prices quoted in the BOQ shall be considered for evaluation & therefore service tax component shall not be considered for evaluation purpose.
2.	II, ITB	Clause No. 18	11, 15	The bidder has to request the Corporation with a letter, attaching the proof of	EY is empanelled with UPLC. We understand that there is no tender fee / EMD applicable as this is a limited tender	There is no EMD & RFP fee for this Tender

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18/4/15

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				withdrawal and submission of e-Bid security/EMD in the office of Corporation, to return back the e Bid security/EMD as per the manual procedure.	to empanelled consultants. We request you to kindly clarify.	
3.		Section III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK	17 to 20	Scope of work	<p>We request you kindly clarify the below points for better scope management :</p> <p>1. Is this call center envisaged to be in-house or outsourced to a third party provider once operations are set-up? If outsourced, are there plans of retaining management and key functionalities (e.g., planning, quality, training etc.) in house?</p>	<p>The Response is as follows:</p> <p>1) The System Integrator who is actually a Call Centre Operator (CCO) will be selected to establish a 300 seat state of the art call centre on its own at an appropriate place in Lucknow as per scope of work to be defined in the RFP for its selection. The SI/CCO may already have a functional/running call centre if it fulfils the necessary requirements as per RFP to provide the desired services. The State has to procure the services of the SI/CCO majorly to get the feedback from beneficiaries and other stakeholders associated with different welfare schemes being run by the State government through outbound calling, to perform the analysis on</p>

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18/4/15

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						feedback received and to share the same to concerned higher officials in the government for corrective measures. A separate team of 10-12 experts may require to be deployed by the SI/CCO to perform the analysis on feedback received. It is proposed that services from SI/CCO will be taken on cost per seat basis but payment model may vary as per suggestion given by the consultant based on scope of work to be defined for selection of SI/CCO in consultation with the concerned government functionaries.
						The SI/CCO will have to provide the services under overall supervision, framework and policies of the government to be framed for this purpose after suggestion by selected consultant working for this project. The consultant will also be responsible for adherence/ implementation of key functionalities like quality of services, training/ handholding of SI/CCO staff etc.
					2. Is the number of seats for the call center frozen at 300? Is there a requirement to	2) Initially, it is proposed to have a

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18/4/15

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					re-visit this forecast as part of this and modify the same if required?	300 seat call centre but the number of seats may increase as per future requirements and so the SI/CCO scope should cover this fact in the RFP to be prepared by the consultant.
					3. Does the scope of work of the consultant also include the following – support in people hiring (job descriptions, selection process), detailed processes development for outbound calling, training content development and execution etc.?	3) The scope of work for consultant will cover not only the monitoring of SI/CCO activities but also the submission of compliance reports on fulfillment of RFP requirements by SI/CCO during establishment, operations and maintenance phase of the call centre. The qualifying requirements for manpower/personnel to be deployed in the call centre are to be defined in the SI/CCO RFP and the consultant has to check the compliance for the same. The support to SI/CCO in people hiring is not supposed to be covered in consultant's scope of work. The consultant's scope will also cover detailed processes' development for outbound calling, training content development and execution etc.
					4. Has the location / site for this call center already been defined? If not, will the scope of this engagement for the	4) The location of the call centre is proposed in Lucknow due to ease of monitoring and management. The

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18/4/15

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					Consultant also include assessment of viable locations within UP for set-up of the call center?	SI/CCO is free to select feasible site for call centre in Lucknow based on its ease of establishment, operation and maintenance.
					5.What are expected to be the key functionalities of the System Integrator – provision of technology layer (including desktops, network equipment, storage, bandwidth, Call Center Technology etc.) only? Will they also be covering physical infrastructure negotiation and set-up?	5) As mentioned in sl.no.-3(1) above, the State has to take the services of SI/CCO through 300 seat call centre and for that they are supposed to either establish a new call centre on their own with required infrastructure including desktops, network equipment, storage, bandwidth, Call Center Technology, Non-IT equipments etc. or to provide services through already existing call centre, if the same is meeting out the requirements of the RFP. Given the timeline of go-live of call centre, the call centre is not supposed to be established by SI/CCO by creating physical infrastructure like purchase of land, construction of building (civil work) etc. but the same is to be established on a feasible place/space taken on lease/rent etc. in its own name. It's the role of consultant to suggest the proper model/technology layer in the RFP so that a state of the art call centre is established by SI/CCO.

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18/4/15

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					6. Will there be an identified head of contact center operations / SPOC from UPECL end who will oversee the set-up and business as usual achievement stages?	6) UPDESCO is nominated as nodal/ working agency for establishment of call centre and hence the consultant team will have to work for the project under overall supervision of UPDESCO. There will be a proper SPOC in UPDESCO for the project with whom consultant officials can discuss and share work for establishment of call centre.
					7. Are there long term plans of expanding the call center to include inbound calling as well? If yes, can we have some details on these plans, as they will impact the current set-up e.g., size, technology requirements etc.?	7) Presently call centre with outbound calling facility is envisaged in the first phase but based on its success, the State may take decision to expand the call centre in second phase. The SI/CCO RFP conditions may be prepared considering the same.
4.	III	TOR	18		Considering the complexity and strategic importance of the project, we suggest to add Commercial and Business model Expert starting from second month of the project for the period of 5 months As the proposed resource is the key component for the project re-structuring stage.	As per RFP Clauses 3 & 4 of Section-III, the indicative list of resources to be deployed on full time basis is given but it is also clearly mentioned that these resources plus additional resources (if required) shall have to be deployed by the Bidder on engagement for identified tasks as indicated. So, the consultant may also take services of their other

Mural
18/4/15

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						required resources in its deployed team as and when there is a need of such type of resources during the performance of work in the project.
5.		SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK, Section 2 Objective			In accordance with the existing RFP, there is no provision for Legal Expert, we suggest to the department to add Legal expert during the bid process phase (Review of Bidding documents, opinion of Legal Expert on the issues arise during the bidding process etc.) for the selection of SI.	Same as mentioned in sl.no.-4 above as it is the responsibility of the consultant to provide desired services/deliverables as per the scope of work of the RFP.
6.		Section III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK, Clause No. 2	18	In addition to the above mentioned activities, the selected Consultant company would also be required to perform any additional activities that will reasonably be required by the State during the contract period.	We assume that any additional work will be within the scope of work of the consultant as per the RFP. Kindly confirm.	The additional work may be the work that is not mentioned within the indicative task list given in the scope of work section of the consultant RFP but the consultant has to perform these works as they fall within the scope of monitoring and review based on detailed SI/CCO scope of work to be defined during preparation of RFP for selection of SI/CCO.
7.	IV	Sr. No. 1.1	21	Experience in providing Consulting Services to NASSCOM top 15 BPM/BPO companies figured in the last 5 years	As per RFP, 15 marks are allocated against this criterion for technical evaluation. We request the department to confirm the number of projects required to be quoted to get full marks.	1 Project 15 Marks
8.	Section	Sr. No. 1.2	22	Consultancy with Centralized	As per RFP, 15 marks are allocated	1 Project 15 Marks

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18/4/15

S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
	IV			call Center/ Response system with calling facility for state govt./ Central govt. for projects with value greater than > 50 lakhs	against this criterion for technical evaluation. We request the department to confirm the number of projects required to be quoted to get full marks.	
9.	Section IV	Sr. No. 1.2	22	Consultancy with Centralized call Center/ Response system with calling facility for state govt./ Central govt. for projects with value greater than > 50 lakhs	We request the department to provide the clarity on whether any additional weightage/ preference will be provided or not for the projects which have been executed in UP.	No additional weightage
10.	Section IV	Sr. No. 1.2	22	Consultancy with Centralized call Center/ Response system with calling facility for state govt./ Central govt. for projects with value greater than > 50 lakhs	<p>► We request that the projects with value greater than INR 25 Lakhs may be considered:</p> <p>* Setting up a call center is normally a component or a project, out of the number of projects comprising a program management consulting assignment</p> <p>* If we consider similar projects delivered in UP, the total project value may not be > 50 lakhs</p>	As per the RFP. The Call centre / Response system Component shall be clearly visibility from the scope of work of the larger project.
11.	Section IV	Sr. No. 1.3	22	Experience in Selection of Agency/SI till monitoring in the field of IT of value more than > 75 lakhs in the last 3 years with any state/central govt. (Only relevant experience will be considered)	We understand that the SI / Agency shall have been selected and agreement is signed with SI during the last three years up to March 31, 2014. We request the department to kindly confirm if our understanding is correct. Accordingly, consultant may need to provide the date of signing of contract with SI.	The Project completion date shall be considered with a client certificate.
					Experience in Selection of Agency/SI till	


18/4/15

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					monitoring in the field of IT of value more than > 75 lakhs in the last 5 years with any state/central govt. (Only relevant experience will be considered) wherein the SI has been on boarded in the last 3 years	
12.	Section IV:	Sr. No. 1.3	22	Experience in Selection of Agency/SI till monitoring in the field of IT of value more than > 75 lakhs in the last 3 years with any state/central govt. (Only relevant experience will be considered)	We understand that under this clause, value of the consulting project for the bidder shall be INR 75 lacs or more. Kindly confirm.	As per the RFP
13.	Section IV:	Sr. No. 1.5	22	The Bidder should have completed at least 2 IT consulting projects worth more than INR 20 Lakhs for Govt. of UP in the last 3 years. (5 marks each)	Please refer 'Proposed Clause' column The Bidder should have completed at least 2 IT consulting projects worth more than INR 20 Lakhs for Govt. of UP in the last 5 years (5 marks each)"	As per the RFP
14.	Section IV:	Sr. No. 2.1	23	Project Head MBA – 2 Marks Engineering Degree – 2 Marks	Basis other RFP's/ tenders of Central/ State Governments and our experience of delivering complex projects of a similar nature, we propose the below w.r.to the educational qualification of the Project Head: ► MBA or PGDBM or M. Tech may be considered as equivalent ► Engineering Degree or MCA or MSc may be considered as equivalent	As per the RFP

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18/4/15

S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
					Project Head MBA/PGDBM/M.Tech -2 Marks Engineering Degree/MCA/MSc (IT) -- 2 Marks	
15.	Section IV:	Sr. No. 2.2	23	Project Manager MBA - 2.5 Marks Engineering degree - 2.5 Marks	<p>Basis other RFP's/ tenders of Central/ State Governments and our experience of delivering complex projects of a similar nature, we propose the below w.r.to the educational qualification of the Project Manager:</p> <ul style="list-style-type: none"> ▶ MBA or PGDBM or M. Tech may be considered as equivalent ▶ Engineering Degree or MCA or MSc may be considered as equivalent <p>We request to change the evaluation criteria as under: MBA/ PGDBM /M.Tech -2.5 Marks Engineering degree/ MCA/MSc (IT) -- 2.5 Marks</p>	As per the RFP
16.	Section IV:	Sr. No. 2.3	23	Senior Consultant >=4 years - 5 Marks <4 Years -0 Marks B. Tech - 3 Marks MBA - 2 Marks	<ul style="list-style-type: none"> ▶ Considering the nature, complexity and strategic importance of the project, we request that the minimum experience of the Senior Consultant may be 5 years. ▶ Basis other RFP's/ tenders of Central/ State Governments and our experience of delivering complex projects of a similar nature, we propose the below w.r.to the educational qualification of the Senior Consultant: * B. Tech or B.E. or MCA may be considered as equivalent * MBA or PGDBM or M.Tech may be 	As per the RFP

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18/4/15


S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
					considered as equivalent	
					We request to change the evaluation criteria as under: Senior Consultant Experience: >=5 years – 5 Marks <5 Years -0 Marks B. Tech/B.E./MCA/MSc (IT) – 3 Marks MBA/ PGDBM /M.Tech – 2 Marks	
17.	Section IV:	Sr. No. 2.4	24	Consultant >=3 years – 5 Marks <3 Years -0 Marks B. Tech – 3 Marks MBA – 2 Marks	Kindly read the clarification provided in point 9 and 10. We request to change the evaluation criteria as under: Consultant >=5 years – 5 Marks <5 Years -0 Marks Any Graduate – 3 Marks MBA/M.Tech/ PGDBM – 2 Marks	As per the RFP
18.	Section IV:	Clause No. 6 Confidentiality	25	The selected consultant will treat as confidential all data and information about the purchaser/end customer, obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the purchaser/ end customer.	Please refer 'Proposed Clause' column We request addition of this clause in the end of paragraph "Consultant may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that	As per the RFP

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18/4/15

S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
					information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement."	
19.	Section V:	STANDARD TERMS AND CONDTIONs,	26	Conflict of Interest	We would like to highlight that any potential conflict of interest to the client and propose the client on the mitigation of risk by assuring to maintain appropriate business standards, procedures and controls to ensure that no conflict of interest arises between Services undertaken for you and those for our other clients.	As per the RFP
20.	Section V:	STANDARD TERMS AND CONDTIONs, Consultant Personnel	28	Maximum number of replacements to be made in the team of resources deployed on the required project shall not exceed beyond 2 for one year of the contract signed between UPLC and Consultant.	Please refer 'Proposed Clause' column We request addition of this clause "that the maximum limit of replacements as per should not be applicable in case of death, injury, voluntary resignation or other force majeure events."	Agreed
21.	Section V:	STANDARD TERMS	28	No services covered under the Contract shall be sold or	Please refer 'Proposed Clause' column	As per the RFP

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18/4/15


S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
		AND CONDITIO Ns, Intellectual Property Rights		disposed by the Consultant in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Consultant shall be indemnify the UPLC/ Client Department i.e. Office of the CM, Govt of UP from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Consultant, the UPLC/ Client Department i.e. Office of the CM, Govt of UP shall be defended in the defence of such proceedings.	We request addition of this clause in the end of paragraph "Notwithstanding the above, it is agreed that nothing contained herein above shall be applicable to Consultant's pre-existing materials and working papers (i.e Materials owned by the Consultant which were created and developed prior to this Agreement without direct reference to the deliverables under this Agreement) which may now be incorporated by the Consultant into the final deliverables/reports or the like, supplied to the Client hereunder in the course of delivering the Services pursuant to this Agreement. However, in the event any such pre-existing material is used in the deliverables/reports provided to the Client by the Consultant, the Consultant hereby agrees to grant the Client an irrevocable, non-transferable, non-exclusive, paid-up, royalty free and perpetual license to use such preexisting material as it exists in the deliverable/reports prepared by the Consultant as a part of this Agreement."	
22.	Section V:	STANDARD TERMS AND CONDITIO Ns, Termination	29	The Consultant's association with the UPLC will terminate in case of following conditions: a) The term of Contract expires. b) Performance is below	Please refer 'Proposed Clause' column We request addition of this clause in the end of paragraph "Upon termination Consultant shall be entitled to receive payments of the Services performed, work	As per the RFP


18/4/15

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		of Contract		expected level c) Non-adherence to the timelines of the project. d) Quality of work is not satisfactory and not acceptable to the end user.	in progress and expenses incurred by it, till the date of such termination.”	
23.	Section V: .	STANDARD TERMS AND CONDTIONS, Taxes	29	The Bidder may be subject to all applicable taxes (such as applicable Service Tax) on amounts payable by the Purchaser under the contract and applicable deductions such as TDS etc if any will be deducted from the amount payable to the consultant.	We request that any new or additional tax levied on the consultant post submission of the bid should be borne by the client	As per the RFP
24.				Addition of Clause: Liquidated Damages	Please refer 'Proposed Clause' column We request to add the following clause “that maximum penalty to be levied on consulting firm/company should not exceed 5% of the total payment to be made to the firm/company”	As per the RFP
25.				Addition of Clause: Limitation of Liability	Please refer 'Proposed Clause' column We request to add following clause on Limitation of Liability” Client (and any others for whom Services are provided) may not recover from EY, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise	The clause may be added as: The clause may be read as “The aggregate liability of the Consultant under this agreement, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to the Consultant hereunder. The preceding limitation shall not apply to liability arising as a result of the Consultant's fraud or willful

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S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
					relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Client (and any others for whom Services are provided) may not recover from EY, in contract or tort, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services."	misconduct in performance of the services hereunder"
26.			1	Bid Submission End Date	<p>► We would like to submit that in order to prepare a responsive technical proposal; we would need some more time after the pre-bid meeting.</p> <p>► Thus we request that the time for preparation and submission of bids may be extended by at least 3 weeks from the current date.</p>	<p>➤ The Bid submission has been extended up to 27th April 2015 till 11A.M.</p> <p>➤ The Technical Bid Opening date: 27th April 2015 at 12:30 PM</p>
27.	Section IV	2	22	The Bidder should have completed at least 2 IT consulting projects worth more than INR 20 Lakhs for Govt. of UP in the last 3 years. (5 marks each)	The clause should be rephrased as: The Bidder should have completed at least 1 IT consulting project worth more than INR 50 Lakhs for Govt. of UP.	<p>The Clause may be modified as : The Bidder should have completed at least 2 IT consulting projects worth more than INR 20 Lakhs for Govt. of UP in the last 3 years. (5 marks each)</p> <p>OR</p> <p>The clause should be rephrased as: The Bidder should have completed at least 1 IT consulting project worth more than INR 50 Lakhs for Govt. of UP.(10 Marks)</p>


18/4/15

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28.	Section III	4	18	Resource Deployment	It is expected that during the period of 30 months full time 3 resources may not be required. Hence, the requirement may be reduced to the deployment of Sr. Consultant and Consultant only. Project Manager will be available on need basis. Request you to modify the clause accordingly.	As per the RFP
29.	Section III	4	19	Payment Terms	Request you to revise the payment terms as follows: Publication of RFP : 10% Selection of SI and issuance of LOI : 15% Signing of Agreement with SI : 10% Submission of report on Go-live : 10% Submission of Project Management Reports including SLA Monitoring on quarterly basis during operation phase of Call Centre after Go-Live (30 months) : 40%	As per the RFP
30.	Section IV	2	22	MBA - 2 Marks	Request you to revise as follows: MBA/MCA - 2 Marks	As per the RFP
31.	Section III	2	18	In addition to the above mentioned activities, the selected Consultant company would also be required to perform any additional activities that will reasonably be required by the State during the contract period.	This is open ended statement, hence request you to remove the same	Same as mentioned in sl.no.-4 above.
32.	Generic				Request you to extend the tender response submission timeline till 8-May-2015	Please refer Sl. No.26

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18/4/15

S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
1.	II(i)		7	System Integrator/ Agency	(i) Request you to elaborate whether the consultant shall be engaged to select a system Integrator who shall provide the required technology & infrastructure of call centre to run the same by the Govt. on its premise or one call centre agency is being selected whom shall be outsourced the entire outbound work in the Agency premise. (ii) Also, whether it is manned by the Govt. or the Agency	Same as mentioned in sl.no.-3(1) & 3(5) above.
2.	III(5)		19	Payment	Request you to provide the following information: * Which department/ concerned authority shall be interacting with the consultant apart from UPLC * Has the budget being provisioned for the project * Has the budget been received by UPLC for this project	The responses are as follows: • UPDESCO is nominated as nodal/ working agency for establishment of call centre and hence the consultant team will have to work for the project under overall supervision of UPDESCO. There will be a proper SPOC in UPDESCO for the project with whom consultant officials can discuss and share work for establishment of call centre. • Payment will be released as per the terms & conditions of the RFP
3.	III(5)		19	Submission of deliverable On Approval by Client/Purchaser	1) Who shall be the deliverable acceptance/approval authority 2) Which department/Agency shall be coordinating during the implementation of	Same as mentioned in sl.no.-3 above.


18/4/15

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					the call centre/post go live with respect to monthly reports submission with the client & the payment	
4.	-		-	Addition of Limitation of liability clause	'We would request you add the limitation consultant liability clause to the contract value of the project.	Same as mentioned in sl.no.-25 above.
5.	-		-	Scope of work of the team deployed after go-live "Monitoring & Review of SI activities during implementation & operation and till the expiry of Consultant contract period"	We would request you to elaborate the scope of work of the onsite team post go live period since commissioning of necessary infrastructure would already have been done before go live. Also, in case of agency selection for outsourcing the scope mentioned in the RFP post go live period is not corroborating the outsourcing option.	It is clearly mentioned in RFP clause-2(3) that detailed scope for work to be performed by SI/CCO is to be prepared by the consultant in consultation with the government functionaries and other stakeholders for selection of SI. The consultant also has to define framework & draft policies for successful operation of call centre. Based on this and other requirements as given in the consultant RFP, the onsite consultant team has to perform monitoring & review of SI/CCO activities and management of the project for entire duration of 3 years out of which establishment & go-live related activities are to be monitored by the consultant till the period the call centre becomes go-live and SI/CCO performance related activities thereafter during O&M till the completion of consultant contract period.
6.	III(2)		17	Scope of work of the	We would request to specifically elaborate	Same as mentioned in sl.no.-4 above.

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18/4/15

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				consultant "In addition to the above mentioned activities, the selected Consultant company would also be required to perform any additional activities that will reasonably be <u>required by the State during the contract period</u> "	the additional work expected from the consultant during the said period or the clause should be removed from the RFP	
7.			1	Last Date and Time for Submission of Bids :	Request to kindly provide at least 3 weeks time upon receipt the clarification from UPLC	Same as mentioned in sl.no.-26 above.
8.	III(6)		20	Change Request	We would request to pay the consultant for its efforts as mentioned in the payment terms in case of retendering & maximum number of retendering should be limited to 2.	As per the RFP
9.	III(5)		19	Payment	We would request to change the payment terms: 60% till go-live & 40% during the monitoring considering the criticality of first phase.	As per the RFP
10.	III(1)		17	Background	We would request you to confirm that in case the project stops by any external factors or close down before the 30 months period, the consultant payment should be done for the consultant's work done and on pro-rata basis	As per the RFP
11.	III		17	Scope of work	We would request a clear scope of work for the 3 years period for the onsite team and we suggest the requirements of the	Same as mentioned in sl.no.-2 & 6 above.

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18/4/15

S. No	Section No.	Clause No.	Pg No	Text in the RFP document	Bidder's query/Proposal	Response
					consultants in terms of number, expertise & skill set should be drafted accordingly.	
12.	II(17)		15	Signing of Agreement	We suggest a tripartite agreement between consultant UPLC, and the concerned department.	May be discussed later with the selected consultant
13.				Pre-Bid Queries	We would request to allow to send pre-bid queries again based upon the pre-Bid conference discussion	As per the RFP

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18/4/15