

CORRIGENDUM  
dated 01.06.2021

of

E-tender for Selection of Agencies for Centralized Franchisee and Customer Support Cell for Har-Hith Franchisee Ref No. 2021-05-22-02 Service Provider-1  
Date - 01.06.2021

Particulars	Details
Name of Bid Issuer	HAICL
Name of the Engagement	Selection of Agencies for Centralized Franchisee and Customer Support Cell for Har-Hith Franchisee
E-tender Publication Date	22.05.2021
Pre bid meeting	31.05.2021
Corrigendum issued on	01.06.2021
Last date & time for submission of bid	08.06.2021 till 5:00 pm
Manual submission of only additional documents, if required	09.06.2021 till 1:00 pm
Date of opening of E-technical and financial bid respectively	09.06.2021 at 11:00 am & 4:00 pm (Bidders to attend in person or through VC)
Source of E-tender copy downloading	Tender shall be downloaded free of cost from portal
Tender Document Fee	Rs. 1,000/- (Rupees One Thousand only)
Tender Processing fee	Rs. 1,000/- (Rupees One Thousand only)
Earnest Money Deposit	Rs. 25,000/- (Rupees. Twenty Five Thousand only). Bank Detail of HAICL for NEFT- Haryana Agro Industries Corporation LTD-Retail Punjab & Sind Bank, Sector- 5, Panchkula. A/c No.- 09151100731596 , IFSC- PSIB0000915
Contact Person	Operation Manager and IT advisor

Sr. No	Chapter	Clause	Content in E-Tender Requiring Clarification	Clarification Sought	Conclusion	Action	Justification
1.	<b>Point 10 Period of Engagement</b>	Point 10 on Pg. No. 25	The work order shall be issued for a period of 1 year and extendable for another 4 years (yearly basis) depending upon the performance of the BA.	We hereby submit that as we have to dedicated infra & resources for 2 seats, there should be minimum 1 years lock-in period of agreement.	Initially the work Order will be issued for a period of 1 Year which can be extended for another 4 years on annual basis. The lock in period would be 1 year post signoff of work order. However, HAICL will have the right to terminate the contract on the basis of non-performance. The contract can be terminated by giving a 15-days' Notice as per page number 28 point number 6 of tender document.	Clarified	Clarified based on the tender document
2.	<b>Chapter 6 – Terms of Reference</b>	Point 10 (b) on Pg. No. 20	Portal to raise tickets in order to address received complaints: BA will make a portal. Tickets will be raised and forward to concerned division of HAICL or concerned nodal officers of other department. Portal should have dashboard. BA will provide ownership of this portal after contract period.	Complaint registration portal is available or need to created and redressal will be done by division officers.	The BA will have to create a portal as a basic independent ticketing tool in order to address the complaints of end users.	Amendment	The ticket portal will be used by HAICL to address issues/grievances captured by call operator
3.	<b>Chapter 6 – Terms</b>	Point 1 Pg. No. 19	The agency/ Business Associate (BA) is	The Call Center Timing are fixed	The timings for the call center will remain 9:00 am to	Clarified	Clarified based on

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.	of Reference		required to operate the Centralized Support Cell min. 9 hrs. a day starting from 9.00 A.M to 6.00 P.M.	or it will vary as per call volume	6:00 pm. However, if HAICL intends to increase the working hours in future, the vendor will be paid proportionally for any incremental hour, in ratio based on their bids. The bidders bid will be considered for 9 hours and then the hourly rates will be calculated on the basis of the same		the tender document
4.	New Query		IT is not mentioned in RFP that how many seats the business will be started	It will help to confirm the costing of per seat. The cost of equipment's deployed for the project will be bifurcated in the per seat cost. The Minimum of 20 Seats can be set at first go can be increased based on the requirement. This will help us to get the financial investment and minimum returns.	It is already mentioned in tender that the vendor has to provide 2 seats initially. However, in future based on increased volume of queries, HAICL may increase the number of seats.	Clarified	Clarified based on the tender document
5.	New Query			Please mentioned KPI of telecalling process	The illustrative queries raised by end user is already mentioned in the tender document on Pg. No. 20 & 21 under point no. 11	Clarified	Clarified based on the tender document
6.	New Query			Kindly clarify, whether to integrate agency CRM with logistic /Haryana Agro CRM , who will	CRM of HAICL will be in pos application and will be used by franchisee of haicl officers. Thus, HAICL	Clarified	Clarified based on the tender document

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				bear integration cost.	crm/pos will not be shared with BA. BA will ensure provision of its own CR. However, integration of BA crm may be done with HAICL crm and in such case, integration cost will be borne by BA		
7.	New Query			Kindly share next one-year projections of seats/ call inflow	The increase in the number of resources will be intimated to vendor as per the requirements of HAICL time to time. The vendor should be able to scale-up the operations at a notice of 7 days	Clarified	Clarified based on the tender document
8.	Annexure 3: Schedule of Price Bid	Pg. No. 32		Kindly add one line-item regarding reimbursement of Tele calling charges by Haryana Agro	The call charges and SMS charges will be either directly paid by HAICL or reimbursed to vendor on actual basis. HAICL will make the payment in 7-10 Days from the date of receipt of invoice at HAICL	Clarified	Clarified based on the tender document
9.	Chapter 3 – Key Dates	Pg. No. 7	ii) Online directly transfer of funds of Rs.2000/- through online directly through Debit Cards & Internet Banking Accounts (Tender document fee Rs.1000/-, Processing Fee Rs.1,000/-) is required. (iii) EMD of Rs.25000/- (Rs.	As per GOI Public Procurement notification MSME & Startup India empaneled companies are exempted from EMD & Tender Fee, request you to please consider the same for this tender too.	As per the MSME policy vide letter no. 2/2016-4IBII (1) dated 25.10.2016 by Department of Industries and Commerce, Govt. of Haryana the exception is limited to Manufacturing units only. Hence bidder has to deposit the requisite EMD fee etc.	Clarified	It is clarified with reference to the MSME state policy.

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			Twenty-five Thousand Only) through online directly through Debit Cards & Internet Banking Accounts (iii) EMD of Rs.25000/- (Rs. Twenty-five Thousand Only) through online directly through Debit Cards & Internet Banking Accounts				
10.	<b>Chapter 7 – Eligibility Criteria</b>	Pg. No. 22	3.1 The Bidder should be having experience of running/ had run the operations of his own Customer Services Call Centres for service providing utilities in the field of FMCG Brands/ FMCG Retailers/ any recognised brand dealing with direct customers etc.	We would request you to please consider experience of running call centre project for Insurance, Electricity Board and consume electronics industry too.	The request is considered. Hence the working experience with any brand/organization will be considered provided company has experience in dealing with client/customer/citizens etc.	Amendment	3.1 The Bidder should be having experience of running/ had run the operations of his own Customer Services Call Centres for service providing utilities in the field of FMCG Brands/ FMCG Retailers/ any recognised brand dealing with direct customers etc.  OR The Bidder should be

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							having experience of running/ had run the operations of his own Customer Services Call Centres with any brand/organization with experience in dealing with client/customer/citizens etc.
11.	<b>Point 12 – Contract Performance Guarantee</b>	Pg. No. 25	Within 7 days of receipt of LOI, the successful Bidder, to whom the work is awarded, shall be required to furnish a performance Bank Guarantee from a Scheduled/ Nationalized Bank, in branch situated in Panchkula in the form attached in favor of the HAICL. The guarantee amount shall be equal to Five percent (5%) of total contract price valid up to 90 days after the expiry of contract period as below:-	As per new GOI notification the performance bank guarantee under Public Procurement policy has been revised to 3% of the contract value. Request you to please consider the same.	No change required	-	-

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12.	Chapter 7 – Eligibility Criteria	Pg. No. 22	Exemption for Startup India Companies	As per the GOI circular to promote Entrepreneurship and startup India initiative, DIPP recognized startups are exempted from tender clause of prior experience and turnover. We would request you to please consider the same for this tender too.	No change required	-	-