

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING
APPOINTMENT OF SERVICE PROVIDER FOR CENTRALIZED CUSTOMER CARE CENTER (CCCC) FOR GEL (TENDER ID-353437)

Sr. No.	Tender Clause No. / Annexures	Page No.	Bidders Comments / Queries	GEL Reply
1	Section II – Scope of Work: Operation Window and Resources Required	Section II, pp. 9–10	Number of shifts per day: The tender specifies operating windows for inbound/outbound calls and digital support; however, the exact number of shifts per day and shift-wise deployment schedule are not clearly specified. Kindly clarify the number of shifts to be operated per day and the applicable shift timings for each service.	Currently, Call Centre Executive shift timings are from 8:00 AM to 5:00 PM, 9:00 AM to 6:00 PM, 10:00 AM to 7:00 PM and 11:00 AM to 8:00 PM. Which can be modified/ revised based on customer call column flow and GEL business requirement.
2	Commercial / Schedule of Rates (SOR)	Section III (SOR), pp. 1–2	Estimated budget: To enable the bidder to undertake appropriate cost estimation and submit competitive pricing, kindly share the estimated contract value/budget for the tender, if available.	No separate base rate has been specified. The bidder is required to quote only the unit rates in the Schedule of Rates (SOR).
3	Section II – Infrastructure to be Provided in the Call Centre; GEL's Scope	Section II, p. 26	Location and premises for the call centre: The SOW states that GEL will provide office infrastructure in Ahmedabad. Kindly confirm whether the call centre is to be operated from GEL's premises in Ahmedabad, with infrastructure provided by GEL, or whether the bidder has to arrange the required infra for running the CC.	Call Centre will be operated from GEL premise in Ahmedabad. Please refer Clause No. 10(01) of Scope of Work.
4	Section II – Resources Estimation; Section III – SOR	Section II, pp. 9–10; Section III (SOR), pp. 1–2	Manpower quantities to be priced: The SOW indicates an initial requirement of 30 CCE seats and 3 Digital Support Agent seats, with projected increases during the contract to 40 CCE seats and 5 Digital Support Agent seats. Kindly confirm whether bidders should quote for the initial quantities, projected quantities, or both, and clarify the basis on which additional seats/manpower will be ordered and paid for.	Bidders shall quote unit rates strictly in the Schedule of Rates (SOR) format. Bidder should quote for the quantities mentioned in Schedule of Rates (SOR).
5	Section II – GEL's Scope / Connectivity Services	Section II, p. 26	SMS and email services costing: The SOW mentions access to GEL's mailing system and third-party SMS services. Kindly clarify whether SMS gateway services, SMS credits/usage charges and email services are to be provided and paid for by GEL, or whether the bidder is required to provision these services and include the associated costs in its commercial quote.	GEL's mailing system, domain IDs and third-party SMS services will be provided by GEL (Please refer clause. 10(2) of Scope of Work).
6	Section II – Infrastructure and Services to be Provided	Section II, pp. 4–7, 26	CRM application and licensing: Kindly clarify whether the bidder is required to provide, configure or implement a CRM/customer interaction management solution for the call centre. If required, please confirm who will bear the costs of software licensing, implementation, maintenance and support.	GEL will provide hardware, Software, CRM system for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.
7	Section II – Infrastructure and Connectivity	Section II, pp. 10, 23	IVRS and ACD solution: Kindly clarify whether the bidder is required to provide an Interactive Voice Response System (IVRS) and Automatic Call Distribution (ACD) solution. If required, please specify whether these components will be provided by GEL or must be provisioned by the bidder, including responsibility for licensing, implementation, maintenance and associated costs.	GEL will provide hardware, Software, CRM system for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.
8	Section II – GEL's Scope / Connectivity Services	Section II, pp. 23–26	PRI lines and telephony connectivity: Kindly clarify whether PRI lines or any other telephony connectivity are required under the scope. If required, please confirm who will arrange and bear the recurring rental, usage, installation and maintenance charges.	GEL will provide hardware, Software, CRM system for Call centre Operation. Also note that PRI lines / telephony connectivity and the toll-free / mobile / landline number(s) will be arranged and paid for by GEL. Please refer Clause no. 10 (3) of Scope of Work.
9	Section II – Infrastructure to be Provided in the Call Centre; GEL's Scope	Section II, p. 26	Computers and headsets: The SOW states that GEL will provide hardware and headphones as part of office infrastructure. Kindly confirm whether GEL will provide all required desktops/computers and headsets for the CCE seats, digital support seats and supervisory/support staff, or whether any of these items are to be supplied by the bidder.	GEL will provide hardware, Software, CRM system for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.

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10	Section II – GEL's Scope / Telephony	Section II, p. 23	Toll-free number requirement: The SOW states that GEL will avail a toll-free number/mobile number/landline number and may decide the appropriate combination. Kindly confirm whether a toll-free number is mandatory, the type and number of lines required, and whether GEL will bear number rental, call usage and related telephony charges.	GEL will provide hardware, Software, CRM system for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work. All the charges, rental for toll-free number/mobile number/landline number will be born by GEL.
11	Section II – Services and Infrastructure	Section II, pp. 4–10, 26	System integration requirements: Kindly provide details of the systems/applications with which the call centre solution is required to integrate, including SAP, mailing system, GIS, telephony/IVRS/ACD, CRM, grievance portals, chatbot or other platforms, as applicable. Please clarify whether integration development, APIs, licences, implementation and ongoing support costs fall within the bidder's scope or will be provided by GEL.	GEL will provide hardware, Software, CRM system with integration along with required access of SAP, mailing system, GIS, telephony/IVRS/ACD, CRM, grievance portals, chatbot or other platforms, as applicable for for Call centre Operation.
12	Section II – Infrastructure to be Provided in the Call Centre; GEL's Scope	Section II, p. 26	LAN, internet and connectivity: Kindly confirm whether LAN/network infrastructure, internet bandwidth, MPLS/VPN connectivity, routers, switches, firewall and related networking equipment/services will be provided and maintained by GEL. Please identify any connectivity or networking costs, if any, to be borne by the bidder.	GEL will provide hardware, Software, CRM system for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.
13	Section II – Business Continuity Plan; Other Terms and Conditions	Section II, pp. 23, 26, 34	Disaster recovery / alternate site: The SOW states that the agency may be required to arrange manpower at a Disaster Recovery (DR) site in Ahmedabad or Gandhinagar. Kindly clarify whether GEL will provide the DR-site premises, seats, computers, telephony, network connectivity and other infrastructure, and whether the bidder is responsible only for manpower or for any additional setup and operating costs.	GEL will provide hardware, Software, CRM system for Call centre Operation including DR site. Please refer Clause no.10 (1) of Scope of Work. Agency needs to provide manpower at DR site if required and payment will be made as per SOR.
14	Section II – Other Terms and Conditions; Business Continuity Plan	Section II, pp. 23–24	20% contingency bench strength: The SOW requires bench strength equal to 20% of minimum deployment. Kindly clarify whether the bench strength must be deployed at the GEL premises or maintained off-site, whether it is billable, and the basis of payment if these resources are called upon.	Clause Revised. New Clause as below: "Agency shall made available manpower available as per GEL requirement, failing which GEL may impose penalty as per defined penalty terms.
15	Section II – Other Terms and Conditions	Section II, pp. 24–26	Uniforms and identity cards: The SOW requires personnel to wear uniforms as per GEL's design and carry ID cards. Kindly confirm whether GEL will provide uniforms/ID cards or whether the bidder must bear their design, printing, procurement and replacement costs.	The uniform design will be provided by GEL. Procurement, printing / stitching and replacement of uniforms and ID cards shall be at the Agency's cost. Please refer clause no. 9(40) of Scope of Work. No separate payment will be made; the cost is to be included in the quoted rates.
16	Section II – Business Continuity Plan; Performance Criteria	Section II, pp. 26, 34	Backup power and facility utilities: Kindly confirm whether electricity, air-conditioning, UPS/power backup, generator backup, facility maintenance, housekeeping and other utilities at the Ahmedabad call centre and any DR site will be provided by GEL. Please specify any facility-related costs to be borne by the bidder.	GEL will provide hardware, Software, CRM system including power back up for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.
17	Section II – Services / CRM and designated applications	Section II, pp. 4, 26	CRM and omnichannel platform access: The SOW requires customer interactions to be recorded in GEL's CRM/designated applications and refers to chatbot and other digital channels. Kindly confirm that GEL will provide the required CRM/omnichannel platform access and user licences for all deployed personnel, and clarify whether any new platform, licence, configuration or enhancement is to be supplied by the bidder.	GEL will provide hardware, Software, CRM system including power back up for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.

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18	Section II – Review and Monitoring / Reports and Dashboard	Section II, pp. 20, 29	Call recording, reporting and analytics: Kindly clarify whether call recording, recording storage/retention, quality-monitoring tools, live MIS dashboards and reporting software are available through GEL's existing systems. If any additional tools, storage or licences are required, please confirm who will provide and pay for them.	GEL will provide hardware, Software, CRM system including power back up for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work. Agency needs to prepare MIS reports based on data available.
19	Section II – Other Terms and Conditions; Labour-law obligations	Section II, pp. 24–26; Section III (SOR), p. 2	Statutory cost and wage revisions: Kindly confirm the treatment of statutory wage revisions and related changes in PF, ESI, bonus, leave encashment and other employment-related costs during the contract. Please clarify the process and supporting documents required for corresponding rate revisions. And who will bear the cost for increase in minimum wages, will a price revision at that time would be allowed?	Clause Revised as below: "The quoted prices shall remain firm & fixed during tenancy of the contract. No rate revision will be allowed during the contract period. The quoted rates shall remain firm and fixed for the entire contract tenure, including service charges. Bidders are required to study all factors, terms and conditions of the tender, including statutory obligations under applicable labour laws (minimum wages, PF, ESI, bonus, leave encashment, leave and other employment-related costs) and any anticipated revisions therein, and quote their rates in the SOR accordingly."
20	BQC, PBQ Sr. 1	BQC p. 3	Kindly confirm that Government / PSU citizen helplines, electricity-distribution contact centres, public grievance redressal centres and other multi-channel BPO/customer support operations are treated as qualifying call-centre experience under the stated sector categories.	Call centre operations with respect to manpower operation will be considered as qualifying call-centre experience under the stated sector categories.
21	BQC, PBQ Sr. 1	BQC p. 3	The criterion requires at least three years of successfully carried out and completed call centre operations. Please clarify whether aggregate non-overlapping experience across multiple contracts, including satisfactorily executed portions of ongoing contracts, will be considered.	The experience will be counted on a cumulative, non-overlapping basis across multiple contracts / POs, provided each is call-centre operations in India in the sectors stated in PBQ Sr. 1, completed within the last 7 years reckoned from the month of tender publication, and supported by the PO / Work Order / Contract and the satisfactory work completion / execution certificate. Experience under a contract / PO that is still running and not completed will be considered. if work execution certification along with PO/contract copy submitted.
22	BQC, PBQ Sr. 2	BQC p. 3	Please permit two work orders that have each completed the prescribed service period satisfactorily, even if the overall contracts are still running. Kindly confirm acceptable supporting records, such as client-issued performance/execution certificates and invoices.	Experience under a contract / PO that is still running and not completed will be considered. if work execution certification along with PO/contract copy submitted.
23	BQC, PBQ Sr. 3	BQC p. 3	For proof of at least 35 agents deployed simultaneously at a single site, please clarify whether a client certificate explicitly mentioning peak concurrent manpower, along with PO/LOA, will suffice where the purchase order does not specify staffing strength.	Yes, as provided in Annexure-3. The PO / Work Order / Contract with the client's completion / performance certificate is required. Where the certificate or PO is silent on headcount, a client-issued letter correlating the certificate to the stated peak number of agents deployed simultaneously at a single site (35 or more) is acceptable.

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24	BQC, PBQ Sr. 4	BQC p. 3	Please clarify whether a satisfactorily operated 24x7 Government/PSU helpline or utility contact centre qualifies, and whether a certificate confirming the 24x7 operating window is sufficient when the work order does not mention shift timings.	A completed 24x7 call-centre contract / PO for a utility (electricity / City Gas Distribution / water) or other sector stated in PBQ Sr. 4 qualifies; Government / PSU helplines qualify to the extent they fall within the stated sector categories. The 24x7 operating window should be evident from the PO / Work Order / Contract or the completion certificate. Where the work order does not mention shift timings, a client-issued certificate confirming 24x7 operations, correlated with the PO / Work Order number, is acceptable subject to verification of documents.
25	BQC, PBQ Sr. 5; Annexure-1	BQC pp. 3, 9-10	Please clarify the exact disqualification threshold: whether three separate penalty occasions during September 2025-August 2026 OR one occasion during March-August 2026 will cause disqualification, and how an 'occasion' is counted (per month, per invoice or per event).	A bidder will be disqualified if either of the two conditions in PBQ Sr. 5 applies: (i) performance-related penalty on 3 or more occasions during Sept 2025 to Aug 2026, or (ii) 1 or more occasion during March 2026 to Aug 2026, in connection with call-centre operations under any contract. As defined in Annexure-1, a performance-related penalty is an SLA / Liquidated Damages deduction formally levied in writing by a client. An occasion is counted per month in which such penalty was levied, as the Annexure-1 table requires the months to be specified.
26	BQC, PBQ Sr. 5; Annexure-1	BQC pp. 3, 9-10	Please confirm that minor SLA deductions, disputed/withdrawn deductions, penalties for events beyond the bidder's control and penalties relating to services other than call-centre operations will not be treated as disqualifying performance-related penalties.	Penalties relating to services other than call-centre operations are not counted, as PBQ Sr. 5 covers penalties in connection with call-centre operations only. A penalty that has been formally withdrawn, waived or reversed in writing by the client will not be counted, provided the client's written confirmation is submitted. No minimum threshold is prescribed for the amount of a deduction, and penalties for events stated to be beyond the bidder's control are not exempted unless withdrawn / waived by the client in writing.
27	BQC, TEC Sr. 1; Annexure-3	BQC pp. 4, 12-13	Technical scoring provides 18 marks for >=7 years' experience but refers to experience 'during the last 7 years'. Kindly clarify the exact experience-calculation window and whether experience preceding this seven-year window may be used for the >=7 years' score.	Marking will be based on total experience, and experience prior to this window will also be counted. Marks are awarded on cumulative, non-overlapping experience (with 35 or more agents at a single site) as follows: 1) More than 7 years: 18 marks 2) 5 years to less than 7 years (including at least one contract of 35 or more agents): 11 marks 3) 3 years to less than 5 years: 5 marks 4) Less than 3 years: 0 marks"
28	BQC, TEC Sr. 2; Annexure-4	BQC p. 5	Kindly clarify the technical marks applicable to Government/PSU electricity complaint centres, power-distribution helplines and other public utility customer-care contracts under 'other regulated utility/energy'. Please also consider government citizen grievance helpline experience for appropriate scoring.	Electricity distribution / power utility customer-care and complaint centres, and other regulated utility / energy contact-centre contracts, fall under 'Other regulated utility / energy' and will be scored 10 marks under TEC Sr. 2. A current / recent CGD contract covering customer service or emergency escalation scores 15 marks. Government citizen grievance helplines that do not fall under the sectors listed in TEC Sr. 2 will be considered under 'Other' (0 marks).
29	BQC, TEC Sr. 3; Annexure-2	BQC pp. 5, 11	The technical scoring mentions average annual turnover >=5 times Annual Contract Value (Rs. 10 crore) or >=3 times (Rs. 6 crore). Kindly confirm the assumed Annual Contract Value of Rs. 2 crore and whether the average of FY 2024-25 and FY 2025-26 is to be used.	The Annual Contract Value considered for TEC Sr. 3 is Rs. 2 crore, i.e. the thresholds of Rs. 10 crore (5 times) and Rs. 6 crore (3 times) stated in the BQC. The average annual turnover of the last two audited financial years (FY 24-25 and FY 25-26), as certified by the Chartered Accountant (with UDIN) in the format of Annexure-2, will be used, along with positive net worth for FY 25-26.

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30	BQC, TEC Sr. 4; Annexure-5	BQC pp. 5, 16	Please clarify whether the proposed candidate-wise education matrix can contain an identified, availability-confirmed resource pool at bid stage, with final candidate selection and approval after award, given that actual deployment is subject to GEL interviews.	Bidder needs to submit details of the agent pool for their current operating Customer Call Centre (CCC) as on date. Annexure-5 is to be submitted in the prescribed format.
31	BQC, TEC Sr. 5; Annexure-6	BQC pp. 6, 17	Please clarify the calculation of average inbound experience and the requirement that $\geq 50\%$ of the proposed pool have utility/CGD experience. Would electricity distribution, government helpline or regulated-sector contact-centre experience be treated as utility relevant?	Electricity, gas and water distribution utility contact-centre experience is treated as utility-relevant. Government helpline or other regulated-sector contact-centre experience will be treated as utility-relevant only where the helpline pertains to a utility service.
32	BQC, TEC Sr. 6; Annexure-7	BQC pp. 6, 18-19	Please confirm that existing BPO induction/training curricula, assessment samples, trainer profiles and an undertaking to add GEL-specific CGD safety/emergency modules after award are acceptable evidence for technical evaluation.	Existing BPO induction / training curricula, assessment samples, trainer profiles and anonymised training / assessment records shall be acceptable, as per Annexure-7, and will be scored as per the matrix.
33	BQC, TEC Sr. 7; Annexure-8	BQC pp. 6, 20	Please consider awarding the full marks for an established, demonstrated Gujarat hiring network with a binding commitment to establish a dedicated Ahmedabad recruitment office before mobilization, rather than making an already operational Ahmedabad office mandatory at bidding stage.	Tender Conditions Prevails.
34	BQC, TEC Sr. 8; Annexure-9	BQC pp. 6, 21; SOW p. 23	Technical scoring provides maximum marks for a $>10\%$ verified buffer, while SOW requires 20% bench strength. Please clarify whether 20% is a mandatory ongoing staffing requirement and whether standby resources must be dedicated exclusively to GEL.	Scope of work Clause No. 9 (18) Revised for better clarity.
35	BQC, CE Sr. 1	BQC p. 7	The formula states 'Financial Score = $30 \times (\text{Lowest Evaluated Price} / \text{Bidder's Evaluated Price}) \times 100$ ', although maximum financial marks are 30. Please correct/confirm that the intended formula is $30 \times (\text{L1 Price} / \text{Bidder Price})$, without the additional $\times 100$.	The formula shall be read as: Financial Score = $30 \times (\text{Lowest Evaluated Price} \div \text{Bidder's Evaluated Price})$, with a maximum financial score of 30 marks.
36	BQC, QCBS & Technical Evaluation	BQC pp. 2, 4-7	Please clarify whether any minimum technical qualifying score is required after PBQ eligibility (for example, a specified percentage of 70 marks), or whether all PBQ-qualified bidders proceed to financial evaluation irrespective of technical score.	As per the BQC, all bidders qualifying the PBQ criteria will be considered for technical and commercial evaluation.
37	BQC Notes 9-12	BQC p. 8	For composite works including call-centre operations, kindly confirm that deployment numbers and experience may be established through client certificates and contract-wise staffing statements even where separate call-centre value is not specified in the composite work order.	As per BQC Notes 9 and 10, for composite works the call-centre operations portion of the work will be considered, and where the work order / completion certificate does not clearly indicate call-centre scope, a certificate from the client correlating the work order / completion certificate number with the call-centre scope, period and peak agents deployed (as per Annexure-3) is to be submitted. A bidder's own contract-wise staffing statement without client certification is not sufficient.
38	BQC Note 12	BQC p. 8	Kindly reconsider exclusion of experience gained while acting as Lead Bidder/Lead Consortium Member where the same legal bidding entity independently managed, staffed and operated the qualifying call-centre work, supported by client confirmation.	No change. As per BQC Note 12, Consortium / Joint Venture bids are not acceptable and experience as a member of a consortium / JV, including as lead member, will not be considered. Only the experience of the bidding entity under contracts executed by it in its own name will be considered.
39	BQC Notes 3-6; ITB 18	BQC pp. 7-8; ITB pp. 11-12	BQC states non-submission of qualifying documents is liable to summary rejection, whereas ITB Clause 18 permits shortfall documents in prescribed circumstances. Please clarify which omissions are curable and whether a shortfall notice will be issued.	ITB Clause 18 Prevails.

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40	SOR Items 1-7; SOW Resource Table	SOR p. 1; SOW p. 10	SOR specifies 1,260 CCE seat-months, 108 digital seat-months, 72 supervisor man-months and 36 man-months each for other roles, while SOW describes indicative expansion to 40 CCE and 5 digital seats. Please provide year-wise quantities and the quantity assumptions to be used for pricing.	Please refer clause no. 4 ("Resources estimation") and Total Quantity mentioned in SOR.
41	SOW 3, Estimated Work Load	SOW p. 9	Kindly share the past 12 months' hourly/daily inbound and outbound call arrivals, AHT, email/chat volumes, seasonal peak distribution and abandoned call rates used to derive the estimated 30 CCE/3 digital seat requirement and forecast 10% annual growth.	The estimated monthly workload is given 90,000 inbound calls, 9,000 outbound calls, 6,000 e-mails and 6,000 chats per month, with 10% year-on-year growth and the centre currently handles over 2,500 calls per day.
42	SOW 4, Operation Window	SOW pp. 9-10	Inbound/outbound services operate 8 AM-8 PM on all 365 days, while digital services operate on GEL working days and may be extended to 24x7. Please clarify the notice period, revised manpower norms and additional payable rates for any change to 24x7 operations.	Extension of the window to 24x7 for one or more services is at GEL's decision (Please refer clause no.4 of Scope of Work). GEL will inform the Agency in advance, and manpower will be deployed as per clause 5(2) of Scope of work (within 15 days where the additional requirement is below 10 persons; otherwise timeline decided mutually). Seats / manpower for the extended window will be paid at the quoted SOR unit rates, which remain firm (Clause no.9(43) of scope of work); no separate rate is payable. Bidders should factor this possibility into their rates.
43	SOW 4, Resource Estimation	SOW p. 10	Please confirm minimum committed seats/manpower for each contract year and whether the 30 CCE and 3 digital seats are guaranteed starting deployment or indicative only, to allow appropriate recruitment and fixed-cost planning.	The 'Present Requirement' column in Clause no..4 of scope of work (30 CCE seats, 3 Digital Support Agent seats and support manpower) is the initial deployment to be mobilised within the implementation period (Clause no. 11 of Scope of work). These numbers are indicative and actual requirement will be informed by GEL from time to time (Clause no.4). No minimum quantity is guaranteed beyond the actual seats / manpower approved by GEL; payment is made on actual seats / manpower provided.
44	SOW 4, Seat Reduction	SOW p. 10	GEL may reduce active seats with one month's notice due to automation. Kindly specify a minimum billable quantity or transition compensation for non-recoverable recruitment, training and employee statutory separation costs arising from such reductions.	No change. As per Cl. 4, GEL may reduce active seats by giving one month's notice. Payment will be made for actual seats / manpower provided up to the effective date of reduction. No minimum billable quantity or transition compensation is payable; recruitment, training and statutory separation costs are the Agency's responsibility (Cl. 9(41), Cl. 17).
45	SOW 5(2), Resource Ramp-up	SOW p. 11	For additional requirement below 10 persons, deployment is required within 15 days. Please confirm that billing for any incremental seats will start from actual GEL-approved go-live and whether a documented lead time will be allowed for specialist language resources.	Billing for incremental seats will start from the date the resource is approved by GEL after interview, certified and placed on the floor (Cl. 5(8), 5(9)). Deployment timeline is as per Cl. 5(2) (within 15 days for requirement below 10 persons; mutually decided for major changes). No separate lead time is defined for specialist-language resources; GEL will consider reasonable requests on a case-to-case basis.
46	SOW 5(4), Language Mix	SOW p. 11	The SOW estimates two Marathi-proficient and two Punjabi-proficient CCEs, with others speaking Gujarati/Hindi. Kindly share the language-wise incoming volumes and clarify whether differential cost for additional regional-language hiring will be covered through revised unit rates.	Language-wise call volumes are not maintained separately. The major customer base is in Gujarat (~70%), with the balance in Madhya Pradesh, Punjab, Rajasthan, Haryana and Maharashtra (Cl. 3). The language mix in Cl. 5(4) is indicative and subject to change. Seat rates quoted in the SOR apply irrespective of language and no differential rate will be paid; any higher allowance for language skill may be factored in and covered by the bidder during price bid..
47	SOW 5(8)-(9), Training/Certification	SOW pp. 11-12	GEL interviews/certifies all new staff and new agents may join process payroll only after certification (up to 10 training days). Please clarify whether the agency can claim onboarding/training charges and payment for personnel retained pending GEL interview or certification.	No separate onboarding / training charges are payable. As per Cl. 5(8) and 5(9), a new joined is eligible for payment only after successful GEL interview and certification and being placed on the process payroll.

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48	SOW 5(17)-(19), Training Responsibility	SOW p. 12	GEL will provide initial process training and assist with materials. Please specify which party provides trainer workstations, training applications, access credentials and any <u>third-party certification costs during initial onboarding/refresher training.</u>	No third-party certification is prescribed in the SOW; any additional certification the Agency opts for is at its own cost. Training materials will be provided by GEL.
49	SOW 6, Call Quality/AI Dialer	SOW pp. 20-21	The SOW mentions a proposed AI-based dialer/speech analytics solution for 100% call analysis. Please confirm that GEL will procure, license, maintain and integrate the dialer, recording, CRM and AI quality technology and that the agency need not include <u>these OEM/software charges in its bid.</u>	GEL will provide hardware, Software, CRM system for Call centre Operation. Please refer Clause no.10 (1) of Scope of Work.
50	SOW 9(18), Buffer Manpower	SOW p. 23	A 20% contingency bench is required. Kindly clarify whether these resources may be kept in the bidder's shared backup pool and deployed on demand, or must remain physically available and dedicated; also clarify whether idle bench cost will be reimbursed.	Clause Revised. New Clause as below: "Agency shall made available manpower available as per GEL requirement, failing which GEL may impose penalty as per defined penalty terms.
51	SOW 9(28), Remuneration	SOW p. 24	The CCE remuneration table specifies Rs. 23,000 per month, but the amount in words in the paragraph reads 'Rupees Twenty-Two Thousand Only'. Kindly rectify this discrepancy and confirm the binding minimum gross remuneration.	The amount of Rs. 23,000/- in figures, as shown in the table at Cl. 9(28), is the binding minimum gross monthly remuneration for CCE. The amount in words in the paragraph is a typographical error and shall be read as 'Rupees Twenty-Three Thousand Only'. GEL will issue a corrigendum.
52	SOW 9(27)-(28), Wage Break-up	SOW p. 24	Please clarify whether listed minimum gross monthly remunerations (CCE Rs. 23,000; Digital Rs. 25,000; other roles per table) exclude employer PF, ESIC, gratuity, bonus, leave reserve and other statutory employer liabilities, which should be provisioned separately in the bid.	The listed minimum gross monthly remunerations (CCE: Rs. 23,000; Digital Support Agent: Rs. 25,000; and other roles as specified in the table) are inclusive of employer PF, ESIC, gratuity, bonus, leave reserve, and other applicable statutory employer liabilities. Accordingly, these components shall be considered within the specified <u>remuneration amounts while submitting the bid.</u>
53	SOW 9(43), Statutory Wage Revision	SOW p. 26	The SOW allows rate revision for minimum-wage-linked components, but otherwise keeps rates firm. Please confirm that future notified wage/VDA, employer PF/ESIC, bonus and other statutory cost changes will be reimbursed from their effective dates through a documented price-adjustment formula.	Clause Revised as below: "The quoted prices shall remain firm & fixed during tenancy of the contract. No rate revision will be allowed during the contract period. The quoted rates shall remain firm and fixed for the entire contract tenure, including service charges. Bidders <u>are</u> required to study all factors, terms and conditions of the tender, including statutory obligations under applicable labour laws (minimum wages, PF, ESIC, bonus, leave encashment, leave and other employment-related costs) and any anticipated revisions therein, and quote their rates in the SOR accordingly."
54	SOW 10, GEL Infrastructure; 9(45) DR	SOW p. 26	GEL provides Ahmedabad office space, desks, PCs, headsets, telecom/application access and training room. Please confirm that the bidder's commercial rates need cover manpower/process management only and clarify who bears equipment/connectivity and travel/site-readiness cost at a DR site.	GEL will provide hardware, Software, CRM system for Call centre Operation including DR site. Please refer Clause no.10 (1) of Scope of Work.
55	SOW 11, Implementation Plan	SOW p. 27	The SOW requires commissioning within 30 days and imposes Rs. 5,000/day for agency-caused delay. Please confirm the go-live schedule will be extended without penalty for GEL-caused dependencies such as access, hardware readiness, delayed interview/approval or training availability.	The penalty of Rs. 5,000/- per day under Cl. 11 applies only for delay attributable to the Agency's end. Delays attributable solely to GEL (e.g. delayed access, hardware readiness, GEL interview / approval or GEL-provided training) will be excluded from the delay period, on verification by GEL.

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56	SOW 12(1)-(5), Billing Units	SOW p. 27	Please clarify with a worked numerical example how CCE/digital 'one seat = one man shift per month' is calculated across all calendar days with eight-hour login, given that each individual employee works six days a week with weekly offs, holidays and leave.	Per Cl. 12(4), 1 Seat = 1 man-shift of 8 login hours on every calendar day of the month, billed monthly at the SOR rate. Example: 30 approved CCE seats in a 30-day month = 30 x 30 = 900 seat-days x 8 hours = 7,200 login hours (31-day month: 7,440 hours). Since each employee works 6 days a week (Cl. 5(5)), the Agency must arrange relief for weekly offs, holidays and leave (cost to be included in the quoted rate) so that each approved seat is manned for 8 login hours every day. Payment is on actual seats provided (Cl. 9(43)); shortage is subject to Cl. 14(2); days covered by Cl. 13(4) are billed on actual login.
57	SOW 12(5), Support Staff Billing	SOW p. 27	Please confirm whether fixed monthly manpower rates for Trainer, QA Lead, MIS Manager, Supervisor and Centre Head are payable in full when employees observe permitted weekly offs, four national holidays and 12 SUCL, without attendance-based deduction.	Manpower-basis roles (Trainer, Quality Lead, MIS Manager, Supervisor, Call Centre Head) are billed on 8 hours attendance per day in a month, excluding 4 national holidays, 1 weekly off per week and 12 SL/CL (Clause no.12(5) of scope of work). These permitted offs, holidays and leave are not treated as absence and no deduction is made for them. Days on which approved manpower is not provided beyond these will attract Clause no. 14(2) & 14(3) of Scope of work.
58	SOW 12(6); SOR Incentive	SOW pp. 27-28; SOR p. 2	The Rs. 500/month incentive is subject to >1 year service and 190 working hours/month. Kindly confirm whether this incentive will be reimbursed by GEL separately against proof of payment or is to be included in the bidder's seat rate, and its treatment for legally permitted leave.	Incentive is a separate item of the SOR, to be claimed in the monthly invoice for eligible employees, and is not to be included in the seat rate. Eligibility conditions are as stated; no relaxation is provided.
59	SOW 12(3); GTC 7.14	SOW p. 27; GTC p. 12	Monthly payment is prescribed 30 days after invoice receipt/verification. Please clarify the maximum verification period and confirm that undisputed invoice amounts will be paid within 30 days of receipt rather than 30 days after an open-ended verification.	Tender Conditions Prevails.
60	SOW 13(1)-(4), SLA	SOW pp. 28-30	Please confirm SLA formulas, numerator/denominator and approved call data source, and clarify how system downtime, unusually high call surges, network/IVR outages, GEL application issues and GEL-authorized staff reductions will be excluded from service-level calculations.	Please refer Clause no.13 (2) of scope of work. "Any failure to respond calls due to technical issue at GEL end i.e. Application down, Dialler down /server maintenance, PRI Line, MPLS connectivity shall be excluded from performance criteria calculation while arriving at SLA for billing purpose subject to validation by GEL and downtime tracker only under exceptional scenarios."
61	SOW 13(3), Penalty Grace Period	SOW p. 30	The SOW provides that performance measurement begins from award but penalty is applicable from the fourth month. Please confirm no performance-related SLA penalty applies during the initial three-month stabilization period after award, especially before certified go-live.	Please refer Clause no. 13(3) of scope of work. Performance is measured from the date of award, but the performance-score-based penalty under Cl. 14(1) is applicable only from the start of the 4th month from the date of award. The penalty for delay in commissioning under Clause no.11 of scope of work is separate and applies for Agency-attributable delay.
62	SOW 14(1)-(3), Penalty	SOW p. 31	The SOW permits 5%-15% invoice deductions for performance scores plus separate manpower-shortage penalties. Please confirm whether such penalties are cumulative and request a reasonable aggregate monthly cap (e.g., 10% of affected monthly service value) and no double penalty for the same incident.	Deductions under Clause no. 14(1) of scope of work (performance score, as a percentage of total invoice value) and the manpower shortage / attendance / salary penalties under Clause no. 14(2) to 14(4) of Scope of work relate to different defaults and are applied as per the respective clauses. No aggregate cap is applicable.
63	SOW 14(1), CCR Termination	SOW p. 31	The penalty clause refers to the third occurrence of CCR falling below 85%, but CCR is not clearly defined in the performance table. Kindly define CCR, measurement period, threshold and cure notice before invoking the three-month discontinuation provision.	The term 'CCR' in Clause no.14(1) shall be read as the overall Total Performance Score computed monthly under Clause no. 13(1). A month with a score below 85% is one occurrence. On the third occurrence, GEL may discontinue the service by giving notice, as stated in Clause no. 14(1).

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64	SOW 14(2)-(4), Shortage and Salary	SOW p. 31	Please clarify calculation of 50% shortage penalty for seats versus man-month roles, including the denominator for one day of absence, and whether penalties will be waived for GEL-directed holidays, access delays or GEL-approved short staffing.	GEL-approved reduced staffing or Caused by GEL-side reasons (e.g. access / system delay) or is not treated as shortage and Penalty is not applicable.
65	SOW 15, Termination	SOW pp. 32-33	In cases of termination for convenience after three months' notice, please confirm payment of accepted services performed, statutory employee settlement and duly documented non-cancellable transition expenditure, subject to appropriate verification.	Termination is governed by Clause no.15. On termination, the Agency will be paid for services rendered up to the effective date of termination as per the SOR (Cl. 12) and shall carry out HOTO without additional cost (Clause no. 15(4)). Employee settlement and other statutory liabilities for the Agency's personnel are the Agency's responsibility (Clause no. 9(41), Clause no. 17); no transition expenditure or other compensation is payable.
66	BQC / QCBS – Technical Evaluation Criteria (70 Marks)	BQC pp. 4–7 (verify exact clause)	Current QCBS provides 70 marks for technical evaluation and 30 marks for commercial evaluation. No separate technical presentation marks are specified. We request GEL to introduce a Technical Presentation carrying 15–20 marks within the existing 70 technical marks, with corresponding redistribution of existing technical sub-criteria, without changing the prescribed 70:30 QCBS weightage. Presentation may cover (i) CGD/utility contact-centre experience, (ii) CRM, IVR, AI, omnichannel and integration capabilities, (iii) staffing, training, QA, SLA and escalation management, (iv) project understanding and transition methodology, and (v) innovation, analytics and customer experience. A structured presentation will help GEL evaluate demonstrated operational readiness, technical capability and execution methodology alongside documentary credentials, ~~strengthening transparent and capability-based selection~~	The evaluation will be carried out as per the BQC (QCBS 70:30) with the technical criteria and marks prescribed in TEC Sr. 1 to 8. No technical presentation carrying marks is envisaged.
67	BQC – mandatory experience	BQC	Please confirm that independently executed subcontracted call-centre experience, evidenced by subcontract/work order and satisfactory execution certificate from the principal contractor, qualifies for mandatory eligibility and technical evaluation.	Experience gained through a subcontract will be not be considered. Please refer BQC Notes sr.no. 12.
68	BQC – 24x7 experience	BQC	Please permit ongoing 24x7 call-centre contracts in City Gas Distribution, supported by satisfactory ongoing performance certificates, to satisfy the 24x7 experience criterion rather than completed contracts only.	Tender Conditions Prevails.
69	SOW – bench strength	SOW	Is the required 20% contingency bench included in the 39 initial resources or additional? If additional, is it separately billable or to be included in quoted rates, and which roles are covered?	Clause Revised as below: "Agency shall made available manpower available as per GEL requirement, failing which GEL may impose penalty as per defined penalty terms."
70	SOW 12 – Billing	SOW p.25–26	FTE Billing Clarification: As per the tender clause, please confirm whether the billable norm for one FTE shall be 192 login/attendance hours per month, calculated at 8 hours per day after considering weekly offs, national holidays, and SL/CL entitlements.	Seats are billed on 8 login hours per day over the actual calendar days of the month Please refer Clause no. 12(4).
71	SOW 14 – Penalties	SOW p.28–31	Performance penalties of 5%–15% refer to total invoice value. Please consider restricting them to affected service components and capping aggregate penalties, including manpower-shortage penalties, to prevent multiple deductions for the same event.	Penalty under Clause no. 14(1) is calculated on total invoice value as per the slab, and manpower shortage penalties under Clause no. 14(2) to 14(4) are separate. No restriction to service components and no aggregate cap is applicable.

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72	SOW 13/14 – Downtime	SOW p.26–31	Please confirm GEL-side application, CRM, dialer, telecom or connectivity downtime will be excluded from SLA scores, billable login reductions and shortage penalties, with mutually verified downtime records.	As per Clause no.13(2), failure to respond to calls due to technical issues at GEL end (application down, dialer down / server maintenance, PRI line, MPLS connectivity) is excluded from the performance criteria calculation, subject to validation by GEL and the downtime tracker, under exceptional scenarios. Downtime is to be recorded in the downtime tracker and verified jointly. Shortage penalty under Clause no. 14(2) relates to manpower not provided against approved seats; it does not apply where the Agency's manpower was present but unable to work due to verified GEL-end downtime.
73	SOW – Deployment	SOW p.10–11	For manpower expansion or extension to 24x7 operations, will mutually agreed ramp-up timelines and corresponding commercial rate revisions apply before implementation?	Ramp-up for additional manpower is governed by Clause no. 5(2): within 15 days where the increase is below 10 persons, and for any major change the timeline will be decided mutually. Extension to 24x7 is at GEL's decision (Clause no. 4). The quoted SOR unit rates are firm (Clause no. 9(43)); no revision of rates will be made for ramp-up or extension of the window.
74	SOW – Qualification and Selection criteria for Manpower	SOW p.13–16	It is requested to consider a minimum of 1 year of relevant work experience for the positions of Trainer, QA, and Team Leader instead of 3 to 5 years, to ensure wider participation of eligible candidates.	Tender Conditions Prevails.
75	SOW 13 – Performance Criteria	SOW p.28	Service Level (SL): Calls answered within 20 seconds at agent level ÷ Total answered calls × 100.	Tender Conditions Prevails.
76	SOW 13 – Performance Criteria	SOW p.28	Answered Calls %: Total calls answered ÷ Total offered calls, excluding calls abandoned within 10 seconds × 100.	Tender Conditions Prevails.
77	SOW 13 – Performance Criteria	SOW p.28	Occupancy of 65% should not be considered an SLA parameter, as it is dependent on inbound call volume and cannot be controlled solely by the service provider. It may be monitored as an operational KPI; however, SLA compliance should be assessed against measurable parameters within the service provider's control.	Tender Conditions Prevails.
78	SOW 13 – Performance Criteria	SOW p.29	Repeat calls shall be calculated only when the customer contacts more than 3 times within a week for the same query/issue. Calls made for different queries/issues shall not be considered repeat calls.	Tender Conditions Prevails.
79	SOW 13 – Performance Criteria	SOW p.29	Call Tagging: Total calls tagged in CRM/Google Form/IDTS ÷ Total answered inbound calls, excluding calls abandoned within 10 seconds.	Tender Conditions Prevails.
80	SOW 13 – Performance Criteria	SOW p.30	Attrition- The proposed attrition SLA of less than 10% may be reviewed, considering published industry benchmarks indicating significantly higher attrition in voice-based BPO operations(i.e 15%). We recommend mutually agreeing on a realistic target based on the process profile, location, and prevailing industry trends.	Tender Conditions Prevails.
81	SOW 13 – Performance Criteria	SOW p.30	Shrinkage - Shrinkage targets should be defined separately for planned shrinkage (14%) and unplanned shrinkage (10%), with an overall target of less than 24%, calculated on a monthly average basis.	Tender Conditions Prevails.

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82	SOW 12 – Billing	SOW p.25–26	For CCE and Digital Support Agent seats, is billing based on approved seats or actual 8-hour login? Please clarify treatment of weekly offs, leave, replacement staff and short login due to GEL-side reasons.	Billing for CCE and Digital Support Agent is on SEAT basis: each approved seat is to be manned for 8 login hours per day over the actual calendar days of the month (Clause no.12{4}), and payment is released on actual seats provided (Clause no. 9{43}). Weekly offs, leave and replacement are the Agency's responsibility and are covered in the seat rate. Short login due to GEL-end technical issues is dealt with under Clause no. 13{2} (on validation by GEL); for days under Clause no. 13{4}, billing is on actual login.