

**Clarification/ Modification/ Addendum in response to pre-bid queries for RFP for
Establishment and Operation of Grievance Management System (BASUDHA Helpline)
through Call Centre.
(BID. No. EIC/RWS&S/ 06 /2025-26)”**

Sl No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued
1	3.2 a) The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,000 (Rupees Fifty Thousand) in the shape of Term Deposit Receipt / Bank Guarantee from any Nationalized / Schedule Bank in favor of “Engineer-in-Chief, RWSS, Bhubaneswar” payable at Bhubaneswar.	Whether EMD exception is allowed for MSME vendor	No
2	ANNEXURE -2 COVERING LETTER (TECHNICAL PROPOSAL) p) The EMD of Rs 1,00,000/- in the form of _____ is attached.	Kindly clarify the EMD amount whether it is Rs.50,000 or Rs. 1,00,000	The same may please be read as follows against existing entry p) The EMD of Rs 50,000/- in the form of _____ is attached.
3	c)Envelope 2: To be marked as “Financial Proposal” (iii) Government shall not pay or bear any cost separately towards capital expenditure for setting up of Call-Centre, Equipment or instrument including IT infrastructure, building, space, etc. other than the price quoted in the financial proposal. The price offered shall cover both operational and capital expenditure to be incurred by the Agency for providing the service.	Whether the unit cost per sheet per month will be inclusive of software and all operational?	Yes
4	2.4 a) The grievance will be uploaded in the web portal.	Kindly confirm if the web portal already exists or need to be developed by the bidder	The same is to be developed by the bidder
5	3.2 (a) The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,000 (Rupees Fifty Thousand) in the shape of Term Deposit Receipt /	We propose submitting an Insurance Surety Bond issued by an IRDAI-approved insurer, in lieu of the EMD/PBG. This	RFP conditions remain unchanged. EMD submitted in any other format will not be accepted.

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	Bank Guarantee from any Nationalized / Schedule Bank in favor of "Engineer-in-Chief, RWSS, Bhubaneswar" payable at Bhubaneswar.	approach is fully compliant with the Government of India guidelines and would also address the concerns raised by our bankers.	
6	a) The successful agency shall furnish a performance security in the shape of a Bank Guarantee/Fixed Deposit Receipt issued by a Nationalized Bank having branch at Bhubaneswar and should be drawn in favour of Tender Inviting Authority for an amount equal to 10% (ten per cent) of the Agreement Value.	A. we kindly propose considering the Insurance Surety Bond (ISB) as the mode of payment for both the Earnest Money Deposit (EMD) and Performance Security. We are prepared to furnish the bond immediately upon approval. B. For wider participation, we hereby request you to consider the lowest value, i.e., 3% of Contract Value.	RFP conditions remain unchanged.
7	General	Who will bear the telecom charges of toll free	Only the monthly Telecom charges of Toll free and PRI shall be borne by the authority on actual basis. The usage charges for the same will be paid by the selected bidder and shall be claimed from the authority on monthly basis after producing the payment receipt and after due verification. The selected bidder shall furnish the original bills, inbound and outbound call details, staffing related reports and any other documents as requested by the authority along with monthly invoice. Apart from monthly telecom charges, any other expenditures related to setting up of call centre shall be borne by the selected bidder

8	General	Please clarify who will bear the cost of electricity and building rent?	The bidder shall bear the same		
9	General	How much telephone equipment and SIMs are required for the call centre staff?	The bidder has to access the same so as to meet the RFP criteria		
10	Schedule of Bidding Process	Kindly clarify the timeline for submission of Technical Bid.	Sl. No.	Description	Details
			1	Date of availability of RFP Document	16.06.2025 05:00PM to 5.00 PM of 01.07.2025
			5	Closing Date and Time of Receipt of Tender	05:00 PM of 04.07.2025 Jal 'O' Pariamal Bhawan, Unit-5, Bhubaneswar – 751001
			6	Time, Date and Venue of Opening of Technical Proposal	11:30 AM on 05.07.2025 Jal 'O' Parimal Bhawan, Unit-5, Bhubaneswar – 751001

All other terms and conditions of RFP remains unchanged.


Engineer-in-Chief, RWS&S

Memo No. 8035 dated 26-06-2025

Copy forwarded to Additional Secretary, E-Governance Cell, Panchayati Raj & Drinking Water Department (GoO) for display in the website <https://panchayat.odisha.gov.in/>


Engineer-in-Chief, RWS&S