

Clarification/ Modification/ Addendum in response to pre-bid queries for RFP for Establishment and Operation of Grievance Management System (BASUDHA Helpline) through Call Centre against the BID. No. EIC/RWS&S/ 07 /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.	With reference to the Government of India's OM F.No. eR-13011/02/2019-Ins II (Part 1) dated 24.09.2024 issued by the Ministry of Finance, the Insurance Surety Bond (ISB) has been recognised as an alternative for offering Bid and Performance Bonds.	Clause 3.2 a) may be read as follows as against existing entry: The Bid Security or Earnest Money Deposit (EMD) of Rs. 50,000 (Rupees Fifty Thousand) shall be in the form of Insurance Security Bond or Account Payee Demand Draft or Fixed Deposit Receipt or Bank Guarantee including e-Bank Guarantee from any of the Scheduled Commercial Banks in favor of "Engineer-in-Chief, RWSS, Bhubaneswar" payable at Bhubaneswar. Bank Guarantee format for EMD is attached as Annexure-A Name of the Bank: State Bank of India Branch: Odisha State Secretariat Branch Account No. 37249419141 IFSC Code: SBIN0010236 RFP condition remains unchanged.
2	1.8 Notice Inviting Tender All proposals must be accompanied by EMD and document fee as prescribed. Proposals without EMD and document fee shall be rejected	We understand that the current RFP does not provide for the exemption of Tender Fee and EMD for MSME registered under the relevant statutory frameworks. In light of the provisions outlined in various public procurement policies and guidelines, particularly those issued by the Ministry of MSME and other regulatory authorities, we respectfully request the exemption be extended to eligible MSE-registered	No exemption on EMD/ Bid Security/ Performance Security is applicable as per notification no. MSME-IPE-MISC-0060-2019/566/MSME dated 24.01.2024 of MSME Department, Government of Odisha.

SI No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued
3	2.3, Call Centre Details & Annexure-1, Format for Financial Proposal 1.8.1. Infrastructure: The private sector partner will provide the physical and IT infrastructure on BOO basis. It will have to arrange required equipment, telephone connection (i.e. to be customized to 4-digit telephone number for public) and manpower to run the call centre uninterrupted with all requisite redundancy & disaster recovery arrangements. RWS&S will not provide any equipment (including packaged software) or manpower to manage the center.	bidders. This would not only align the tender process with prevailing norms but also encourage broader participation from qualified enterprises across the sector. We understand that the entire infrastructure required for establishing the call centre is to be procured by the service provider and upon completion of the project, ownership of the same shall remain with the service provider. However, as per the provisions outlined in Annexure-1 of the RFP, both capital expenditure (capex) and recurring expenses are proposed to be paid on a monthly basis. This structure poses a practical challenge, as the service provider is required to make on-time upfront payment to OEMs for the procurement of infrastructure.	RFP conditions remain unchanged.
4	1.8.3 Seat Capacity & 1.8.4 Human Resources	In view of the above, we respectfully request that Annexure-1 be amended to follow for immediate reimbursement of the capital expenditure upon submission of valid proof of purchase, while continuing with the monthly disbursement of recurring costs. This adjustment would ensure financial feasibility and operational continuity for the service provider.	The bidder shall be required to establish and operate a minimum 10 seat call centre. It shall be established at Bhubaneswar only.
		We seek your kind clarification on the following operational aspects outlined in the RFP, to ensure accurate planning and compliance:	

Sl No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued
	Seat Capacity: The bidder shall be required to establish and operate a minimum 10 seats call centre. It shall be established at Bhubaneswar. Human Resources: The bidder should develop a staffing plan that will provide live call response and counselling, seven days a week (Time - 6 AM to 6 PM) by trained professionals with having graduation degree and one Supervisor/ Call Center Manager	Seat Allocation: Kindly confirm whether the provision of 10 seats refers to a single operational shift or if it represents the total number of seats permitted across all shifts for the entire day. Location Flexibility: Please clarify whether the call centre may be operated from any part of the country, or if there are specific geographical constraints or preferences. Staffing Norms and Buffer Provision: As per standard labour practices, no employee can be assigned to work continuously for 12 hours across 7 days. To maintain uninterrupted operations, buffer staff would be required. Kindly confirm whether such buffer employees are to be included within the stipulated 10-seat limit, or if they may be considered additional.	The bidder should develop a staffing plan that will provide live call response and counselling, seven days a week (Time - 6 AM to 6 PM) by trained professionals with having graduation degree and one Supervisor/ Call Center Manager.
5	7, b) Outbound Calls Each executive will make outbound calls (at least 32 calls per day) to personnel in PRI institutes, informing them about government initiatives to achieve mandate of RWS&S.	We respectfully request that the data pertaining to outbound calls made over the last six months be shared with us. This will enable a clearer understanding of the actual operational requirements and help us plan resources accordingly. Additionally, we seek clarification on the following point: Kindly confirm who will be responsible for providing the contact data to be used for outbound calls.	All the relevant data will be provided to the selected bidder. The contact data for outbound calls will be provided by RWS&S, Odisha

Sl No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued
6	3.2 Earnest Money Deposit (EMD) and Cost of RFP Document Cost of RFP of Rs. 5,000/- (Rupees Ten thousand only) in the form of demand draft in favor of "Executive Engineer, RWSS Division, Bhubaneswar", payable at Bhubaneswar	Specifically, we would like to understand whether the calling data will be furnished by the Authority or if the Service Provider is expected to source it independently. 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.	Cost of RFP document may be read as Rs. 5,000/- (Rupees Five thousand only) and it shall be in the form of demand draft in favor of "Executive Engineer, RWSS Division, Bhubaneswar", payable at Bhubaneswar
7	5.3 Performance Security 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.	With reference to the Performance Security requirement outlined in the RFP, we respectfully submit the following for your kind consideration: As per the Government of India Notification No. F.1/2/2023-PPD dated 03.04.2023 issued by the Ministry of Finance, the prescribed range for Performance Security is 3% to 5% of the Contract Value. In the interest of promoting wider participation and easing financial burden on bidders, we request that the Authority consider adopting the lower threshold of 3% of the Contract Value. Further, we propose that Insurance Surety Bonds (ISB) be accepted as a valid instrument for furnishing both the Earnest	The Performance Security shall be in the form of Insurance Security Bond or Account Payee Demand Draft or Fixed Deposit Receipt or Bank Guarantee including e-Bank Guarantee from any of the Scheduled Commercial Banks in favor of "Engineer-in-Chief, RWSS, Bhubaneswar" payable at Bhubaneswar. Format for Performance Security form is attached as Annexure-B

Sl No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued
		Money Deposit (EMD) and Performance Security, in line with recent procurement reforms encouraging alternative compliance mechanisms. We are prepared to submit the requisite bond immediately upon receiving approval. We trust that the Authority will consider this request favourably and issue the necessary clarification to facilitate inclusive and compliant bidding.	
8	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.
9	General Query	We kindly seek clarification regarding the operational cost responsibilities outlined in the RFP, specifically: Electricity Charges: Please confirm whether the cost of electricity required	The bidder shall bear the same.

SI No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued
		for operating the call centre will be borne by the Service Provider or reimbursed by the Authority. Building Rent: Kindly clarify who will be responsible for bearing the rental expenses of the premises from which the call centre will operate. A clear understanding of these components is essential for accurate financial planning and proposal structuring. We look forward to your guidance on the above.	
10	General	We kindly request clarification regarding the telecommunication setup for the proposed call centre operations. Specifically: Please confirm the number of telephone handsets and SIM cards required to be provisioned for the call centre staff. Kindly indicate whether each seat will require a dedicated device and SIM, or if shared configurations (e.g., softphones or pooled lines) are permissible under the scope of work.	The bidder has to access the same so as to meet the RFP criteria
11	General	We kindly request that you provide details regarding the Average Handling Time (AHT) for inbound and outbound calls, as applicable under the scope of this project.	Please refer to Section 6, Terms of Reference, Clause 6.2, Service Level Parameters of the RFP document.

Sl No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued									
		Understanding the AHT is essential for accurately estimating staffing requirements, shift planning, and overall resource allocation to ensure seamless call centre operations in line with your expectations.										
12	General	We respectfully seek clarification on the following technical aspect of the proposed call centre operations: Kindly confirm whether there is any requirement for deploying a Customer Relationship Management (CRM) system as part of the solution. Additionally, please clarify whether the call centre platform is expected to be integrated with any existing departmental applications or software systems, and if so, kindly provide details regarding the nature and scope of such integration.	Yes, Customer Relationship Management (CRM) system is a part of the solution. Also, the call centre platform will be integrated to various Government of Odisha's portal as and when required.									
13	Section 4.4.1, Eligibility Criteria: Turnover Rs. 3.00 Cr Criteria	As per Chapter-6-Section No-204, Point NO-i, Page No-86, of the OGFR-2023 states that, the turnover criteria may be waived of for Local MSE firms.	RFP condition remains unchanged									
14	Schedule of Bidding Process	Kindly clarify the timeline for submission of Technical Bid.	<table><tr><th>Sl. No.</th><th>Description</th><th>Details</th></tr><tr><td>1</td><td>Date of availability of RFP Document</td><td>Till 05:00PM of 24.09.2025</td></tr><tr><td>5</td><td>Closing Date and Time of</td><td>05:00 PM of 25.09.2025</td></tr></table>	Sl. No.	Description	Details	1	Date of availability of RFP Document	Till 05:00PM of 24.09.2025	5	Closing Date and Time of	05:00 PM of 25.09.2025
Sl. No.	Description	Details										
1	Date of availability of RFP Document	Till 05:00PM of 24.09.2025										
5	Closing Date and Time of	05:00 PM of 25.09.2025										

Sl No.	Clause as per RFP document	Clarification/ Modification requested.	Clarification/ Modification/ Addendum issued	
			Receipt of Tender	Jal 'O' Parimal Bhawan, Unit-5, Bhubaneswar – 751001
			Time, Date and Venue of Opening of Technical Proposal	05:30 PM on 25.09.2025 Jal 'O' Parimal Bhawan, Unit-5, Bhubaneswar – 751001

All other terms and conditions of RFP remains unchanged.

Engineer-in-Chief, RWS&S

Memo No. 11404 dated 17-09-2025

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

Annexure-A

Model Bank Guarantee Format for furnishing EMD

Whereas (hereinafter called the "tenderer") has submitted their offer dated For the supply of (hereinafter called the "tender") against the purchaser's tender enquiry No.....

KNOW ALL MEN by these presents that WE of having our registered office at..... are bound unto.....(hereinafter called the "Purchaser") in the sum of for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the

Common Seal of the said Bank this..... day of 20....

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Our branch at * (Name & Address of the * branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at ourbranch a written claim or demand and received by us at our * branch on or before Dt..... otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

Annexure-B

Model Bank Guarantee Format for Performance Security

To

The Governor of Odisha.

WHEREAS..... (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no..... dated to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract:

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, upto a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of 20

Our..... branch at(Name & Address of the..... branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us atour * branch on or beforeDt.otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch