


GOVERNMENT OF ASSAM
অসম ৰাজ্যিক গ্ৰামীণ জীৱিকা অভিযান
ASSAM STATE RURAL LIVELIHOODS MISSION
 NABAJYOTI NAGAR, SIVA NATH GOGOI PATH, GUWAHATI, ASSAM -781037



Subject:-Queries raised & Clarifications given during Pre-Proposal Meeting for Hiring of a Call Centre Agency(Alumni Support Helpline) to support all the placed candidates trained under DDU-GKY,ASRLM

RFP RefNo:- ASRLMS/DDU-GKY/1826/2019-20/Part I/182 dated 19-06-2021

SI No	Reference	Point as per RFP Document	Clarification Sought by Bidders.	Clarification Given by ASRLMS
1	Page No 43, Form Fin-2, Financial Proposal Submission Form.	Summary of costs	The Bidder sought clarification regarding Remuneration & Reimbursable costs	It was clarified that reimbursable cost should include all costs except remuneration of manpower employed
2	Page No 64, Point No 7 under Operational Requirement	Operational Hours	The Bidder suggested revision in operational hours of the proposed call centre	Necessary correction made which should be read as “Shifts and operational hours “ o Shift Timing -Opening 08:00 hrs Closing 20:00 Hours o Number of working days -365 Days excluding the Holidays

			<ul style="list-style-type: none"> o Day Shift 08:00hrs: 14:00 hrs o Evening Shift 14:00 hrs: 20:00hrs
3	Page No 62point no-viii under Implementation Phase	Provide a digital archive (CRM software) to ASRLM for capturing all the information	The Bidder sought clarification regarding features of the CRM software to be designed by the agency
4.	Page No 64point no- ii under Human resource/Manpower requirement	Technical resource person	The Bidder sought clarification regarding duty hours of the technical resource persons
5.	Page 27, Point 21.1.	Criteria, sub criteria and point system for evaluation of the Full Technical Proposal.	The Bidder sought clarification regarding weightage in marks of different key professionals
			It was clarified that the technical resource persons should also deliver service as per operational hours fixed by ASRLM
			It was clarified that higher weightage will be given to candidates having higher qualification and experience.

[Signature]
 PNE (P & P), JRE/115

(Approved By)
[Signature]
 State Mission Director
 ASRLMS.