

Sr. No.	RFP Document Reference (Section)	RFP Document Reference (s) (RFP Page number)	Content of RFP requiring clarification(s)	Point of clarifications	Bank's Response
Vendor's Name: Alankit Assignments Limited					
1	6. Earnest Money Deposit (EMD):	7	Earnest Money deposit would be Rs.50,000/- (Rupees fifty thousand) by way of transfer to the following account of the Bank	EMD Exemption has not been allowed to MSE registered bidders, which should be there in your tender in respect to various guidelines prescribed by the government, please allow	No changes
2	9. Pre-Bid Meeting & Clarifications	8	The Bank shall hold a pre-bid meeting with the prospective Bidders on 4.1.2025 at 11:30 a.m. at The Meghalaya Co-operative Apex Bank Ltd., M.G. Road, East Khasi Hills, Shillong-793001	Kindly allow and arrange the pre-bid meeting through video conferencing (VC), so that more & more people may attend the meeting and share their opinions.	Pre-bid meeting shall be as per the tender document
3	19. Performance Bank Guarantee	26	The successful bidder should submit a Performance Bank Guarantee @10% of the Contract Value.	As per Govt. order No. F1/2/2023-PPD dated: 03.04.2023 by ministry of Finance, the Performance Security should be between 3%-5%. For wider participation, we hereby request you to consider the lowest value i.e; 3% of Contract Value, being a service contract. So, we request the authority to please amend the this clause as follows: The successful bidder should submit a Performance Bank Guarantee @10% @3% of the Contract Value.	No changes
4	4. Eligibility Criteria:	6	The Bidder should have been providing the services of call center at least for a period of five years and satisfy at least one of the following : 1. Worked as call center vendor for at least one Scheduled Bank in India [having more than 50 branches and total business (deposits + advances)] for whom the bidder should have set up and	This clause will restrict the participation. Therefore, we would request, to consider any type of works related to call centre services for any Government Department / Agency / Corporate Entity specially in any eastern states.	No changes

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			2. Worked as call center vendor for any Government Department / Agency / Entity in Meghalaya for the last one year and currently running a Call Centre (inbound and outbound calls) of at least 25 Full Time Employees (FTEs) for a minimum period of one year.		
5	4. Eligibility Criteria:	7	Where required, the Bidder shall have to furnish a valid Trading License from the Autonomous District Council concerned of Meghalaya while submitting their tender. In case of Scheduled Tribe	This clause is restrictive in nature and therefore, for healthy participation we would request to allow to submit an undertaking for submission of copy of Trade License within 30 days after award of the contract.	No changes
6	4. Eligibility Criteria:	7	The bidder should have an office / support/ representative office in Shillong, Meghalaya.	This is again restrictive clause, Therefore, we would request to allow and permit to submit an undertaking to open an office within 45/60 days if the contract is awarded.	No changes
7	General Query			Please clarify, is there any need for CRM and CRM integration.	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
8	General Query			Please clarify who will bear the cost of electricity and building rent	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
9	General Query			Who will Bear the Toll free Cost? Please clarify.	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
10	General Query			How much telephone equipment and Sim are required for call center staff?	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
11	General Query			Please provide Last 6 Months Inbound & Outbound Call Volume and AHT to understand your requirements.	NA
12	General Query			Who will provide the Basis Infrastructure?	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION

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Vendor's Name: PACE COMPUTER SERVICES					
1				Who will provide the space?	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
2				Who will provide the hardware, CRM software, infrastructure cost?	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
3				Who will provide the lease line / internet charge / Toll free number charge (if any)?	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
4				Who will provide the reliever charge?	Not clear
5				We are MSME certified organization. Please exempt our earnest money deposit.	No changes
6				Is there any specific banking software is required to run the call center. If required then who will provide it .	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
7				For development of banking software sufficient time will be required. Authority will have to give this time.	Kindly refer to the tender document, clause 13.SCOPE OF WORK and 15. LOCATION
8	10.a.ii.1	9	Online Through email to headoffice@megcab.com in digitally signed "pdf" format with password protection (in a Zip file or Rar file).....	In email there is a size restriction of file attachment (Gmail 25MB). The size of our technical document will be more than that. In that case, should we partly sent the file in a same chain email or upload it as single file in the Google drive & share it?	The attachment can be splitted accordingly
9	10a.i	9	Bids can be submitted either through Offline or Online methods as indicated below:	Is hard copy submission is mandatory?	Kindly refer to tender document, clause 10. Submission of Bids
10				How to submit the financial pricebid?	Kindly refer to tender document, clause 10. Submission of Bids
11				Please extend the last date of submission for another 15 days from the date of prebid questions reply.	No changes
12				Kindly arrange the prebid meeting online.	Pre-bid meeting shall be as per the tender document