

Responses dated 30-10-2012 to queries raised by different parties against technical specifications of TN-44

S.No.	Page No. of Specification Document	Clause No.	Clause Description	Query	Response
1.	78	4.2 (C)	Material, T&P required to be kept	It is mentioned that agency need to provide the Fuse Wire which is a consumable, we would like to know the average consumption of Fuse Wire by FRT's in last two years	The vendor has to make its own assessment regarding average consumption of Fuse Wire.
2.	79	4.2 (J)	Prioritisation for FRT by JVVNL Executives	In case of diverting the FRT vehicle as asked by the JVVNL executives due to which Faults rectification time or closing time exceeds the 2 Hr duration, In such cases whether agency will be liable for penalty	The referred clause is self explanatory.
3.	81		Requirement of FRT - Average number of the complaint are mentioned as 700 for the period May to August and 450 for the period Sept to April	Request to provide hour wise No current complaints received for both the lean and peak periods i.e. maximum no. of complaints received in a particular hour for each month for past two years for both the Jaipur and Kota City	We have already mentioned Avg number of complaints for the particular month period, Agency can make its own assessment for lean and peak period loads considering the number of consumers in Jaipur and Kota

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4.	58		General Information on Division and Sub Divisions	Request to Provide sub division wise Consumer base and also the square km covered under each sub division for both the Kota and Jaipur City	The agency has to make detail survey by their own means for required information.
5.	58		General Information	Request information on HTM subdivision	The agency can gather required information through its own sources.
6.			Refer the Corrigendum	Please specify the locations, geographic spread and consumer base covered under the Rural subdivision under Kota	The agency can make detail survey through their own sources for required information.
7.	57	46	Climatic Conditions	It is mentioned that average number of dust storm days and thunderstorm and rainy days are 15 and 65 respectively, in case of poor visibility and inaccessibility to the consumer premises due to heavy rain and storm. Complaints remain unresolved, in such case whether the agency will be liable for penalty	The vendor will have to work in all weather conditions .Penalty will be applicable as per specifications.
8.	55	43 (B) (11)	Penalty On Account Of Operational Deficiencies	All IT System always provides guaranteed uptime like 99.9% etc. What is expected uptime in this case?	As per the tender specification already laid.

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9.	67	3 (iii)	Basic Function Of Call Center	As we understand the complaint management system or CRM(Customer Management System) will be provided by M/s HCL, Does the bidder have to use the HCL System or he needs to develop/install a separate system for completing this activity?	The agency will have to use the CRM application software developed by M/s HCL Infosystems Ltd as already mentioned in the specification.
10.	67	3 (vi)	Basic Function Of Call Center	IF the CRM is from HCL, it is requested to do the integration of SMS system with CRM to provide fast communication mechanism not only for consumers but to FRT as well	The CRM application as mentioned in specification is already integrated with SMS system.
11.	67	3 (viii)	Basic Function Of Call Center	What will be the mechanism of escalation of apart from doing the calls to JVVNL? Does CRM provided by HCL have this feature as it is important to document these escalations?	The feature escalation is inbuilt in the CCC application. The CCC agents will escalate complaints to JVVNL
12.	68	I(A)i(a)	CCC Jaipur	As the existing CCC setup for Jaipur is already implemented, the expectation of setting up standby arrangement for CCC setup will be almost replica for the setup, this will be commercially not viable since this setup can be operational for temporary period till main setup is set right, hence it is requested to remove this condition for this specific clause	The agency shall be responsible for making standby arrangements for power backup, Air conditioner and furnitures under outages of these services as required.

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13.	69	II(B)ii	CCC Kota (Hardware Required)	As the Kota CRM is dependent on Jaipur CRM, the connectivity plays an important role, however instead of taking 3 separate circuited can vendor provided the maximum committed uptime, for this if its required to provide the fallback mechanism via any source should be open?	The three separate circuits are necessary for connectivity of CRM application exists at Jaipur to Kota.
14.	71	II(A)i	CCC Application for Jaipur	Will it be possible to integrate the Vehicle tracking system with HCL provided CRM?	The Vehicle tracking system is an independent module and it does not require any integration with CRM application.
15.	72	II(B)	CCC Application For Kota	Can vendor propose their own CRM for complaint management system; this will avoid the dependency on Jaipur DC, CRM, connectivity etc. Vendor provided CRM can be integrated with HCL CRM to push the data (after studying technical feasibility)	The agency will have to use the CRM application exist at Jaipur as mentioned in specification.
16.	72	C(I) vii	Complaint Booking	We are assuming that CRM provided by HCL would support this.	Clarification not required
17.	73	C(I) XV	Complaint Booking	The way SMS charges are absorbed JVVNL, the PRI charges of outgoing calls to consumer or PRI charges requested to be also paid by JVVNL.	The PRI charges shall be borne by vendor only.

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18.	74	C(iii) I	Call escalation and SMS Service	The AEN/JEN mapping with respect to area or subdivision should be available in CRM provided by HCL, so that the escalation of SMS and complaint management can be done correctly and timely.	The necessary feature is available in CRM.
19.	80	4.2 (i) T (v)	Material used	Who will provide the Material or cost required for repair/replacement of the items like LT fuse wire, service line cable, Kit-kat switches, consumables etc	Vendor will have to provide material or cost against consumables like LT fuse wire , putty, insulation tapes PVC/Empire, Cable Lugs with nut bolts etc. Other material like Service Line or Kit Kat switches etc shall be provided by either JVVNL or consumer and repair/replacement will be carried out by the FRT of CCC
20.	108		BOQ	from BOQ it appears vendor needs to be provide 2 PRI lines (1 for incoming & 1 for outgoing) pls confirm?	The vendor has to maintain only one PRI line. The 30 outgoing connection may be interpreted as 30 telephone extensions to CCC agents.
21.	110	Sec IV part A	Technical Offer and General Details	Please provide the Manufacturer's Authorisation Format	Please refer addendum/corrigendum-2 dated 30-10-2012 against specifications.

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22.	76,77	III (B) I, II	Other Staff at call center	what is the difference the Clause I & II two as both needs to be provided by bidder, does this mean that every shift will have 2 personal (Manager + Supervisor)?	One manager is required to be present at call center from 9:00 am to 6:30 pm. Other than manager, one supervisor is required in each shift to monitor and control the entire call center activity.
23.	NA	NA	NA	General Query: Is it necessary to installed and configure the Vehicle tracking system (servers & software) in Jaipur and Kota only or can vendor host the VTS system anywhere in India?	Installing VTS servers in Jaipur and Kota is not necessary. The vendor may avail VTS services from any third party but must be configured and customized for JVVNL use.
24.	75-76,	Point III	Deployment of manpower	Deployment of manpower in Jaipur and Kota respectively if we calculate the average no of complaints per day as per the provided data is different than that of the Average No of complaint for FRT per day on Page 81-82 "Month wise requirement of FRT with vehicle". As per the scope of the work all the call registered at the call center be first attended by FRT.	The figures mentioned at page no 75 & 76 indicates avg no of call received whereas the figures mentioned at page no 81 &82 Indicates avg no of complaints attended by FRT. Meaning hereby, that not all calls are converted to complaints.
25.	76	B)	Other Staff at Call Center	It has been stated that the timing of the manager id 9.00 AM to 6.30 PM on the contrary it is also mentioned that "One in each shift to monitor and control the entire call center activity. He will interact between JVVNL and Call Center executives and FRT."	There will be only one manager present from 9:00 am to 6:30 pm.

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Section-II: TERMS
& CONDITIONS 11.
INSURANCE

2. The agency shall obtain accident liability insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during course of operation carried out by him for the purpose of complying with his contractual obligations thereof. It shall indemnify JVVNL against any claim from such employees or damage to property whatsoever while these arise out of or in consequences of the execution of works, operation and all activities to be performed till the successful completion of contract shall be to the account of the agency. The agency shall be responsible for preference of all claims and make good the damages or loss by way of repairs and/or replacement of the equipment, damaged or lost. The transfer to title shall not in any way relieve the agency of the above responsibilities during the period of contract. The agency shall provide the JVVNL with copy of all insurance policies and documents taken out by him in pursuance of the contract. Such copies of documents shall be submitted to the JVVNL immediately after such insurance coverage. The agency shall also inform the JVVNL in writing at least sixty (60) days in advance regarding the expiry, cancellation and/or change in any

Could we get the probable amount of annual liability for taking insurance cover Of liability on this account?

This needs no clarification.

			of such documents and ensure revalidation renewal etc, as may be necessary well in time. All costs on account of insurance liabilities covered under the contract will be on agency's account.	
27.	40	SECTION - II: Part-TERMS & CONDITIONS 15. MAINTENANCE OF FACILITIES AND PERSONNEL	The agency shall also maintain communication equipments like telephone with fax, mobile phone, internet etc. for interaction with JVVNL and other.	Whether internet connection will be provided by the vendor? The vendor will have to maintain its own internet connection
28.	101	16.MANPOWER REQUIREMENTS	SYSTEMS ADMINISTRATOR COMMUNICATION ENGINEER	Who will provide the system administrator & communication Engineer -vendor or JVVNL when the HCL is maintaining the call centre? The vendor will have to deploy its own Sys Admin & communication Engineer.
29.	50	Section-II: TERMS & CONDITIONS 36.PRICE:	3.The prices quoted should be inclusive of all service tax and other government levies as applicable. 5. The prices quoted should be exclusive of all service and other taxes in accordance with the format given as per BOQ.xls file.	Service tax will be extra? If the service tax is inclusive what about changes in the same during the period of contract? The prices quoted in BOQ.xls should be inclusive of all service tax and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offer (MS Word format). These rates of applicable taxes and Govt. Levies shall be revised as when updated.

30.	64	SECTION-III-PART-II PRE QUALIFICATION REQUIREMENTS 9.BANK SOLVENCY:	The bidder has to furnish original bank solvency / credit worthiness certificate from any scheduled bank for execution of a project worth Rs. 7.5 Crores for Jaipur package and 2.5 Crores for Kota package	If bidder has bank balance of more than Rs.7.5 crores than the bank solvency required?	The Bank solvency is a mandatory requirement.
31.	47	SECTION – II: Part- TERMS & CONDITIONS 29.SITE ACCEPTANCE TEST PROCEDURE	Site acceptance test procedure: the contractor shall submit a deployment completion document alongwith request for review and approval site acceptance test. These tests shall verify that (1) all hardware and software perform as required; and (2) the system performs satisfactorily under real operating conditions. The following minimum functionalities shall be checked during the SAT only after passing the same the commencement of actual work shall be allowed. a)Generation of various system reports through software	If the CRM/software is maintained by HCL Report generation of various report would be responsibility of vendor or HCL?	Reports are part of software but timely generation and delivery of reports will be the responsibility of the vendor and in addition the stationary and consumables required will also be on vendors responsibility.
32.	47	SECTION – II: Part- TERMS & CONDITIONS 29.SITE ACCEPTANCE TEST PROCEDURE	(b)Telephone PRI lines with EPABX connectivity to all agents desk phone	IP phone to be provided by HCL if PABX is required.	In Jaipur, the infrastructure is already set-up, no additional telephone hardware/ accessories are required. But in Kota, PABX and entire hardware arrangement is Vendor's responsibility.
33.			(c)Ready call center infrastructure like power back up, AC etc	Power back up will be done by JVVNL or vendor?	In Jaipur, Power backup is available (5KVA UPS) In Kota, Vendor need to arrange as per specification.

34.	54 & 55	SECTION – II: Part-TERMS & CONDITIONS B. PENALTY ON ACCOUNT OF OPERATIONAL DEFICIENCIES FOR MODULES 1 & 2	8. Network not working	Network responsibility is of HCL or Vendor?	Internal network (LAN within CCC) will be maintained by respective CCC vendor. WAN (Jaipur-Kota link) will be maintained by CCC, Kota vendor.
35.	54 & 55	SECTION – II: Part-TERMS & CONDITIONS B. PENALTY ON ACCOUNT OF OPERATIONAL DEFICIENCIES FOR MODULES 1 & 2	9.(d) AC defective \ cooling not effective	Who will maintain the AC cooling	In Jaipur, the AC will be maintained by JVVNL. But in Kota, this will be the responsibility of the respective CCC vendor.
36.	54 & 55	SECTION – II: Part-TERMS & CONDITIONS B. PENALTY ON ACCOUNT OF OPERATIONAL DEFICIENCIES FOR MODULES 1 & 2	10. (f) Agent desk telephone or headset not working	Who will repair the Head set in case of minor report and replacement of Head phone in case of major repair-vendor or JVVNL/HCL?	The vendor will be responsible for repairing/replacement of Headset as and when required during the use by them.
37.	67	SECTION-III-PART-III: SCOPE OF WORK 3.BASIC FUNCTION OF CALL CENTER	The call center will have a short access number e.g. 155333 (ISDN PRI line to be obtained from BSNL) where the customers will call to register their complaints.	Whether this be a toll free number?	The number is not a toll free.

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38.	107	BILL OF MATERIAL	Set of Network switch, Router or both for establishing WAN between Jaipur and Kota (3 independent lease circuits of which one	Who will provide Switches /router set vendor or JVVNL?	Vendor will have to provide the necessary required hardware.
39.	103	BILL OF MATERIAL	Number of call centre executives in a day	Though as per man month table for CCE monthly average is around 50 but in man power requirement it is mentioned 30 for Jaipur call centre	Maximum no of agents in any shift is 30, however the detail requirement of agents/shift is given in table at page number 75 of the specification.

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