

## **Notice**

### **Publication of Bidder Queries and Clarifications – Contact Centre Services Tender (BID NO: GEM/2025/B/6090956)**

In reference to the Pre-Bid Meeting held on 04.06.2025 and subsequent queries received from various bidders regarding the tender for Contact Centre Services (BID NO: GEM/2025/B/6090956), the Food Safety and Standards Authority of India (FSSAI) hereby publishes the compiled queries along with the corresponding clarifications for the information of all concerned stakeholders. These clarifications are issued to ensure transparency and to facilitate a clear understanding of the tender requirements.

<b>Sr. No.</b>	<b>RFP Page No.</b>	<b>RFP Clause Name &amp; No.</b>	<b>RFP Clause</b>	<b>Bidder's Query/Suggestion/Remarks</b>	<b>Buyer's response (Clarification/Amendment)</b>
1	10	2.3 Earnest Money Deposit	The Bidder are requested to submit EMD of Rs. 12,26,541/- The proposal must be accompanied by earnest money deposit as per GeM bid document in the form of Demand Draft of any nationalized bank payable to Senior Accounts Officer, Food Safety and Standards authority of India	We kindly request that the Earnest Money Deposit (EMD) be accepted in the form of either a Bank Guarantee (BG) or a Demand Draft. Accordingly, we request you to please provide the necessary bank details for SFMS message processing.	FSSAI Bank Account details: Name Holder: Senior Accounts Officer Name of Bank: Bank of Baroda Branch Address: Nirman Bhawan Branch Account No: 26030100008653 IFSC Code: BARBONIRDEL (Fifth is zero)

2	16	2.4.1 Technical Scoring Model: (Point 6)	Vendor's proposed solution  (Food domain experience: 10)	This clause appears to be restrictive; therefore, we kindly request you to consider all types of work related to Contact/ Call/ Help Center Services, as well as experience with corporates.	This is not a pre-eligibility condition but part of the technical evaluation criteria. It awards additional marks to bidders with relevant food domain experience, without restricting participation. As it plays a crucial role in effective service delivery, the condition shall remain unchanged as per the RFP.
3	20	6. Norms Governing Service Delivery	a) Provide necessary performance guarantee by way of bank guarantee in favour of FSSAI for a sum equal to 3% of the value of the contract as Performance Bank Guarantee on signing of the agreement;	It appears there is a discrepancy between the two clauses in the RFP. Clause No. 6 specifies a performance security of 3%, while the corresponding section in the GEM document mentions 5%. As per the applicable guidelines, the performance security should fall within the range of 3% to 5%. Therefore, we kindly request that a minimum of 3% be accepted.	<b>Read as:</b> Provide necessary performance guarantee by way of bank guarantee in favour of FSSAI for a sum equal to 5% of the value of the contract as Performance Bank Guarantee on signing of the agreement.
4	21	8. Ownership and Audit	All hardware, equipment, software including source code, licenses, technical documents and services obtained for the express purpose of this engagement shall be in favour of the FSSAI and	Licenses can be transferred; however, the source code of the software cannot be transferred, as the software will be procured from a third party. Therefore, transferring the source code is not feasible.	Only the efficiency of the software e.g. in terms of receiving calls, outgoing calls can be evaluated by FSSAI.  We don't need Software Licenses. We requires only data from the vendor.

			shall be submitted to the FSSAI on demand.		
5	28	3. B) Infrastructure and Technology	The successful bidder is required to submit the proof of DR drills conducted by the service provider.	We would appreciate further clarification on the DR drills. Kindly elaborate	Here the DR drills mean Disaster Recovery drills.
6	28	3. B) Infrastructure and Technology  In Table Pt. 5	5. Procurement of IT and network infrastructure equipment for hosting the solution components at DC and DR	We would appreciate it if you could share the technical specifications and details of the IT hardware. We would suggest you to share at least the minimum benchmark for suggesting better specification, if required.	The primary prerequisite is to swiftly address citizen concerns and successfully respond to them with answers or solutions.
7	28	3. B) Infrastructure and Technology  In Table Pt. 5 & 6	5. Procurement of IT and network infrastructure equipment for hosting the solution components at DC and DR 6. Procurement of IT and network infrastructure equipment for hosting the solution components at	Please clarify whether the repeated point is intentional and holds distinct significance, or if it is simply a typographical error	It is a typographical error.

			Successful Bidder's DC and DR		
8	35	4.3 Estimated Volumes	Emails received at may vary from 100-150 each day.	Kindly clarify who'll bear the integration cost of emails. Also, how many outbound emails do we have to send on a daily basis.	There is no integration cost involved. Outbound emails will depend on received emails, i.e., every email should be responded to in a timely.
9	35	4.4 Payment Milestone	Quarterly payment to be paid at the end of quarter. To be paid on basis of agents deployed.	With reference to this clause, we respectfully request that the Authority consider relaxing the payment terms and allowing for monthly payments. This adjustment would significantly enhance the operational efficiency of both the workers and the service provider.	No Change in the payment terms
10	General Query			Please clarify who will bear the cost of electricity and building rent?	FSSAI will not bear any such cost.
11	General Query			Who will bear the Toll-free Cost? Please clarify.	FSSAI will bear the cost of Toll free number along with the call charges.

12	General Query			How much telephone equipment and SIMs are required for the call center staff?	The primary prerequisite is to swiftly address citizen concerns and successfully respond to them with answers or solutions. 24 active lines should be there to attend the calls and relevant number of staff to handle such calls should be available thereat in the call centre. The service provider may devise its own mechanism to fulfil the requirement.
13	General Query			Please provide the details of Average Handling Time (AHT) to understand your requirements.	Less than 6 minutes
14.	11	Received via GeM	Bid Eligibility Criteria	Kindly delete the below clause. 5.) The bidder should have the ownership or Long term registered lease agreement for the premises where call center is running. The same shall be valid during the contract period	The condition is essential for service delivery and shall remain unchanged as per the RFP.
15.	49	Received via GeM	Technical Scoring Model	Kindly delete the below clause. 6.) Vendor's proposed solution 7.) Data Migration experience	The condition is essential for service delivery and shall remain unchanged as per the RFP.
16.	7	Pre-eligibility Criteria	Establish Contact Centers across in Delhi or in NCR	Range of Delhi NCR	<b>Read as: Establish Contact Centers across in Delhi or in NCR Tier 1 cities up to 50 KM from FSSAI HQ.</b>