

**Corrigendum 1 (A):  
CRFQ\_1000217083\_Etender\_16994 –  
Providing Call Centre Services**

Please find the Minutes of the Pre-Bid meeting of the subject e-tender as under.

**Pre-Bid Meeting Minutes**

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**Meeting Title:** Pre- Bid Meeting

**Date & Time:** 15<sup>th</sup> Sep'14, 11.00 AM

**Location:** Harbour View Conference Room, 4<sup>th</sup> Floor, Bharat Bhawan III

**Discussion Points:**

Tender Point & Description	Bidder's Query	BPCL Response
Clause No 7- Location	<ul style="list-style-type: none"> <li>• Why call center be only in Pune /Mumbai. it can be anywhere in India? As multiple languages are needed the call center location may be anywhere in India?</li> </ul>	a) BPCL's Call centre activity is key to its customer centric initiative which is in its nascent stages. b) Tighter control, supervision will require frequent face to face meetings and discussions c) Macro-economic environment, which impacts oil industry, is quite dynamic. New schemes for customers and its frequent updation requires us to brief/debrief call centres at regular intervals. This requires several face to face meetings
Clause no 19 sub point 19.1	<ul style="list-style-type: none"> <li>• Effective date for SLAs should be approx 60-90 days as is being followed for other processes. The current SLA of 30 days is too short a period.</li> </ul>	BPCL has agreed to revise the effective date of SLAs to be 60 days from the date of Go-Live of BPCL process
Clause no 19 sub point 19.7	<ul style="list-style-type: none"> <li>• Is call abandonment rate of 3% mentioned in SLA negotiable as other industries have a 5% as SLA</li> </ul>	The SLA for call abandonment rate is 3% which has to be accepted by all the bidders
Point no 12 of Technical Evaluation Template (23.4.1) Bidder to provide Team Leaders, Process Managers, Quality Audit teams, with minimum 2 years of work experience out of which 1 year to be mandatorily with bidder in the same profile as mentioned in the point 12 here.	<ul style="list-style-type: none"> <li>• What is the number of the TL, Managers and other support staff needed as it is not specified?</li> </ul>	BPCL is focussed upon adherence of SLAs as well as quality of resolution by the agents and hence it is at the discretion of bidders to appoint a suitable number of TL, Managers and other support staff as found appropriate by the bidder.

<p>Point no 14 of Technical Evaluation Template (23.4.1) Capability to provide Bulk SMS facility to BPCL customers as per the instruction from BPCL</p>	<ul style="list-style-type: none"> <li>• SMS Gateway Cost and Responsibility not defined</li> <li>• Recurring cost of SMS will be whose responsibility?</li> </ul>	<ul style="list-style-type: none"> <li>• The purpose of this requirement is to assess the capability of the bidder to provide such a solution in future if advised by BPCL.</li> <li>• There is no financial implication of this point to the commercial bid to be submitted by the bidders.</li> <li>• BPCL will engage in a separate enquiry with the shortlisted bidder for any such requirement of the services as mentioned in the point.</li> </ul>
<p>Point No 20 of Technical Evaluation Template (23.4.1) CTI, IVR, PBX and ACD should be of Same OEM</p>	<ul style="list-style-type: none"> <li>• These days all these components come from same as well as different vendors/OEM and many companies use platform independent components for better support and lower cost. Thus this condition will favour someone and should be changed. Instead the solution should be capable of meeting the BPCL requirements.</li> </ul>	<p>BPCL expects seamless integration of all components of call centre solution and expects them to come from same OEM to provide a uniform and consistent experience. As all the other bidders agreed to providing such a solution, the point as per tender document remains unchanged.</p>
<p>Point no 22 of Technical Evaluation Template (23.4.1) Internet Connectivity (4 Mbps)</p>	<ul style="list-style-type: none"> <li>• Internet bandwidth required is mentioned as minimum 2 mbps and another point 4 mbps confirmation is demanded. what is the exact requirement.</li> </ul>	<p>BPCL expect the minimum internet bandwidth to be 2 Mbps.</p>
<p>Point no 29 of Technical Evaluation Template (23.4.1) CC TV with recording facility of the entire BPCL area on 24 x 7 basis</p>	<ul style="list-style-type: none"> <li>• Is the live streaming of CC TV mandatory?</li> <li>• Duration of CC TV recording to be made available?</li> </ul>	<ul style="list-style-type: none"> <li>• It is desirable but not mandatory by BPCL to have live streaming of CC TV footage of the floor where BPCL operations are carried out.</li> <li>• The recording to be made available for last six months</li> </ul>
<p>Point no 36 of Technical Evaluation Template (23.4.1) Capability to provide social media monitoring, engagement and analytics tools as per the details mentioned in point 3.1 of tender document</p>	<ul style="list-style-type: none"> <li>• The social media related requirement should be clarified. How many people need to be placed on social media related activity?</li> <li>• What will be the SLA for the Social media related activity?</li> <li>• What is the expectation from service provider for handling social media interactions?</li> <li>• Integration of interactions from various channels – is it done or</li> </ul>	<ul style="list-style-type: none"> <li>• An estimated 5% of manpower may be deployed for social media interactions.</li> <li>• BPCL will mutually define the KRAs along with the shortlisted bidder during the period of contract</li> <li>• BPCL expects the agent to scan through the social media platforms for any possible mention of BPCL, its products and services and tag it appropriately on the basis of pre-defined criteria as given by BPCL in</li> </ul>

	under progress currently?	<p>the social media engagement tool.</p> <ul style="list-style-type: none"> <li>• Integration of interactions from various channels in BPCL CRM is currently under progress.</li> </ul>
<p>Clause 8</p> <p>The call centre would be required to provide inbound/outbound services in Hindi, English, Tamil, Telugu, Kannada, Malayalam, Oriya, Bengali, Marathi and Gujarati.</p>	<ul style="list-style-type: none"> <li>• BPCL need multi language skills , the number of seats needed for each language is not mentioned. what is the language wise break up</li> </ul>	<p>It has been observed that 75% of traffic comes from Hindi/English callers while remaining 25% of traffic is on account of Southern Indian languages. Bidder to please note that there is an additional requirement of languages in the new tender as compared to existing contract. BPCL along with bidder will revisit the manpower requirement on a monthly basis and will advise to provide additional seats in proportion to call traffic.</p>
<p>Bid Qualification Criteria S.N. 3 Page 18</p> <p>The bidder should have a minimum 500 operational seats (inbound &amp; outbound or combined) in last financial year i.e. 2013-14 for full year from any or all of its centres located within municipal limits of Mumbai, Navi Mumbai, Thane, Kalyan-Dombivli, Vasai-Virar, Pune or Pimpri Chinchwad respectively.</p>	<ul style="list-style-type: none"> <li>• When BPCL has setup minimum turn over and single order value has been specified in qualifying conditions, and the requirement of Bpcl for 45 seats there is no need to specify 500 seats condition from a specific area. This can favour someone in a specific area and restrict fair competition. This condition is against the guidelines of the CVC and must be changed.</li> <li>• The condition number 3 and 4 in the qualifying criteria are against the CVC guidelines and discriminatory. The location specific conditions cannot be placed as per CVC norms for tenders. BPCL have incorporated minimum turnover and single order value is specified as per CVC norms elsewhere hence condition number 3 and 4 should be deleted for proper chance to all vendors. We are writing separately to your CMD and CVC on these conditions which are unfair and against norms.</li> <li>• We request you to consider 250 operational seats instead of 500</li> </ul>	<ul style="list-style-type: none"> <li>a) The focus areas are the quality of resolution as well as adoption of best practices from different industries to ensure the enrichment of BPCL customer care system.</li> <li>b) BPCL wishes to ensure that bidders with good process maturity, well-laid down systems and processes of handling customer interactions and their ability to provide continuous improvement by sharing the best practices from different industries should only bid for the tender.</li> <li>c) While the bidders may have the proven capabilities to handle such level of operations from other locations, it is necessary that the setup/premises from where they are proposing to offer such services should have the capability to provide such a level of services to BPCL.</li> </ul>

	<p>operational seats</p> <ul style="list-style-type: none"> <li>• Seats could be operational in any part of India instead of Mumbai, Navi Mumbai, Thane, Kalyan--Dombivli, Vasai---Virar, Pune or Pimpri Chinchwad.</li> <li>• BPCL being semi government organization request you Request you to consider Existing PSU/Govt project also.</li> </ul>	
<p>Bid Qualification Criteria S.N. 4 Page 18</p> <p>The bidder should have executed a contract for continuous 12 months period for at least 70 seats from a single client for domestic operations (inbound and outbound or combined) during last two financials years i.e. 2012-13 and 2013-14 at any of the locations within municipal limits of Mumbai, Navi Mumbai, Thane, Kalyan-Dombivli, Vasai-Virar, Pune or Pimpri Chinchwad respectively .</p>	<ul style="list-style-type: none"> <li>• When minimum turn over and single order value has been specified in qualifying conditions, and the requirement of Bpcl for 45 seats why 70 seats condition from single client has been incorporated. This is to restrict fair competition. This condition is against the guidelines of the CVC and must be changed.</li> </ul>	<p>a) It is needed because the call centre service provider may be having All India presence but may have a very small setup (less than 70 seats) in the identified locations and hence may not be able to scale up the operations once the contract is awarded.</p>
<p>Clause no 22 Evaluation Criteria</p>	<ul style="list-style-type: none"> <li>• How the tender will be awarded will it be L1 bidder ( least cost method)?</li> </ul>	<p>Tender will be awarded on the basis of “Overall Lowest Quote basis” for the entire tender quantity inclusive of all taxes.</p>

Date: 19/09/2014

**Corrigendum 1(B):  
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The responses given by BPCL in the pre-bid meeting were once again reviewed by BPCL. Accordingly the revised BQC conditions framed are given as under. These will supercede the corresponding terms and conditions of tender and corrigendum 1(A).

**IT IS MANDATORY THAT BIDDER HAS TO DOWNLOAD THIS DOCUMENT, GIVE COMPLIANCE, SIGN, STAMP AND UPLOAD THE SAME IN THE EPROCUREMENT SITE UNDER “Other Documents Uploading” ALONG WITH PRE-QUALIFICATION BID.**

**Revised Bid Qualification (BQ) Criteria should be read as below and this supersedes the Bid Qualification Criteria (Point 23.2) of RFQ Document. Vendor to note that they should put their response as “Not Applicable” in the BidCommon Form as “Call Centre - BID QUALIFICATION CRITERIA 2014-15 FORM”**

Criteria No	Existing BQ Criteria	Revised BQ Criteria	Condition	Compliance (Yes/No)	Documents required from Bidder (Mandatory for each Criteria)
1	The Bidder must either be (i) an incorporated entity under the Companies Act, 1956 (As per Ministry of Corporate Affairs, Govt of India) or (ii) a registered partnership firm under the Indian Partnership Act,1932. (Any bidder intending to establish itself as an incorporated entity prospectively through consortium, collaboration or joint venture or such similar arrangement would not be considered.)	Same as existing BQ criteria	Mandatory		The Certificate of incorporation (COI)/ Registration document issued by concerned authority is required to be attached.
2	The Bidder, by itself must be currently in the business of providing call centre services registered in India, for the last three consecutive	Same as existing BQ criteria	Mandatory		Client Certificate from Bidder's clients for call centre services for each of the

	financial years i.e. 2011-2012, 2012-2013 and 2013-2014				last 3 financial years 2011-12,2012-13 and 2013-14
3	The bidder should have a minimum 500 operational seats (inbound & outbound or combined) in last financial year i.e. 2013-14 for full year from any or all of its centres located within municipal limits of Mumbai, Navi Mumbai, Thane, Kalyan-Dombivli, Vasai-Virar, Pune or Pimpri Chinchwad respectively. A seat here is defined in terms of operational workstations/computer terminals where call centre agents/executives can work within a call centre.	The bidder should have a minimum 500 operational seats (inbound & outbound or combined) in last financial year i.e. 2013-14 for full year from any or all of its centres located within India. A seat here is defined in terms of operational workstations/computer terminals where call centre agents/executives can work within a call centre.	Mandatory		Copy of invoices issued to the customers to prove the capability of handling minimum 500 seats for the full year in 2013-14 or Reference Certificates/letters from existing clients to prove the capability of handling minimum 500 operational seats (inbound & outbound or combined) in last financial year i.e. 2013-14 for full year from any or all of its centres located within India
4	The bidder should have executed a contract for continuous 12 months period for at least 70 seats from a single client for domestic operations (inbound and outbound or combined) during last two financials years i.e. 2012-13 and 2013-14 at any of the locations within municipal limits of Mumbai, Navi Mumbai, Thane, Kalyan-Dombivli, Vasai-Virar, Pune or Pimpri Chinchwad respectively from where bidder proposes to bid against this tender. A seat here is defined in terms	The bidder should have executed a contract for continuous 12 months period for at least 70 seats from a single client for domestic operations (inbound and outbound or combined) during last two financials years i.e. 2012-13 and 2013-14 at any of its centres within India from where bidder proposes to bid against this tender. A seat here is defined in terms of	Mandatory		Invoices of any continuous 12 months period during last two financial years 2012-13 and 2013-14 at any of its centres within India from where bidder proposes to bid against this tender with corresponding purchase orders or reference certificates/letters from a single

	of operational workstations/consoles where call centre agents/executives can work within a call centre.	operational workstations/consoles where call centre agents/executives can work within a call centre.			client for at least 70 seats for domestic operations (inbound, outbound or combined). The price part of the documents can be blanked out if the bidder so desires.
5	Bidder to have experience of one similar work costing not less than Rs. <b>217 lakhs.</b> (i.e. cost excl. Taxes & telecom expenses) for a continuous period of 12 months, having successfully completed the same, during last 2 years, ending 31 <sup>st</sup> August 2014. The similar work is defined as providing call centre services (inbound, outbound or combined for domestic operations) by the bidder to any of its clients.	Same as existing BQ criteria	Mandatory		Each of the documents i.e. Copy of POs and copy of Invoices should be from a single client for a continuous period of 12 months during last 2 years ending 31 <sup>st</sup> August 2014
6	The bidder must have average annual financial turnover during the last 3 years ,ending 31 <sup>st</sup> March of the previous year ,should be at least Rs. 81 lakhs and the bidder must have annual turnover of at least Rs 272 lakhs ,during any of these three financial years.	Same as existing BQ criteria	Mandatory		Copy of Audited Balance sheet (2011-12, 2012-13 and 2013-14)
7	Net worth: Bidder's net worth as per the latest audited Balance sheet (Financial Year 2013-14) should be positive.	Same as existing BQ criteria	Mandatory		Copy of Audited Balance sheet (2013-14)
8	The Bidder must have valid "Other Service Provider	Same as existing BQ criteria	Mandatory		i) Attested copy of valid OSP

	<p>(OSP)" license for Domestic Call centre issued by the Department of Telecommunication (DOT), Govt. of India in favour of the Bidder as on date of submission of bid. The bidder shall provide an undertaking to renew the above license on expiry of the current one and submit the attested copy to BPCL during the contract period.</p>				<p>license as on date of submission of bid.  ii) An undertaking to renew the OSP license on expiry of the current one from bidder at no extra charge to BPCL</p>
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**Note – Bidder should download this document, give compliance, sign and stamp and upload the same along with their Pre-Qualification Bid along with required supporting documents under “Other Documents-Uploading”**

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**Corrigendum 1(C):  
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We have revised/added some of the Techno-commercial conditions which are as under. These will supersede the corresponding terms and conditions of tender and Corrigendum 1(A).

**IT IS MANDATORY THAT BIDDER HAS TO DOWNLOAD THIS DOCUMENT, GIVE COMPLIANCE, SIGN, STAMP AND UPLOAD THE SAME IN THE EPROCUREMENT SITE UNDER “ Documents Uploading” ALONG WITH TECHNICAL BID.**

## **Revision in Techno-Commercial Requirements**

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### **1) Existing Technical Requirement**

1.1) Point no 22 of Technical Evaluation Template (Point 23.4.1) under Technical Requirement (Point 23.4)

“Internet Connectivity (4 Mbps) should now be read as “Minimum Internet Connectivity (2 Mbps)”

1.2) Point no 31 of Technical Evaluation Template (Point 23.4.1) under Technical Requirement (Point 23.4)

“Remote monitoring facility from BPCL premises for random monitoring of performance. Capability of Live streaming thru CCTV at BPCL office” should now be read as “Requirement stands cancelled”

1.3) Clause no 19.1 under Service Level Agreement (SLAs) (Point 19)

“All SLAs listed below along with the respective penalties will be effective post 1st month of going live of BPCL operations by the bidder.” Should now be read as “All SLAs listed below along with the respective penalties will be effective post 60 days of going live of BPCL operations by the bidder.”

### **2) New Technical Requirement**

2.1) Capability to provide call centre services within municipal limits of Mumbai, Navi Mumbai, Thane, Kalyan-Dombivli, Vasai-Virar, Pune or Pimpri Chinchwad respectively.

2.2) Capability to provide the call centre services within 45 days from the date of issue of LOI by BPCL. Bidder to submit the compliance on Bidder’s letterhead along with Technical bid.

### **3) Additional point under Evaluation Criteria (Clause 22 of RFQ document)**

3.1) Tender will be awarded on the basis of “Overall Lowest Quote basis” for the entire tender quantity inclusive of all taxes.

**Note – Bidder should download this document, give compliance, sign, stamp and upload the same along with their Technical bid.**

**Note: Due date for submission of bids has been extended upto 06<sup>th</sup> Oct’2014 (1500 hrs IST)**