

**RFP for Helpdesk Services (Call Center) for GSTN
Clarifications to Tender**

S. No.	RFP Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points on which clarification required	GSTN's Reply																										
1	Refer page 35 / Clause 3 : Scope of Work	One of lines in said paragraph reads as follows : The bidder may have the multi lingual Helpdesk(s) spread across over 4 locations out of which the primary Helpdesk must be in Delhi NCR (Delhi, Noida, Greater Noida, Ghaziabad, Faridabad and Gurgaon)'. / DR Site. Please let us know whether this shall be good to go.	Our Query : We are not clear whether it is mandatory for Service Provider to provide the services from 4 different locations or Services can be provided from one location (located in Noida, NCR). We are planning to provide Services from two Sites (both in Noida). One Site shall be Primary Site and other Site shall act as BC / DR Site. Please let us know whether this shall be good to go.	From our understanding of your query, it is good to go.																										
2	2. Refer page 39 / Clause 3.2.3 : Infrastructure and Technology / sub point (vi)	The Service Provider shall be responsible entire IT infrastructure required for setting up and operations of the Helpdesk for GST System to include at least the following: vi. Voice Telephony including Toll free number	Our Query : We wish to clarify about the recurring monthly Telephone Bill Charges for Toll Free Number. Whether cost of these monthly telephone bills will be borne by Service Provider or this cost shall be borne by GSTN (by way of reimbursement to Service Provider subsequently on production of bills)	Response: Please refer to Section 3.3.2(v) and Note #4 of the Annexure I (Price Format) of the RFP. It is clearly stated that all infrastructure costs - including toll free cost, PRI cost, and telephone bill costs to telecom service provider - are to be borne by the selected helpdesk Service Provider.																										
3	Section 7	Special Conditions of contract - Indemnity and Limitation clause	Suggested Changes	No Change																										
4	Annexure - XIII	Volume	we also need AHT to size the resource required	AHT from Apr 2018 till Mar 19 is as below: <table border="1"> <thead> <tr> <th>Month</th> <th>Apr'18</th> <th>May'18</th> <th>June'18</th> <th>July'18</th> <th>Aug'18</th> <th>Sep'18</th> <th>Oct'18</th> <th>Nov'18</th> <th>Dec'18</th> <th>Jan'19</th> <th>Feb'19</th> <th>Mar'19</th> </tr> </thead> <tbody> <tr> <td>AHT(In Secs)</td> <td>202</td> <td>183</td> <td>222</td> <td>213</td> <td>212</td> <td>211</td> <td>209</td> <td>227</td> <td>211</td> <td>220</td> <td>198</td> <td>215</td> </tr> </tbody> </table>	Month	Apr'18	May'18	June'18	July'18	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	AHT(In Secs)	202	183	222	213	212	211	209	227	211	220	198	215
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5	Annexure - 1	Price format	Important: can we propose initial set up fee separately from connect minute rate. For items like CRM set up, integration, chat bot solution etc and any unique capital investments that I incur right at the beginning.	Point 4 of Annexure I states " The actual pay out for the Helpdesk services would be based on the actual per connect minute @ quoted by SP. This cost quoted will include Toll free cost, PRI cost, infrastructure cost (includes premises, IT Infra, Voice Infra, CRM etc.), Manpower cost, and all services as per scope of work defined in this RFP /Tender document". Also point 14 states "The cost of other staff members/resources, infrastructure & other operational costs are factored into the "Cost per Connect Minute" and no other cost is to be paid. " Hence No change in Price Format.																										

