

कार्यवाही विवरण
बैठक दिनांक- 02.07.2021

आपदा प्रबंधन के सुचारू समन्वय एवं प्रबंधन के लिये State Disaster Command and Control Center स्थापित किये जाने हेतु जारी निविदा के संबंध में आयोजित Pre-Bid Meeting आज दिनांक 02/07/2021 को समय 04.00 बजे Google Meet से जिला पंचायत सभाकक्ष कटनी में आयोजित की गई। बैठक में निम्नानुसार समिति सदस्य उपस्थित रहे :-

क्रमांक	पदनाम	समिति में पद
1	मुख्य कार्यपालन अधिकारी जिला पंचायत जिला कटनी	अध्यक्ष
2	प्रभारी अधिकारी लोक सेवा प्रबंधन विभाग जिला कटनी	सदस्य
3	जिला संस्थागत वित्त अधिकारी कटनी	सदस्य
4	जिला प्रबंधक (लोकसेवा) जिला कटनी	सदस्य(नोडल अधिकारी)

जिला स्तरीय कॉल सेंटर हेतु जारी आर.एफ.पी की कंडिका 3.2-Pre-Bid Meeting- अनुसार कटनी जिले की बेवसाइट www.katni.nic.in एवं <http://mpedistrict.gov.in> पर दिनांक 01/07/2021 को Pre-Bid Meeting हेतु लिंक <https://meet.google.com/tbf-vuxe-evh> अपडेट की गई। आर.एफ.पी. में दिये गये ई-मेल loksevakatni@gmail.com पर 03 निविदाकारों के 04 मेल प्राप्त हुये, जिसमें से 02 निविदाकारों की Clarification Sought आर0एफ0पी0 के Clause अनुसार पाये गये, तथा Pre-Bid Meeting में कोई भी निविदाकार आनलाईन कान्फेंस के माध्यम से नहीं जुड़े। ईमेल पर प्राप्त Queries में समिति द्वारा निम्नानुसार Clarification/Answer दिये गये:-

S.No.	Page in RFP	Clause	Sub-clause	Clarification Sought	Answer
1. Ashish Kumar Chaudhary, DigiTech Call System Ltd. द्वारा 02 मेल एकसमान प्रश्न के प्राप्त हुये है।					
1	11	Section-2 Eligibility Criteria	The bidder shall be a registered company in India under the Companies Act 1956/2013 or a Registered Partnership Firm under the Partnership Act, 1932 or Registered Proprietary Firm under Shop and Establishment Act or a Limited Liability Partnership firm having more than five (5) years of relevant working experience as on the date of submission of the proposal/bid. No Joint venture / consortiums / sub-letting shall be allowed.	We would request please consider 3 to 4 years in operation For MSME & Startup bidder	No Change, As Per RFP
2	12	3.1.1 Tender Fees	a)The bidder shall be required to deposit a non-refundable Tender fee of Rs. 500/- (Rupees Five hundred only) online through Govt. of MP e-tender portal https://mptenders.gov.in	As per GOI Public Procuremtn notification MSME & Startup India epanelled companies are exempted from EMD & Tender Fee, request you to please consider the same for this tender too.	No Change, As Per RFP
3	12	3.1.2 Earnest Money Deposit (EMD)	a) Bidder will have to provide an EMD of Rs 50,000/- (Rupees Fifty thousand only) online though Govt. of MP e-tender portal i.e. https://mptenders.gov.in .	As per GOI Public Procuremtn notification MSME & Startup India epanelled companies are exempted from EMD & Tender Fee, request you to please consider the same for this tender too.	No Change, As Per RFP

S.No.	Page in RFP	Point No.	Clause	Sub-clause	Clarification Sought	Answer
2- Raju Pandey Magnum Group 2nd Floor, Corporate zone Capital Mall, Hoshangabad Road, Bhopal, MP						
1	12	3.1.2 Earnest Money Deposit	a	Bidder will have to provide an EMD of Rs 50,000/- (Rupees Fifty thousand only) online though Govt. of MP e-tender portal i.e. https://mptenders.gov.in .	Request to exempt EMD for MSME Registered Organizarions.	No Change, As Per RFP

		(EMD)				
2	16	4.1 Service Provider	3	The SP shall deploy 05 (nos) person Call Center Executive(CCE) and 01 (nos) person (Supervisor) to operate the District Nodal Call Center	Please specify if it is 7 days working. In that case additional call center executive would be required to maintain shrinkage.	No Change, As Per RFP
3	17	4.2 Obligations - Service Provider	1	The SP shall deploy the person(s) whose CVs and consent was furnished with the bid to operate the District Nodal Call Center and substitute them if needed with permission of the Office of DeGS.	Please remove this clause as recruitment process can be done post award of contract.	No Change, As Per RFP
4	18	Minimum Qualification of Required Manpower	1	Supervisor - 1) B.E./ B. Tech/ /MCA/ M.Sc. (IT/ CS)/ B. Sc. (IT/CS)/Graduation with Computer Diploma/PGDCA/BCA. 2) Minimum 3 years of experience in leading Call Centre of at least 10 people, along with knowledge of handling Desktops/ Networks/ System Administration/ Switch/ Routers/ LAN connections/ troubleshooting Windows related and its updation related issues/ Issues related to updation of Antivirus/ Internet connections etc. 3) Working knowledge of MS Office	Any Graduate with 2 years of call center experience should also be made eligible.	No Change, As Per RFP
5	18	Call Centre Executives (CCEs)	2	1) 10+2 passed candidate 2) Minimum 2 years' experience of working in domestic call Centres OR 1) Minimum 2 years' experience of working as Data Entry Operator in any Government Project 3) Having knowledge of the local language 4) Typing skills in Hindi/English. 5) Working knowledge of MS Office.	Kindly revise it to - 10+2 with 6 months relevant experience. Or Graduate (Freshers)	No Change, As Per RFP
6	20	Liquidated Damages	5.1	The performance of Agency shall be evaluated on the basis of various performance parameters as detailed out in the Service Level Agreement (SLA). In case, Agency deviates from the desired levels of performance parameters, applicable penalties shall be levied.	Kindly revise it to - Service Level Agreement (SLA) should be defined and agreed mutually.	No Change, As Per RFP
7	27	Section-7 Special Conditions of Contract	1.4	The Agency shall be in obligation to pay the wages before 7th of every month to its deployed personnel equal to the minimum wages to the skilled personnel as applicable (as per the classification equivalent to the monthly/daily wages determined by the Commissioner of Labour, Govt. of Madhya Pradesh under Minimum Wages Act, 1948.) In this connection, the orders issued by Government of Madhya Pradesh revising the wages from time to time shall be binding on the Agency from the effective date mentioned in such notification.	Please specify category of minimum wages to be considered (Unskilled/Semi-Skilled/Skilled).	No Change, As Per RFP
8	28	Penalty	5	Replacement of Call Centre Executive (CCE) No penalty for 1st 2 replacements. Rs.1000/- from 3rd replacement	Kindly remove this clause as it's difficult to maintain in the current situation of Covid.	No Change, As Per RFP

03- Katni Computer System(Vijay bherwani Katni) द्वारा प्रस्तुत मेल जिसमें प्रमुख सचिव लोक सेवा प्रबंधन विभाग भोपाल को प्रस्तुत किया गया है, जिसकी प्रतिलिपि कापी कलेक्टर महोदय जिला-कटनी को प्रस्तुत किया गया है, निविदाकार द्वारा आर0एफ0पी Clause अनुसार Clarification Sought निर्धारित प्रारूप में प्रस्तुत नहीं किया गया है, साथ ही जारी RFP

Reference No. 4364/PSM/KATNI/2021 दिनांक 18/2021/06/ में कटनी कम्प्यूटर द्वारा परिवर्तन/छूट की मांग की गई है, जो जारी आर0एफ0पी0 के परिपालन में स्वीकार्य योग्य नहीं है।

अतः उपरोक्तानुसार प्राप्त प्रश्नों के उत्तर दिये जाकर आर0एफ0पी0 के जारी निर्देशों के अनुसार ही समिति द्वारा यथावत रखे जाने की अनुशंसा की जाती है।

जगदीश चन्द्र गोमे
सीईओ जिला पंचायत
कटनी

रोहित सिसोनिया
(आई0ए0एस0) जिला संस्थागत वित्त अधिकारी
प्रभारी अधिकारी लोक सेवा कटनी

दिनेश कु0विश्वकर्मा
जिला प्रबंधक
लोक सेवा