पत्रांक—श्रम क0स0—13 / 2026 -

बिहार सरकार
श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग
बिहार राज्य श्रम कल्याण समिति

प्रेषक,

राजेश भारती,
कार्यकारी निदेशक।

सेवा में,

डॉ0 गणेश कुमार झा, उप निबंधक, श्रमिक संघ,
श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग।

पटना, दिनांकः—

विषयः— **श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग हेतु श्रमिक हेल्पलाइन (कॉल सेंटर) हेतु निविदा आमंत्रण सूचना सं0—LWS/13/2026-02/2025-2026 का Response to Pre- Bid Queries एवं Corrigendum को e-Proc पोर्टल पर अपलोड करने के संबंध में।**

महाशय,

उपर्युक्त विषय के संबंध में सूचित करना है कि बिहार राज्य श्रम कल्याण समिति अंतर्गत श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग हेतु श्रमिक हेल्पलाइन (कॉल सेंटर) संचालित करने के लिए e-Procurement 2.0 प्रणाली के तहत निविदा आमंत्रण सूचना सं0— LWS/13/2026-02/2025-2026, दिनांक—23.03.2026 के आलोक में Pre-Bid meeting committee की दिनांक—02.04.2026 को अपराह्न 12:00 बजे आयोजित बैठक में प्राप्त Queries हेतु तैयार अनुमोदित Response to Pre-Bid Queries एवं Corrigendum को e-Procurement Portal https://eproc2.bihar.gov.in पर अपलोड किया जाए।
अनु0:—यथोक्त।

विश्वासभाजन,

ह0/—
(राजेश भारती)
कार्यकारी निदेशक।

ज्ञापांक— श्रम क0स0—13 / 2026 -452 **पटना, दिनांक—** 22-04-2026

प्रतिलिपिः— आई.टी.मैनेजर, श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग, बिहार, पटना को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित। आपको निदेश दिया जाता है कि Response to Pre-Bid Queries एवं Corrigendum को श्रम संसाधन एवं प्रवासी श्रमिक कल्याण विभाग के वेबसाईट पर अपलोड किया जाए।

22/4/26
(राजेश भारती)
कार्यकारी निदेशक।

Bihar State Labour Welfare Society

LABOUR RESOURCES & MIGRANT WORKERS WELFARE DEPARTMENT
4th Floor, Block C, Niyojan Bhawan, Income Tax Circle, Jawaharlal Nehru Marg
Patna, Bihar - 800001
Tel - 0612-2520053, Email - edbslws2017@gmail.com

Tender No: LWS/13/2026-02/2025-26 dt. 23.03.2026

-: PRE BID CLARIFICATION Dated 22/04/2026: -

This Clarification-cum-Corrigendum-02 is with reference to the tender "Regarding the tender of Establishment of Call Centre for labour helpline for Department of Labour Resource & Migrant Workers Welfare, Patna, Bihar, vide NIT Ref: LWS/13/2026-02/2025-26 dt. 23.03.2026

After reviewing the bidders' questions and RFP's terms and conditions, the following clarifications with respect to the amendments/ modifications are being made as per the details mentioned below: -

Sl. No	Section/ Clause/ Page Reference of RFP	Mentioned Clause as per RFP	Clarification/ Amendment suggested by bidder	Clarification by BSLWS on 22-04-2026
Bidder No. 01: M/s. Cyfuture Cloud, Noida				
1			To provide a virtual meeting link to attend the upcoming pre-bid meeting, as it would enable us to participate effectively.	**As per RFP. No Changes**
2	Pre-Qualification Criteria Clause No. 7	The bidder must have a head office/Branch office in Patna	We do not have a branch office or head office in Patna. However, we are willing to submit an undertaking confirming that we will establish our office in Patna within 15 days of award of the project.	**Please refer to the Corrigendum-02 Section at the end of the table.**
Bidder No. 02: M/s. ileads Auxiliary Services Pvt. Ltd, Dehradun				
1	1.2. Pre-Qualification Criteria, Point No. 7 (Page No. 23)	The bidder must have a head office/Branch office in Patna.	This clause unduly restricts fair competition in the bid and open tender process at the all-India level, as it allows participation only from bidders having an office in Patna, thereby excluding other	**Please refer to the Corrigendum-02 section at the end of the table.**

			capable bidders from across the country. Kindly Consider- After the award of the contract, the successful bidder shall establish a branch office in Patna City and obtain GST registration in the State of Bihar within 60 days from the date of award.	
2	1.3. Technical Qualification Criteria, Point No. 1.3.2. Onroll employees in the form of Key Resources (Page No. 25)	Minimum serving period of 2 years on roll of the company against each employee is mandatory. Hence documentary evidence like PF slip/Annual PF returns in support of regular employment shall mandatorily be supported	The education and experience requirements specified for key resources appear to be higher than the prevailing standards in the call center/BPO industry. We kindly request that these criteria be reviewed and rationalized in line with industry norms. Further, we request that a minimum serving period of 1 (one) year on the bidder's payroll be considered acceptable for key personnel. Additionally, documents such as the appointment letter, Form-16, and salary slips may be accepted as valid proof of employment and experience."	**As per RFP. No Changes**
3	1.3. Technical Qualification Criteria, (Page No. 26)	From the above, a bidder may see that each Technical Bid has been assigned a Technical Score out of a maximum of 100 marks. Only the bidders who get an aggregate technical score of 80 or more will qualify for the financial evaluation stage. Failing to secure minimum 80 marks shall lead to technical disqualification of the bidder for the route to financial bid.	Kindly Consider - The current qualifying threshold of 80 marks is considered to be on the higher side and may restrict healthy competition. We request that the same be revised to 70 marks to promote broader participation and ensure a more competitive bidding process.	**As per RFP. No Changes**
4	Genral	Bills, Space, electricity, water, SMS, Telephone, internet	We request you to kindly confirm whether expenses towards office space, electricity, water, SMS, Toll-free bill, telephone/ PRI bill, and internet will be reimbursed by the Department on an actual basis.	**The expenses regarding office space, electricity, water, SMS, Toll-free bill, telephone/ PRI bill, and internet are in the scope of CCSP under the**

			We request that you kindly reimburse on an actual basis.	**heading of CAPEX and OPEX.**
5	1.4.6. Software and Infrastructure for Call Centre (Page No.31)		Please confirm whether any existing CRM and CFS systems are currently operational	**This is a new call center. Hence CRM and CFS systems shall be under the scope of CCSP.**
6	1.4.7. ·Customer Relationship Management and Citizen Feedback System (Page No. 32)	CCSP has to develop and maintain the Citizen Relationship Management (CRM) for operations of the call centre. The CCSP should Integrate the existing database of 40 lakh labourers Into the CRM. The Call centre-related data base shbuld be created & maintained by the CCSP including all dockets & all interactions with the caller.	Please confirm whether any existing CRM and CFS systems are currently operational	**This is a new call center. Hence CRM and CFS systems shall be under the scope of CCSP.**

Bidder No. 03: M/s. PACE COMPUTER SERVICES, Kolkata

1			We are a registered MSME (Udyam) and we kindly request you to allow EMD exemption for our bid	**Exemption as per Bihar Purchase Preference Policy 2024 shall only be applicable.**
2			We kindly request you to extend the last date of submission.	**Please refer to the Corrigendum-01 published on 17.04.2026**
3			We request you to kindly clarify whether the Call Centre setup will be at the department premises or the vendor's premises, who will provide the space?	**The premises for call center setup shall be given by Labour Resources and Migrant Workers Welfare Department, Bihar free of cost. The location shall be at department's premises in Patna**

4			Kindly clarify who will be responsible for providing the hardware, software, CRM system, and furniture required for the tender?	**It is in the scope of CCSP under CAPEX**
5			Please clarify who will provide the toll-free number and internet/leased line, and who will bear the associated costs. We request you to kindly reimburse the expenses for the leased line/internet and toll-free number on an actual basis, as bidders cannot accurately predict these costs in advance.	**It is in the scope of CCSP under CAPEX**
6			Kindly clarify whether a leased line internet connection is required for this project.	**Yes. It is in the scope of CCSP under CAPEX**
7			Kindly clarify whether the cost of reliever reserve manpower is included in the quoted manpower cost or will be paid separately.	**No additional cost shall be reimbursed. All the costs are in the scope of CCSP under OPEX**
8	Page 23, Pre-qualification-criteria 1.2, Clause 7	Bidder must have a head office/branch office in Bihar. Bidder shall be required to produce GST number in this regard	Please note that bidders who have branch offices in Bihar do not require GST no. of Bihar. This is applicable only in case of Bihar head office vendors. Please rectify the clause that bidders who have branch office in Bihar do not require GST no. of Bihar.	**Please refer to the Corrigendum-02 section at the end of the table.**
Bidder No. 04: M/s. Go 2 Market India Pvt. Ltd, New Delhi				
1	Page number 22 of point no. 4	Bidder should have successfully implemented at least one Call Center with minimum 20 Seats per year in India for the at least 5 years with any government or private organization in India as on date of bid submission.	Requesting you to kindly allow at least **5-seater per year in India for the at least 3 years**, instead of 20 seater per year in India for the at least 5 years. We are MSE bidder and request to allow the points mentioned in "point of clarification".	**Please refer to the Corrigendum-02 at the end of this table.**

2	Page number 23 of point no. 6	EMD of 5,00,000	We are MSE bidder, requesting you to kindly provide an exemption of EMD. For MSE bidder, an exemption for EMD to be provided. Not to be restricted for MSE bidder registered in Bihar. It should be allowed for PAN India MSE bidder.	**Exemption as per Bihar Purchase Preference Policy 2024 shall only be applicable.**
3	Page number 25 of point no. 5 under 1.3 Technical Qualification Criteria of 1.3.1, Bidder's Organizational Strength and Experience.	Certification: Valid CMMI L-3 or above	Requesting you to kindly add **CERT-IN/CMMI L-3** or above to be provided. Requesting you to kindly allow CERT-IN Certificate also in place of CMMI L-3 or above.	**The CERT-In certificates purposes are differently meant than CMMI. Hence No Changes in the RFP.**
Bidder No. 05: M/s Alankit Assignments Limited, New Delhi				
1	Invitation for Bids (IFB) Page No. 5 & 1.6 Pre-bid Meeting and Queries Page No. 10	Date of Pre-bid Meeting: 02.04.2026, 12:00 Hrs in the 'Manthan' Hall of Labour Resources and Migrant Workers Welfare Department	With reference to the clause concerning the scheduling of the Pre-bid Meeting, we respectfully request that a **Video Conferencing (VC) link be kindly provided** to facilitate virtual participation. ***This arrangement would enable bidders from across the country to attend the meeting and contribute their views effectively, without being constrained by travel or logistical limitations.*** We believe that enabling virtual access will foster broader engagement, enhance transparency, and uphold the principles of inclusive and equitable participation in the bidding process.	**As per RFP. No Changes**

2	1.3 Earnest Money Deposit (EMD)/Bid Security Point No. 1 Page No. 7	1. EMD may be submitted in the digital form through the link available on e-procurement website vide NEFT/RTGS/Online Banking / Credit Card/Debit Card amounting to Rs. 5,00,000/-(Five lakhs only) and can also be paid/submitted in the form of a unequivocal and unconditional bank guarantee (BG) as per the format mentioned in the RFP on stamp paper of value required under law, duly signed by an authorized representative of the relevant bank) / **Insurance Surety Bond (ISB) issued by IRDAI** approved insurer. The format of the BG is given in Section-V (Form 3) of this RFP. The BG in any other form will not be accepted. A colored scanned copy of the BG should be uploaded to the e-Procurement portal along with the actual online bid submission. The EMD must be valid for a period of 45 days beyond the bid validity period.	With reference to the clause mentioned in the RFP, we respectfully request you to kindly provide the format of the Insurance Surety Bond, which has not been enclosed in the tender document. This will enable us to ensure compliance with the stipulated requirements and proceed with the submission in line with the prescribed norms.	**The format of Insurance Security Bond is enclosed with this Clarification-cum-Corrigendum-02 note vide Form15.**
3	1.3 Earnest Money Deposit (EMD)/Bid Security Point No. 5 Page No. 7-8	5. Any bid submitted without an EMD will be summarily rejected, provided that any start-up company or **micro or small enterprise (MSME) that has its headquarters in Bihar will be exempted from providing the full EMD** amount under Rule 13.1 of the notification no-8550 dated 07.08.2024 of the Bihar Purchase Preference policy 2024.	With reference to the cited clause in the RFP, we respectfully request that the department kindly consider granting EMD exemption to all Micro and Small Enterprise (MSE) Bidders, irrespective of whether their headquarters/registered office is in the state of Bihar. This measure will encourage wider participation from eligible bidders across regions, thereby fostering healthy competition. As a result, the department will benefit from receiving justified and competitive rates for the quoted items.	**Exemption as per Bihar Purchase Preference Policy 2024 shall only be applicable.**

4	1.23 Performance Bank Guarantee Page No. 14	This Performance Bank Guarantee will be for an amount of INR _______ (equivalent to 5% of total contract value). No interest shall be payable on the PBG. In case the project is delayed beyond the project schedule as mentioned in RFP the performance bank guarantee shall be accordingly extended by the bidder till completion of scope of work as mentioned in RFP.	With reference to the Performance Security requirement outlined in the RFP, we respectfully submit the following for your kind consideration: As per the Government of India Notification No. F.1/2/2023-PPD dated 03.04.2023 issued by the Ministry of Finance, the prescribed range for **Performance Security is 3% to 5% of the Contract Value.** In the interest of promoting wider participation and easing financial burden on bidders, we request that the Authority consider **adopting the lower threshold of 3% of the Contract Value.** Further, we propose that **Insurance Surety Bonds (ISB) be accepted as a valid instrument** for furnishing Performance Bank Guarantee (PBG), in line with recent procurement reforms encouraging alternative compliance mechanisms. We trust that the Authority will consider this request favorably and issue the necessary clarification to facilitate inclusive and compliant bidding.	**As per RFP.** **No Changes in value of performance Guarantee. Please refer Form 16 enclosed with this Clarification Cum Corrigendum-02 for Format of Insurance Security Bond**
5	1.2. Pre-Qualification Criteria	4. **Servicing large clients:** Bidders should have successfully implemented at least one Call Centre with a minimum 20 seats per year in India for the last 5 years with any	With reference to the clause mentioned in the RFP, our understanding is as follows:	

	Point No. 4 Page No. 22	Government or private organization in India as on the date of bid submission.	□ The bidder should have implemented at least one call center that has been continuously operated for five years, with a minimum of 20 seats, and such experience will be considered. □ Alternatively, multiple contracts having a minimum of 20 seats during the last five years will also be considered for meeting the criteria. We kindly request you to confirm whether our interpretation of the eligibility requirement is correct.	**Please refer Corrigendum-02**
6	1.4 Scope of Work Point No. 4 Page No. 28	1.4.1 (4) The Labour Helpline is also expected to receive 3.5 lakh inbound calls (for registration of labourers, grievance redressal and scheme information) per year, at an average of 5 minutes each. For this, the CCSP will have to design, set up, manage and maintain a grievance redressal portal that will operate based on pre-determined SOPs. This portal will allow the call centre operators to categorize the grievances received by their subject matter/topic, and to assign the grievances to the respective Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department officers based on their type and severity. The Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department officers will also have a back-end mobile app that will allow them to view, manage and resolve all	With reference to the clause, we seek clarification on the following points: - 1. Please provide call data for inbound & outbound calls for the last 6 months, including average handling time. 2. Regarding the number of inbound/outbound calls, please confirm who will bear the cost if this number exceeds the limit. 3. Is there any existing grievance redressal portal, or will the bidder be required to prepare the same, on their own? 4. Is there any existing Mobile application, or will the bidder be required to prepare the same on their	**1. This is a new call centre. However, the CCSP may expect total 4.0 to 6.0 lakhs inbound/outbound calls in a year. It may also vary in upward as well as downward directions.** **2. The CCSP shall bear the cost.** **3. No. The CCSP shall have to design the Grievance redressal software and may have to integrate with any other redressal portal of Government of Bihar as per requirement of LRMWWD.**

		grievances that have been assigned to them, including the timeline within which each grievance must be resolved. In case of nonresolution of a grievance, a detailed escalation matrix is to be created that determines the next officer that a grievance will be assigned to. Additionally, the CCSPs grievance redressal portal should be able to automatically update (in real-time) the categorization of grievances on the basis of any new kinds / types of grievances received. Finally, the CCSP should be able to leverage technology to identify, assign, take cognizance of, and resolve any grievances that are mentioned on "X", Twitter, Facebook or any other social media platform, in Hindi and English.	own? 5. Please clarify if the bidder will be required to integrate with the CRM, the various social media platforms like "X", Twitter, Facebook or any other and certain integrations will be required. ***We understand that the call centre is already operational at the premises of the Bihar State Labour Welfare Society, and that all requisite hardware and software are in place. Accordingly, any successful bidder would only be required to maintain the existing hardware and software, rather than procure new systems.*** Kindly confirm if our understanding is correct, so that all bidders may prepare their proposals consistently.	**4. The CCSP shall prepare mobile application of their own.** **5. Yes. If required by BSLWS/LRMWWD.** **The proposed call center shall be new call center. CCSP shall be required to establish the call center with fresh procurement of required hardware and Software.**
7	1.4 Scope of Work Point No. 5 Page No. 28	1.4.1(5) The CCSP shall, along with Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, also set up and provide the facility of an automated IVRS, SMS for labourers, where they can receive detailed information on matters such as worker registration with the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, updation of previously provided data, scheme	With reference to the clause in the RFP regarding the SMS, please confirm the text of SMS and who will bear the cost of IVRS & SMS integration, as well as recurring charges of the same. Further, to clarify how many occasions, SMS will be automated through IVRS. ***We understand that the call centre is currently operational. Please provide data for the last 6 months on how many SMS have been***	**The cost of IVRS and SMS is in the scope of CCSP. However, the text of SMS may be finalized with consultation from BSLWS/LRMWWD.**

		eligibility and the benefits available etc.	***automated through IVRS/CRM.*** This information will enable bidders to accurately assess the scope of responsibilities and prepare a comprehensive and realistic proposal.	**This is a new Call Centre**
8	1.4 Scope of Work Point No. 14 Page No. 29	1.4.1(14) The CRM and CFS application will be hosted by MeitY empanelled cloud service provider.	With reference to the clause mentioned in the RFP, we seek clarification on the following point: □ Which specific document is required to confirm that the MeitY-empanelled cloud service provider hosts the CRM and CFS applications? We kindly request your guidance so that we may ensure full compliance with the stipulated requirements.	**The bidder shall be required to submit following documents in support of Meity Empaneled Cloud Service Provider.** **1. Letter of empanelment by MeitY.** **2. Latest Audit report of Cloud by STQC Directorate.**
9	1.4 Scope of Work Page No. 29	At the end of this period, all hardware, software and other items bought as a part of the capital expenses shall be transferred to the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, and thus Bihar State Labour Welfare Society shall thereafter exclusively hold all rights and entitlements in such hardware, software and items.	With reference to the clause mentioned in the RFP, it is noted that hardware, software, and any other items procured as part of capital expenses shall be transferred to the Department after completion of the project. Further, we understand that the call centre is already operational through another vendor. We kindly request confirmation on the following points: □ Whether any hardware, software, or other items are already available with the Department. □ If so, whether these existing assets will be transferred to the	**This is completely a new Call Centre.**

			successful bidder for execution of the project. □ After completion of the project, the overall hardware and software (including any newly procured items) will be transferred back to the Department. We request your confirmation on the above to ensure clarity and compliance in execution.	
10	1.4.2 Functioning of Call Centre Point No. 2 Page No. 30	The call centre should be operable as below: □ All inbound and outbound calls 24X7. □ Call Centre/Helpline shall be made operational in two shifts i.e.; 1st shift between 6:00 AM to 2:00 PM and 2nd shift from 2:00 PM to 10:00 PM. □ 3rd shift from 10:00 PM to 6:00 AM will be handled by only 01 agent/executive and it may be carried out over phone remotely work from home (WFH). This mode of operation shall be integrated with main server. However, majority of inbound and outbound calls will be in two shifts. □ CCSP should be in operation for 365 days in a year. □ CCSP shall engage 06 call center gents/executives per shift in	With reference to the clause mentioned in the RFP, we understand that the call centre is required to remain operational on a 24/7/365 basis. To maintain the seat capacity of 13 executives continuously under this operational model, certain relievers would be necessary to cover shifts and ensure uninterrupted service. We kindly request clarification on the following point: □ Are these relievers already included within the specified number of 13 executives, or should they be considered additional manpower beyond the stated capacity? This clarification will help bidders	**The manpower mentioned in the RFP are the bare minimum requirement for operation of Call Center. Hence bidder is required to keep the cost of relievers in mind before estimation and quoting in the bid.**

		two shifts excluding night shift. In night shift only one executive shall work. Every 06-call centre agent will be supervised by 1 supervisor. Hence the CCSP shall have to plan accordingly and make roster tentatively.	accurately estimate manpower requirements and associated costs while preparing their proposals.	
11	1.4.2 Functioning of Call Centre Point No. 5 & 8 Page No. 30	5. The call center should be located in Bihar. CCSP should set up a new or use existing Call Centre. & 8. The CCSP shall set up, operate & maintain the Call Centre, including agents, at the place provided by Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar.	With reference to the clauses mentioned in the RFP, we seek clarification on the following point: At Point No. 5, it is stated that the call centre will be operational from the bidder's existing call centre. At Point No. 8, it is mentioned that the call centre will be operational from the space provided by the Bihar State Labour Welfare Society, Labour Resources and Migrant Workers Welfare Department, Govt. of Bihar. As these clauses appear contradictory, we kindly request confirmation of the actual delivery location of the proposed call centre.	**This is hereby clarified that the Call Centre will be operational from the space provided by the BSLWS, Labour Resources and Migrant Workers Welfare Department, Bihar only.**
12	1.4.2 Functioning of Call Centre Point No. 10 Page No. 30	The equipment & infrastructure required for managing the traffic at the call centre will be determined by the CCSP based on historical trends.	With reference to the clause mentioned in the RFP, we respectfully request, kindly share the historical trends of call centre operations. This will enable bidders to install equipment and infrastructure in line with the actual	**This is a new call center. Hence bidders may quote and bid accordingly.**

			requirements. Further, we suggest that the department may provide the minimum requirements for hardware, software, or any other items essential for the smooth operation of the call centre. Such guidance will ensure uniformity among bidders and help in preparing proposals that are both compliant and cost-effective.	
13	1.4.2 Functioning of Call Centre Point No. 11 Page No. 30	The CCSP shall procure new infrastructure i.e. assets, hardware, software etc. and shall upgrade/update them as per the agreement.	With reference to the clause mentioned in the RFP, we seek clarification on the following points: □ Whether the existing hardware, software, or any other items currently in use will be made available to the new vendor for execution of the project. □ Or, whether the new vendor will be required to procure and deploy all new hardware and software for their use. We kindly request your confirmation on this matter to ensure accurate planning and compliance while preparing our proposal.	**This is completely a new call center.**
14	1.4.4. Call Centre Supervisor and Quality Analyst Page No. 31	Supervisors should have at least 3 years of call center experience in leading teams of agents under them. The span of control should be limited to 1 Supervisor and Quality Analyst per 6 call center agents.	With reference to the clause mentioned in the RFP, we seek clarification on the following points: □ Whether the Supervisor and Quality Analyst are required to be different individuals, or if the Quality Analyst must always be available during project	1. **Please refer RFP. It is clearly mentioned that Quality-Cum-Training Leader-Cum Supervisor is one person which needs to be deployed in two shift of operation.** 2. **Please re-correct the understanding as: -**

			execution, or only as and when required. □ For every 6 Customer Care Executives (CCE), one Supervisor and one Quality Analyst are stipulated. Based on this, our understanding is: □ □ CCE: 13 □ Supervisor: 2 □ Quality Analyst: 2 □ Total Manpower: 17 (13 + 2 + 2), plus relievers as per actual requirement. □ □ We kindly request confirmation on whether our interpretation of the manpower requirement is correct. This will help bidders accurately estimate resources and associated costs while preparing their proposals.	❖ **Call agents: 13** ❖ **Quality-Cum-Training Leader-Cum-Supervisor: 02** ❖ **Technology/IT Specialist: 01** ❖ **Programme manager: 01** **Total 17 Manpower.** **Bidders may note to use correct name for the position.** **3. Further All manpower as mentioned in the RFP shall be appointed on full time basis for entire contract duration as per the agreement.** .
15	1.4.19. Manpower development and training Page No. 35-36	iv. Sufficient Call Agents – at least 6 per shift at the beginning of project, expandable up to a total of 15 call centre agents as per requirements of the Bihar State Labour Welfare Society, Labour Resources and Migrante Workers Welfare Department during the project.	With reference to the clause mentioned in the RFP, we understand that all hardware, software, and other items are to be provided by the bidder, and the costs associated with these must be claimed in the financial bid only, keeping in mind the requirement of 6 call centre executives per shift. In the event of scalability of seats, this will directly impact the cost structure in both segments, i.e., capital expenditure (Capex) and	**In case of expansion of call center, the additional incurred cost w.r.t infra and manpower shall be paid on the pro-rata basis with respect to CAPEX and OPEX cost at L-1 rate.** **As a result of this, a cost negotiation with the CCSP shall also be carried out. The final cost shall be arrived after mathematical calculations and mutual acceptance between BSLWS and CCSP.**

			operational expenditure (Opex). We kindly request clarification on how this scalability will be addressed: □ Whether bidders should factor in potential scalability within their initial financial bid, or □ Whether additional costs for hardware, software, and manpower will be considered separately at the time of expansion. Your guidance on this matter will help bidders prepare accurate and compliant financial proposals.	
16	1.4.19. Manpower development and training Point No. 6 & 7 Page No. 36	The CCSP will be responsible for complying with all central and state government regulations relevant to human resources (such as minimum wage requirement, EPF, ESI etc.)	Minimum Wages vary from state to state and from the Centre to the state, but the percentage of deduction to EPF, ESI, etc. will remain the same. Therefore, we request you confirm which state, either the Minimum Wages of the Bihar State or the Central, will be applicable. Further, to the above, every 6 months, there will be an enhancement of D.A. in the minimum wages, whatever the minimum wages are to follow.	**The minimum wages of Bihar state to be followed. Since this is a turnkey and firm price contract hence no price variation shall be allowed till contract duration of 2 years. Bidders may accordingly make estimation before bidding.** **In case of extension of contract beyond two years, 03% (Three Percent) increase in the OPEX cost shall be admissible per year.**

			We propose to provide the difference of Minimum wages, EPF & ESIC to the vendor, to comply with the statutory compliances as per the guidelines, during the entire contract period. Please clarify and confirm.	
Bidder No. 06: M/s. AYUDA Solutions Pvt. Ltd, Ranchi				
1	Point no 7, Pg 23	Head Office/Branch Office The bidder must have a head office/Branch office in Patna. Bidders shall be required to produce GST number of Bihar in this regard	We have a GST of Ranchi Office can be opened within 30 days and GST can be produced after getting LOI	**Please refer Corrigendum-02**
Bidder No. 07: M/s. Airvincible				
1		Legal Entity - Bidder must be incorporated or registered in India under the Indian Companies Act, 1956/2013 or Limited Liability Partnerships (registered under LLP Act, 2008) or Partnership Company/ Society/Firm registered in India	Is Sole proprietorship firm with Tunover 20 Cr+ and desired experience allowed to participate	**No Changes. As per RFP.**
2		The bidder must have a head office/Branch office in Patna. Bidders shall be required to produce GST number of Bihar in this regard.	Bihar GST should be presented at time of work order or at time of bidding.	**Please refer Corrigendum-02**
3		The bidder must have an Average Annual Turnover of minimum INR 2 (Two) Crore during the last three financial years from IT/ ITeS/ Telecom Solutions/ BPO during the last three financial years i.e. 2022-23, 2023-24 and 2024-25.	For Turnover mentioned years are FY 22-23, 23-24, 24-25. Instead can current year Turnover be considered which will be FY 24-25, 24-25, 25-26.	**Please refer Corrigendum-02**

4		It should be a minimum 5 year old company and operating for the last 3 years in IT/ITeS Services as on date of bid submission	If a company is not 5 years old but actively working since last 2-3 years will it be considered ?	**No changes. Please refer to RFP.**
Bidder No. 08: M/s. VIDASS VENTURE, Ranchi				
1	24	Bidder should have an Average Annual Turnover from IT /ITeS/ Telecom Solutions/ BPO ≤ 02 Cr= 0 Marks > 02 and < 05 Crore = 5 Marks ≥ 05 and < 07 Crore = 10 Marks ≥ 07 and < 10 Crores= 15 Marks ≥ 10 Crores= 20 Marks	1. Average turnover or individual turnover is not clarified 2. constant gap is not followed in marks slot. a. Kindly change Average turnover to annual average turnover. b. Kindly follow the gap of 2 crore as per below; upto 02 Crore = 0 Marks More than 2 and upto 4 crore = 05 Marks More than 4 and upto 6 crore = 10 Marks More than 6 and upto 8 crore = 15 Marks More than 8 crore = 20 Marks	**It is clarified that the turnover word stands for "As the Average Annual turnover of the participating firm".** **No changes in marking criteria.**
2	25	5. Certifications	Valid CMMI L-3 or above- 05 marks Kindly exclude CMMI L3 Certificate and include ISO 9001 Certificate as the CMMI L3 Certification applicable to Software Development OEM.	**No Changes. As per RFP**
3	26	From the above, a bidder may see that each Technical Bid has been assigned a Technical Score out of a maximum of 100 marks. Only the bidders who get an aggregate technical score of 80 or more will qualify for the financial evaluation stage. Failing to secure minimum 80 marks shall lead to technical disqualification of the bidder for the route to financial bid.	aggregate technical score of 80 or more will qualify for the financial evaluation stage. Request to reduce the aggregate technical score to 70 for better and wider option for selection.	**No Changes. As per RFP**

4	40	10% of T as Mobilization advance within 15 days of signing agreement with the Labour Resources and Migrant Workers Welfare Department against Advance Bank Guarantee of equivalent amount issued by National Scheduled Bank. This 100% mobilization advance will be adjusted from 1st three RA bills in the ratio of 50% +25%+25%,	T is the total cost including CAPEX and OPEX. OPEX is running expenses. Kindly validate whether the mobilization advance is related to T or CAPEX Cost A.	**Please refer the RFP, page 40, clause A. The "T" is the total of CAPEX + OPEX.**
Bidder No. 09: M/s. Inductus Ltd, Noida				
1	Section-III; Point 1 - Bid Evaluation; Sub-point 1.2 - Pre-Qualification Criteria; Point 4 - Servicing large clients Page No. 22	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	We request the authority to please revise the clause as: Bidders should have successfully implemented at least one project with minimum 20 technical manpower in India for the last 5 years with any Government or private organization in India as on the date of bid submission since this is more of technical project and call center requires more technical work.	**Please refer Corrigendum-02**
2	Section-III; Point 1 - Bid Evaluation; Sub-point 1.3 - Technical Qualification Criteria; Sub-point 1.3.1 - Bidder's Organizational Strength and Experience; Point 2 –	Bidder should have an Average Annual Turnover from IT/ITeS/ Telecom Solutions/BPO • ≤ 02 Cr = 0 Marks • > 02 and < 05 Crore = 5 Marks • ≥05 and < 07 Crore = 10 Marks • ≥ 07 and < 10 Crores= 15 Marks • ≥ 10 Crores = 20 Marks	We request the authority to please revise the clause as: Bidder should have an Average Annual Turnover from IT/ITeS/ Telecom Solutions/BPO/Manpower • ≤ 02 Cr = 0 Marks • > 02 and < 05 Crore = 5 Marks • ≥05 and < 07 Crore = 10 Marks • ≥ 07 and < 10 Crores= 15 Marks • ≥ 10 Crores= 20 Marks Since the project involves deployment of manpower at a call center, we request the authority to consider relevant manpower-based projects as eligible experience.	**No Changes. As per RFP**

	Turnover Page No. 24			
3	Section-III; Point 1 - Bid Evaluation; Sub-point 1.3 - Technical Qualification Criteria; Sub-point 1.3.1 - Bidder's Organizational Strength and Experience; Point 3 – Work Experience in terms of Value Page No. 24	Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/BPO • ≤05 Years = 0 Marks • ≥ 05 and < 10 Years = 7.5 Marks • ≥ 10 and < 12 Years= 10 Marks • ≥12 years = 15 Marks	We request the authority to please revise the clause as: Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/BPO/Manpower • ≤05 Years = 0 Marks • ≥ 05 and < 10 Years = 7.5 Marks • ≥ 10 and < 12 Years= 10 Marks • ≥12 years = 15 Marks Since the project involves deployment of manpower at a call center, we request the authority to consider relevant manpower-based projects as eligible experience.	**No Changes. As per RFP**
4	Section-III; Point 1 - Bid Evaluation; Sub-point 1.3 - Technical Qualification Criteria; NOTE Page No. 25	Minimum serving period of 2 years on roll of the company against each employee is mandatory. Hence documentary evidence like PF slip/Annual PF returns in support of regular employment shall mandatorily be supported.	We request the authority to please consider previous employees who have worked in different projects/ work orders and to remove the documentary evidence like PF slip/Annual PF returns in support of regular employment shall mandatorily be supported. Instead of PF Slip/ Annual PF returns work orders from authority shall be considered.	**No Changes. As per RFP**
Bidder No. 10: M/s. METCONNECT INFOTECH PVT. LTD. PATNA				
1	Eligibility I PQC. 1.2 Page no.21	3 Year experience in IT/ITes services.	Request to include Manpower Outsourcing experience as relevant experience	**No Changes. As per RFP**

2	Eligibility I PQC. 1.2 Page no.21	Minimum 5 year old company.	Relaxation to 3 years for MSME/Bihar based Startups.	**Applicable as per Bihar Purchase Preference policy 2024.**
3	Eligibility 2 PQC. 1.2 Page no.22	Average Annual Turnover of INR 2 Cr. Crore during the last three financial years from IT/ITeS/Telecom Solutions/BPO during the last three	Include Manpower Supply/Outsourcing turnover as part of relevant turnover & relaxation in turnover for registered MSMEs.	**No Changes. As per RFP**
4	Eligibility 6 PQC. 1.2 Page no.23	Submission of EMD of Rs. 5 Lakh	Please allow exemption or reduce it to 1 Lakh.	**Applicable as per Bihar Purchase Preference policy 2024.**
Bidder No. 11: M/s. VGM Consultants Ltd				
1			Is there will be any toll free no for reaching Call Centre? If Yes then who will be procuring the toll free no.	**It is in the scope of CCSP**
2			CRM required is Cloud Based or on Premises Server, pls clarify.	**Cloud based only.**
3			Is there any guideline for Telephony lines to be used for both Inbound & Outbound purpose.	**As per RFP**
4			Activity will be both Inbound and Outbound, Do we have any monthly or Daily Projection of Inbound Calls, so that capacity planning can be done effectively.	**Already explained in above paras. However, the bidders shall have to make their own calculations based on the average 5 minutes call duration per inbound/outbound calls**
Bidder No. 12: M/s. Choice Consultancy Services Pvt. Ltd, Mumbai				
1	Page No.21 1.2. Pre-Qualification Criteria Sr No. 2 Turnover	The bidder must have an Average Annual Turnover of minimum INR 2(Two) Crore during the last three	Requested Change: We request the authority to kindly allow submission of turnover certification from Statutory	**No Changes. As per RFP**

		financial years from IT/ ITeS / Telecom Solutions/ BPO during the last three financial years i.e. 2022-23, 2023-24 and 2024-25. Document required Audited Balance Sheet/ Annual Reports and Profit & Loss account statements for last three financial years 2022-23,2023-24 and 2024-25 Annual Turnover mentioning details of IT/ ITeS / Telecom Solutions/ BPO services of the responding firm to be certified by statutory auditor of the firm with valid UDIN.	Auditor / Practicing Chartered Accountant (CA) with valid UDIN, for both Eligibility (Pre-Qualification Criteria) and Technical Evaluation criteria. Justification: □ Certification from a Statutory Auditor often involves additional time and cost implications, as it may require formal engagement, scheduling, and processing timelines. □ In contrast, a Practicing Chartered Accountant (CA) can issue the required certificate in a more time-efficient and cost-effective manner, which is especially important within tight bid submission timelines.	
2	Bidder should have a positive net worth in each of the last three financial years i.e. 2022-23, 2023-24 and 2024-25. Document required To be certified by the statutory auditor of the firm.	Bidder should have an Average Annual Turnover from IT/ITeS/ Telecom Solutions/BPO •≤ 02 Cr = 0 Marks > 02 and < 05 Crore = 5 Marks ≥05 and < 07 Crore = 10 Marks ≥07 and < 10 Crores= 15 Marks ≥ 10 Crores= 20 Marks Documentary Evidence Audited Balance Sheet / Annual Reports and Profit & Loss account statements for last three financial years i.e. 2022- 23, 2023-24 and 2024-25. Annual Turnover details of the responding firm certified by statutory	□ A certificate issued by a Practicing CA with UDIN is equally valid and compliant as per ICAI guidelines, ensuring authenticity and reliability of the financial information. □ Therefore, allowing certification from Statutory Auditor / Practicing CA will ease compliance for bidders without compromising the integrity of the evaluation process and will encourage greater participation.	**No Changes. As per RFP**

		auditor of the firm with valid UDIN		
3	Net Worth	Bidder should have a positive net worth in each of the last three financial years i.e. 2022-23, 2023-24 and 2024-25. Document required To be certified by the statutory auditor of the firm.	Requested Change: We request the authority to kindly allow certification of Net Worth from Statutory Auditor / Practicing Chartered Accountant (CA) with valid UDIN. Justification: Certification from a Statutory Auditor involves additional time and cost, which may delay submission within the prescribed bid timelines. A Practicing CA certificate with UDIN is equally valid and compliant as per ICAI norms and ensures authenticity of financial data. Allowing both options will reduce compliance burden, facilitate timely submission, and encourage wider participation, without compromising evaluation quality.	**No Changes. As per RFP**
Bidder No. 13: M/s. Arceus Infotech Private Limited, Mumbai				
1	Section III. Bid Evaluation.1 1.2. Pre-Qualification Criteria Point-7	*Head Office/Branch Office:- The bidder must have a head office/Branch office in Patna.	*For wider participation, we kindly request modification of the clause under Supporting Documents: Bidders shall be required to produce GST number of Bihar in this regard. If the bidder does not have an office in	**Please refer to Corrigendum-02**

	Page No. 23.		Patna, they may submit an undertaking to establish and operationalize an office in Patna within 30 days of receiving the LOA	

Bidder No. 14: M/s. Samridhi, Ranchi

1	1.3.1 Bidder's Organizational Strength and Experience (Total Marks — 70) Para- 2 Page No.24	Bidder should have an Average Annual Turnover from IT/ITeS/ Telecom Solutions/ BPO s ≤ 02 cr= 0 Marks > 02 and < 05 Crore 5 Marks ≥05 and < 07 Crore = 10 Marks ≥07 and < 10 Crores= 15 Marks ≥10 Crores= 20 Marks	Bidder should have an Average Annual Turnover from IT/ITeS/ Telecom Solutions/ BPOs 02 cr=10Marks > 02 and < 05 Crore 10 Marks ≥05 and < 07 Crore = 15 Marks ≥07 and < 10 Crores= 20 Marks *"It is requested to kindly modify the marks allocation methodology to ensure transparency and fairness. Since final selection is based on L1 criteria, technical scoring should not penalize eligible bidders. Companies with turnover up to ₹2 crore, though qualifying in pre-qualification, currently receive zero marks. It is requested to allocate at least 10 marks (50% of technical marks) to such companies, thereby promoting equitable evaluation."*	**No Changes. As per RFP**
	Page No 26 Note…	Technical Score out of a maximum of 100 marks. Only the bidders who get an aggregate technical score of 80 or more will qualify for the financial evaluation stage	Technical Score out of a maximum of 100 marks. Only the bidders who get an aggregate technical score of 70 or more will qualify for the financial evaluation stage	**No Changes. As per RFP**

	Page No 26 Note…	Presentation (Max marks -25)	Presentation (Max marks -5) Since the **scope of work** and **technical solution** are already defined in the RFP documents, allocating **25 marks** for presentation is unnecessary and introduces subjectivity. To ensure a **transparent and fair evaluation process**, it is recommended that the marks for presentation be reduced to **5 marks**. This will keep the process objective while still allowing presentation to serve as a minor clarifying component. **Recommendation:** Reduce presentation marks from **25** to **5**.	**No Changes. As per RFP**

Bidder No. 15: M/s. DISPLAY METRICS, HARYANA

1	1.2. Pre-Qualification Criteria Page No 22	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India in the last 5 years with any Government or private organization in India as on the date of bid submission.	**Please refer to Corrigendum-02**
2	1.3.1 Bidder's Organizational Strength and Experience Page no 24	No of years of Existence of Bidder as on 31.12.2025 Scoring Criteria • ≤05 Years = 0 Marks • >5 and <7 Years = 5 Marks • 27 and 10 Years = 7 Marks • ≥ 10 Years = 10 Marks.	No of years of Existence of Bidder as on 31.12.2025 Scoring Criteria • ≤05 Years = 3 Marks • >5 and <7 Years = 5 Marks • ≥ 7 Years = 10 Marks.	**No Changes. As per RFP**
3	1.3.1 Bidder's Organizational Strength and Experience Page no 24	Bidder should have an Average Annual Turnover from IT/ITES/ Telecom Solutions/BPO • ≤02 Cr = 0 Marks • 02 and < 05 Crore = 5 Marks • ≥ 05 and < 07 Crore = 10 Marks • ≥ 07 and < 10 Crores= 15 Marks • ≥ 10 Crores= 20 Marks	Bidder should have an Average Annual Turnover from IT/ITES/ Telecom Solutions/BPO • ≤02 Cr = 0 Marks • 02 and < 05 Crore = 5 Marks • ≥ 05 and < 07 Crore = 10 Marks • ≥ 07 and < 10 Crores= 20 Marks	**No Changes. As per RFP**

4	1.3.1 Bidder's Organizational Strength and Experience Page no 24	Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/BPO • ≤05 Years = 0 Marks • ≥05 and < 7 Years = 5 Marks • ≥07 and < 10 Years = 7.5 Marks • ≥ 10 and < 12 Years= 10 Marks • ≥12 years = 15 Marks	Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/BPO • ≤05 Years = 5 Marks • ≥05 and < 7 Years = 10 Marks • ≥07 and < 10 Years = 15 Marks	**No Changes. As per RFP**
Bidder No. 16: M/s. CODEBUCKET SOLUTIONS PVT LTD, PATNA				
1	1.2. Pre-Qualification Criteria Page No 22	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India during in the last 5 years with any Government or private organization in India as on the date of bid submission.	**Please refer to Corrigendum-02.**
2	1.3.1 Bidder's Organizational Strength and Experience Page no 24	No of years of Existence of Bidder as on 31.12.2025 Scoring Criteria • ≤05 Years = 0 Marks • >5 and <7 Years = 5 Marks • 27 and 10 Years = 7 Marks • ≥ 10 Years = 10 Marks.	No of years of Existence of Bidder as on 31.12.2025 Scoring Criteria • ≤05 Years = 3 Marks • >5 and <7 Years = 5 Marks • ≥ 7 Years = 10 Marks.	**No Changes. As per RFP**
3	1.3.1 Bidder's Organizational Strength and Experience Page no 24	Bidder should have an Average Annual Turnover from IT/ITES/ Telecom Solutions/BPO • ≤02 Cr = 0 Marks	Bidder should have an Average Annual Turnover from IT/ITES/ Telecom Solutions/BPO • ≤02 Cr = 0 Marks • 02 and < 05 Crore = 5 Marks	**No Changes. As per RFP**
4	1.3.1 Bidder's Organizational Strength and Experience Page no 24	Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/BPO • ≤05 Years = 0 Marks • ≥05 and < 7 Years = 5 Marks • ≥07 and < 10 Years = 7.5 Marks • ≥ 10 and < 12 Years= 10 Marks • ≥12 years = 15 Marks	Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/BPO • ≤05 Years = 5 Marks • ≥05 and < 7 Years = 10 Marks • ≥07 and < 10 Years = 15 Marks	**No Changes. As per RFP**

5	1.3.2 On roll employees in the form of Key resources Page 25	Quality Assurance Any graduation - 0.5 marks More than 5 years of experience in call centre quality control - 0.5 marks	Quality Assurance Any graduation - 0.5 marks More than 2 years of experience in call centre quality control or IT/ITES project - 0.5 marks	**No Changes. As per RFP**
6	1.3.2 On roll employees in the form of Key resources Page 25	Technical Manager/Expert B.E/B.Tech/MCA-0.5 marks More than 10 years of experience in call Centre technology - 0.5 marks	Technical Manager/Expert B.E/B.Tech/MCA-0.5 marks More than 5 years of experience in call Centre technology or IT/ITES project - 0.5 marks	**No Changes. As per RFP**
7	1.3.2 On roll employees in the form of Key resources Page 25	Note: Minimum serving period of 2 years on roll of the company against each employee is mandatory. Hence documentary evidence like PF slip/Annual PF returns in support of regular employment shall mandatorily be supported.	Minimum serving period of 6 months to 1 year on roll of the company against each employee. Hence documentary evidence like PF slip/Annual PF returns in support of regular employment shall mandatorily be supported.	**No Changes. As per RFP**
Bidder No. 17: M/s. LUMINOUR INFOWAYS PVT LTD, ODISHA				
1	Sl No 04 of Prequalification criteria of Page No 22	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year or Roll out Support/ Project Management support Services with engagement of minimum 50 resources in India for the last 5 years with any Government or private organization in India as on the date of bid	**Please refer Corrigendum-02**
2	Payment milestone of page no 39	10% of T as Mobilization advance within 15 days of signing agreement with the Labour Resources and Migrant Workers Welfare Department against Advance Bank Guarantee of equivalent amount issued by a National Scheduled Bank. This 100% mobilization advance will be adjusted from 1st three RA Bills in the ratio of 50%+25%+25%.	We request to department kindly increase the percentage of Mobilization advance amount upto 20%.	**No Changes. As per RFP**

Bidder No. 18: M/s. VINSYS IT SERVICES INDIA LIMITED, PUNE

1	PQ Clause 7 – Head Office/Branch Office (Page 24)	The bidder must have a head office/Branch office in Patna.	Whether bidders not currently having office in Patna but willing to establish the same upon award of contract can be considered eligible. It is requested to kindly allow bidders to submit an undertaking stating that the bidder will establish a functional office in Patna within 30 days from the date of award of contract. This will ensure wider participation and competitive bidding.	**Please refer Corrigendum-02**
2	PQ Clause 4 – Servicing Large Clients	Bidder should have successfully implemented at least one Call Centre with minimum 20 seats per year in last 5 years.	The clause restricts eligibility to specific seat-based implementation which may limit experienced bidders having relevant domain experience. It is requested to relax the clause and allow bidders having experience in setting up, managing, or operating Call Centre/BPO/ITeS services for Government/PSU/Private clients irrespective of specific seat count criteria.	**Please refer Corrigendum-02**
3	TQ Clause 4 – Work Experience in terms of BPO Capacity	Marks allocated based on manpower (≥20–30, ≥30 manpower) under single work order.	The evaluation is strictly based on manpower count in a single project which may restrict bidders with diversified but relevant experience. It is requested to consider overall experience in managing BPO/Call Centre/ITeS operations across multiple projects or cumulative manpower handled across projects instead of restricting to a single work order.	**No Changes. As per RFP**
4	TQ Clause 3 – Work Experience in terms of Value/Years	Marks based on number of years of experience (≥12 years for	The current criteria favors very high years of experience which may restrict capable bidders with relevant experience. It is requested to rationalize the experience	

		full marks).	criteria by reducing minimum years and allowing bidders with 6+ years of relevant experience in IT/ITeS/BPO/Call Centre services to be considered. Relevant project experience may also be considered along with years.	**No Changes. As per RFP**
Bidder No. 19: M/s. VENSYSCO TECHNOLOGIES LTD, UTTAR PRADESH				
1	Page: 24, S. No. 1	**Existence:** **Criteria:** No of years of Existence of Bidder as on 31.12.2025 **Scoring Criteria:** • ≤ 05 Years = 0 Marks • >5 and <7 Years = 5 Marks • ≥7 and < 10 Years = 7 Marks • ≥10 Years = 10 Marks.	**Criteria:** No of years of Existence of Bidder as on 31.12.2025 **Scoring Criteria:** • ≤ 05 Years = 0 Marks • >5 and <7 Years = 5 Marks • ≥7 and < 9 Years = 7 Marks • ≥9 Years = 10 Marks. Revised criteria reduces the minimum existence requirement to 3 years to enhance bidder participation while maintaining adequate weightage for experienced firms, ensuring a balanced and competitive evaluation framework	**No Changes. As per RFP**
2	Page: 24, S. No. 3	**Work Experience in terms of value:** **Criteria:** Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions /BPO. • 05 Years = 0 Marks • 05 and <07 years = 5 Marks • ≥07 and < 10 Years = 7.5 Marks • ≥ 10 and < 12 Years= 10 Marks • ≥12 years = 15 Marks	**Work Experience in terms of value:** **Criteria:** Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions /BPO. • 03 Years = 0 Marks • 03 and <05 years = 5 Marks • ≥05 and < 7 Years = 10 Marks • ≥7 years = 15 Marks The proposed amendment is aligned with the existing eligibility condition mentioned under ***Legal Entity****, which already requires that* ***"the bidder should be operating in IT/ITeS services for a minimum of 03 years as on the date of bid submission."***	**No Changes. As per RFP**

Bidder No. 20: M/s. AVISYS SERVICES PVT LTD, PUNE				
1	Section III, Clause 1.2 – Pre-Qualification Criteria #4 (Page 22)	Servicing Large Clients: Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	We request the Authority to amend this clause to include Call Centre projects executed for international/global clients outside India as equivalent qualifying experience. Several experienced service providers maintain global delivery operations and have successfully managed large-scale call centre mandates for reputed international organizations	**No Changes. As per RFP**
2	Section III, Clause 1.2 – Pre-Qualification Criteria #7 (Page 22)	Head Office / Branch Office: The bidder must have a head office / Branch office in Patna. Bidders shall be required to produce GST number of Bihar in this regard.	We respectfully seek clarification from the Authority as to whether a bidder who does not presently have a registered office in Patna / Bihar, but undertakes to establish a fully operational branch office within a stipulated period following the date of Letter of Award (LoA), would be considered eligible to participate in the bid evaluation process. An undertaking confirming establishment of a functional branch office in Patna within 30 (thirty) days from the date of issuance of the Letter of Award (LoA)	**Please refer to the Corrigendum-02**
3	Section III, Clause 1.3.1 – Technical Qualification Criteria #1 (Page 23–24)	No of years of Existence of Bidder as on 31.12.2025 Scoring Criteria ≤ 05 Years = 0 Marks >5 and <7 Years = 5 Marks ≥ 7 and < 10 Years = 7 Marks ≥ 10 Years = 10 Marks	We request the Authority to amend the scoring criteria to award full marks (10 marks) to bidders with 5 or more years of existence in the IT/ITeS business having qualitative way of handling call centre operations.	**No Changes. As per RFP**

4	Section III, Clause 1.3.1 – Technical Qualification Criteria #3 (Page 23–24)	Bidder should have experience in the service/Products in IT/ITeS/ Telecom Solutions/ BPO: ≤ 05 Years = 0 Marks > 05 and < 07 Years = 5 Marks ≥ 07 and < 10 Years = 7.5 Marks ≥ 10 and < 12 Years = 10 Marks ≥ 12 Years = 15 Marks	We request the Authority to amend the scoring criteria to award full marks (10 marks) to bidders with 5 or more years of existence in the IT/ITeS business having qualitative way of handling call centre operations.	**No Changes. As per RFP**
5	Section III, Clause 1.3.1 – Technical Qualification Criteria #5 (Page 24–25)	Certifications: Valid ISO 20001 – 05 Marks | Valid ISO 27001:2013 – 05 Marks | Valid CMMI Level-3 or above – 05 Marks	We request the Authority to confirm that CMMI certificates are validated through ISACA portal and issued by CMMI Institute only.	**Agreed**

CORRIGENDUM-02 Dated 22/04/2026

Page No/Clause No.	Clause as per RFP	Amendment by the Department
23/1.2(7)	The bidder must have a head office/Branch office in Patna. Bidders shall be required to produce GST number of Bihar in this regard.	**This clause may be re-read as: -** The bidder should have a head office/Branch office in Patna. However, those bidders who don't have Branch office in Bihar shall mandatorily be required to set up Branch office in Patna, Bihar and obtain GST number of Bihar within 30 days after signing of Contract agreement with BSLWS.
22/1.2(4)	Bidders should have successfully implemented at least one Call Centre with minimum 20 seats per year in India for the last 5 years with any Government or private organization in India as on the date of bid submission.	**This clause may be re-read as: -** The bidder should have successfully implemented at least one work order for the Call Centre operation with minimum capacity of 20 seats for minimum period of 12 months during the last 5 years concluding as on the date of bid submission with any Government or private organization in India.
22/1.2(2)	The bidder must have an Average Annual Turnover of minimum INR 2(Two) Crore during the last three	**This clause may be re-read as:-** The bidder must have an Average Annual Turnover of minimum

	financial years from IT/ ITeS / Telecom Solutions/ BPO during the last three financial years i.e. 2022-23, 2023-24 and 2024-25.	INR 2(Two) Crore during any of the last three consecutive financial years i.e. Either 2022-23, 2023-24 and 2024-25 OR 2023-24, 2024-25 and 2025-26 from IT/ ITeS / Telecom Solutions/ BPO Services. **The bidder shall submit the audited annual reports accordingly.**
	Miscellaneous	Bidders may refer Form 15(Format of Insurance Surety Bond for EMD) and Form16 (Format of Insurance Surety Bond for Performance Security) attached with this Corrigendum.

Note : All other terms and conditions shall remain unchanged. Any error/duplicity with respect to above mentioned clauses found/mentioned elsewhere in the bid document may be understood as revised through this corrigendum-2

24/4/26

(Rajesh Bharti)
Executive Director,
Bihar State Labour Welfare Society.

Form-15

Form of Insurance Surety Bond towards Earnest Money Deposit

(To be stamped in accordance with Stamp Act of India)

Insurance Surety Bond: -

Date:

(Name of Contract:...)

To,

Executive Director,
Bihar State Labour Welfare Society,
Labour Resources and Migrant Workers Welfare Department
Address - 4th Floor, Block C, Niyojan Bhawan, Income Tax Circle, Jawaharlal Nehru Marg
Patna, Bihar - 800001
Tel - 0612-2520053
Email - edbslws2017@gmail.com

Dear Sir(s),

WHEREAS (name of Bidder) (hereinafter called "the Bidder") has submitted its Bid dated (date of bid) for the performance of the above-named Contract (hereinafter called "the Bid").

Know all persons by these present that We (name of Insurance Company) of........... (address of Insurance Company) (hereinafter called "the Surety"), are bound unto BSLWS (a Society under administrative control of Labour Resources and Migrant Workers Welfare Department, Bihar) (hereinafter called "the Tender inviting authority/Employer") for the sum of.........(amount), for which payment well and truly to be made to the said authority, the Surety binds itself, its successors and assigns by these presents.

THE CONDITIONS of this obligation are as follows:

1. If the Bidder (a) withdraws or modifies its Bid during the period of bid validity, or (b) adopts corrupt or collusive or coercive,

or fraudulent practices or defaults under Integrity Pact.

2. If the Bidder, having been notified of the acceptance of its Bid by BSLWS during the period of bid validity

fails or refuses to sign the Contract Agreement when required or fails or refuses to submit the performance security in accordance with the Tender Documents.

We undertake to pay to BSLWS up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will mention that the amount claimed by it is due, owing to the occurrence of one or both of the two above-named CONDITIONS, and specifying the occurred condition or conditions.

The Surety declares that this Insurance Surety Bond is issued by the……………….. (name of Insurance Company) as per the applicable rules and regulations of Insurance Regulatory Development Authority of India (IRDAI).

This Insurance Surety Bond will remain in force up to and including (date 60 days after the period of bid validity), and any demand in respect thereof must reach the Surety not later than the above date.

For and on behalf of the Insurance Company

____

in the capacity of

____

Common Seal of the Insurance Company with complete address including Tel. Nos./e-Mail Id. Staff Authority No. of the officer of the Insurance Company/Signatory

Form-16

Form of Insurance Surety Bond towards Performance Security
(To be stamped in accordance with Stamp Act of India)

Insurance Surety Bond No.:
Date:

(Name of Contract:...)

To,

Executive Director,
Bihar State Labour Welfare Society,
Labour Resources and Migrant Workers Welfare Department
Address - 4th Floor, Block C, Niyojan Bhawan, Income Tax Circle, Jawaharlal Nehru Marg
Patna, Bihar - 800001
Tel - 0612-2520053
Email - edbslws2017@gmail.com

Dear Sirs,

In consideration of the BSLWS (Hereinafter referred to as the 'Employer/Owner' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s... [Supplier's name] with its Registered/Head Office at .... (Hereinafter referred to as the 'CCSP', which expression shall unless repugnant to the context or meaning thereof, include its successors administrators, executors and assigns), a Contract by issue of Owner's Purchase Order No...... .....dated xx/xx/2026 and the same having been unequivocally accepted by the CCSP resulting into a Contract bearing No............. dated ...., valued at .... for and the CCSP having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Five (5) % (percent) of the said value of the **Contract to the Owner.**

We ....[Name & Address of the Insurer] have its Head Office at .... (hereinafter referred to as the 'Insurer', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Employer, on demand any and all amount payable by the CCSP to the extent of 5 (Five) percent of contract value as aforesaid at any time up to .... [days/month/year] without any condition, demur, reservation, contest, recourse or protest and/or without any reference to the Supplier. Any such demand made by the Owner on the Insurer shall be conclusive and binding notwithstanding any difference between the Owner and the Supplier or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Insurer undertakes not to revoke this Insurance Surety Bond during its currency and or any period extended under the contract, without prior consent of the Owner and further agrees that the guarantee herein contained shall be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty, without affecting in any way the liability of the Insurer under this Insurance Surety Bond, from time to time to extend the performance of the Contract by the CCSP for the purpose of which, the Insurer shall be liable to extend the validity of the present Insurance Surety Bond without any demur, condition, protest and the Insurer shall at no point in time have an option of revoking the same, The Owner shall have the fullest liberty, without affecting this Insurance Surety Bond, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Supplier, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Supplier or any other course or remedy or security available to the Owner. The Insurer shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Owner or any other indulgence shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Insurer.

The Insurer also agrees and undertakes that the Owner at its option shall be entitled to enforce this Insurance Surety Bond against the Insurer as a Surety, in the first instance without proceeding against the Supplier and notwithstanding any security or other guarantee that the Owner may have in relation to the Supplier's liabilities.

Notwithstanding anything contained hereinabove our liability under this Insurance Surety Bond is restricted to Five(5) Percent and it shall remain in force upto and including XX/XX/202X and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s {CCSP's Name}on whose behalf this Insurance Surety Bond has been given.

Dated this .... day of .... 2026 at..

(Official Address……………………………………………………….)

(Name, Designation with Insurer Stamp)

Authorised Vide Power of Attorney

No............................

....

Date..........................

....

Witness:-

1.

2.

INSTRUCTIONS FOR EXECUTION OF INSURANCE SURETY BOND FOR EANEST MONEY DEPOSIT/PERFORMANCE SECURITY

1. Insurance Surety Bond for Earnest Money Deposit should be executed on non-judicial Stamp papers of requisite value in accordance with the stamp Act if applicable to that particular state of Indian Union country of executing Insurance Company, where executed. In case the same is issued by an International Insurance Company (it should be registered under insurance Act 1938 or as amended from time to time and approved by the Insurance Regulatory Development Authority of India (IRDAI)) the law prevalent in the country of execution shall prevail for the purpose of Stamp Duty on the Insurance Surety Bond. However, in such a case, the Insurance Surety Bond for Earnest Money Deposit shall be got confirmed by the Bidder through any Indian Scheduled/Nationalized Insurance Company.

2. The executing officers of the Insurance Surety Bond for Earnest Money/Bid Security shall clearly indicate in (block letters) his name, designation, Power of Attorney No./Signing Power No. as well as telephone/ fax numbers with full correspondence address of the issuing Guarantee etc.

3. Each page of the Insurance Surety Bond for Earnest Money Deposit shall be duty signed/initialed by the executing officers, and the last page shall be signed in full, indicating the particulars as aforesaid (sub-para 2) under the seal of the Insurance Company.

4. Stamp paper shall be purchased in the name of Insurance Company counting the Insurance Surety Bond, after the date 'Notice Inviting Tender'. The name of the purchaser should appear at the back side of stamp paper. The issuing insurance Company shall be requested independently for verification/confirmation of the Insurance Surety Bond issued, non-confirmation of which may lead to rejection of 'Insurance Surety Bond'.

5. Irrevocable, valid and fully enforceable Insurance Surety Bond in favour of the Employer (Name of Employer) issued by any Insurance Company registered under insurance as amended from time to time and approved by the insurance Regulatory Development Authority of India (IRDA) in Indian currency (INR) only is acceptable to the Employer.

6. Insurance Surety bond for Bid security in original shall be submitted along with the Bid. However, the issuing Insurance Company shall submit an unstamped duplicate copy of Insurance Surety Bond directly by registered post (A.D.) to the Employer (authority inviting tenders) with forwarding letter.

……………………………………………………X……………………………………………..