

S. No	Query Type Technical/ Commercial	Page No	Clause No	BRPL Clause	Bidder 's Query	BRPL Replies
1	Technical QR	11	4	Qualifying Requirement	Our parent organization, Nimbus Adcom, is 15 years old and is still operational. We launched BPO operations in 2018 and established Nimbus BPO Limited as a separate entity in February 2022. Hope we are eligible to participate in the RFP.	Tender conditions prevail
2	Technical QR	11	4 (iv)	Qualifying Requirement	Is ISO 9001:2008 mandatory or preferred? If mandatory, we propose allowing the service provider a defined timeframe post-contract award to obtain it, as the certification requirements often vary by client and the License is procured accordingly.	It is mandatory. Tender Conditions prevail.
3	Financial QR	12	(i)	Financial QR	Since incorporating Nimbus BPO as a new entity in February 2022, we have last two year's balance sheets exceeding ₹20 crore annually. Additionally, our parent company, Nimbus Adcom, has a track record of over ₹30 crore in annual balance sheets in past 5 years. Hope we are eligible to participate in the RFP.	Tender conditions prevail
4	Financial QR	12	(iv)	Financial QR	Is a CA-certified certificate sufficient for net worth validation?	Networth to certified by UDIN based CA certificate
5	Technical QR	32	8	Insurance	It's mentioned that we need Men & Material Insurance, but if an employee falls under the ESIC (Employee State Insurance Corporation) bracket, is additional insurance still required?	Tender conditions prevail
6					We assume a hosted model for technology, where the partner manages local internet with essential security features. Does the bidder need to provide any solution on IT front as well?	Not needed
7	Scope of Work	68	36	Scope of work	With an annual headcount of 2029, the average monthly headcount is approximately 170. Could you provide a tentative idea on minimum and maximum monthly headcount for peak and non-peak seasons? Also we assume the 170 HC will be distributed among 2-3 vendors. Please share the approximate volume allocation accordingly.	Approximate total average monthly head count will vary from 100-200 nos
8	Scope of work	65	1	Scope of work	What will be the shift timings?	Refer Scope Section V , page no 65. Required skilled & trained agents (2 categories) for handling of inbound calls, outbound calls and emails for BRPL 24X7X365. Shifts will be Morning / General/ Afternoon & Night , specific timings of shifts will intimated at the the time of award.
9	Scope of work	65	2	Scope of work	What would be the FTE Definition ( How many login Hrs in a month)?	Refer Scope Section V , page no 65. Duty Hours: a. Total Login 9 hrs b. Net login 8 hrs c. Total Break 1 hrs Note-Total Full Time equivalent monthly login (FTE) = 9 hrs login per day X no of days of month.
10	Scope of work	66	34	Scope of work	Please advise on List of holidays	Required skilled & trained agents (2 categories) for handling of inbound calls, outbound calls and emails for BRPL 24X7X365 FTE count to be delivered on all days.
11					Please provide historical data of call arriving pattern for last one year.	Daily calls volumes vary from 4,000-25,000 (summer peak) depending on season
12					We are assuming that 100% calls are related to Voice & Email only. Please advise the bifurcation between the two.	Email is 5% of total of FTE
13					We are assuming that preference of call centre is in Delhi-NCR, can we keep a BCP in tier-2 also?	Yes
14					Kindly let us know the training duration (including OJT) to be considered.	21 days all 3 skills
15					Is the training period Billable?	Not billable.
16	Scope of Work	65	7	Scope of work	Is the total manpower count based on agent-level headcount or login count? If it's login count, a shrinkage factor must be included, which will increase the total FTE requirement. Additionally, as per government regulations, working hours cannot exceed 200 hours per month, so shrinkage must be managed accordingly.	It will be on Login count. Shrinkage shall be borne by Bidder. 100% login required as per plan of BRPL. Refer Scope Section V , page no 65. Max shift hours 8 per day. Excl 1 hr break.
17	Technical	65	1	SECTION-V SCOPE OF WORK	Please share the LOB wise split of required manpower (Inbound, Outbound and Email)	1500 Inbound, 450 Outbound, 50 email
18	Technical	65	17	SECTION-V SCOPE OF WORK	What is the duration of New Hire Induction, OJT & Certification for all LOBs in scope?	21 days all 3 skills

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19	Technical	65	17	SECTION-V SCOPE OF WORK	Is the training similar for all LOBs or different? If it is different, please share the training duration for all the LOBs.	21 days all 3 skills
20	Technical	65	17	SECTION-V SCOPE OF WORK	Will the client conduct the TTT for iSON Trainer if yes Please confirm the TTT duration.	Yes, 10 days
21	Technical	65	17	SECTION-V SCOPE OF WORK	Please confirm how many trainers does the client schedule to run the initial batches concurrently?	1 dedicated & 1 shared in summer
22	Commercial	65	17	SECTION-V SCOPE OF WORK	Is the Training period going to be billable at Per CSR/FTE rate? Please confirm.	Non-billable
23	Technical	65	17	SECTION-V SCOPE OF WORK	Please share the expected go-live timelines, if any	The contractor shall mobilize its resources to carry out the assigned services under this Agreement immediately after the issuance of LOI/Order so that services are made available from the date of start of the work mentioned in LOI/Order. Go live timelines will approximate 30 days.
24	Technical	66	34	Section – V	34. Infrastructure compatibility for CISCO Finesse: (a) Antivirus: On premises solution with patch management – Is the supplier expected to deploy dedicated server for AV ? Please confirm.	As per the requirement defined in Section V , Scope.
25	Technical	66	34	Section – V	Function Software : Antivirus - 1.McAfee Virus Scan Enterprise 8.8i 2. Symantec Endpoint Protection 12.1 and above minor versions 3.Trend Micro Office Scan 10.6 4. Trend Micro Deep Security Version 9.0 Query is are all the above four SWs required or one of these four to be provided by supplier? Please confirm.	Any One of these
26		11	4	QUALIFYING REQUIREMENTS (QR)	(iv) The net worth of the bidder for the previous financial year should be a minimum of Rs 2 (Two) Crore. Our query is whether this QR can be removed or Supplier can show the Net Worth of its main holding company? The reason for this is we are a INR 1000 Crs + company present in 22 countries with a Net Worth of INR 61 Crs. As we are expanding we have made substantial investments in India. Our Turnover in India is average of INR 100 Crs in the last 3 years which is 4X of the Turn Over QR mentioned in the Tender. We are a very sound company financially at group level with presence in 22 countries globally, 3000+ seats in India. <b>Please confirm either of the two queries we have raised in this regards.</b>	Tender conditions prevail
27	Commercial	9	1.5	Only DD shall be accepted for tender fees.	Sir, We request you to please consider NEFT/RGTS Transfer of Tender Fee & EMD. Proof of Payment can be submitted with the technical bid.	Tender conditions prevail
28	Technical	14	6.1	6.1. The bidders are required to submit the bid in 2(two) parts and in original&duplicate (total 2 copies) at the following address:  Head of Department, Contracts & Material Department, BSES Rajdhani Power Limited, 1st Floor, Tender Room, BSES Bhawan, Nehru Place, New Delhi-110019.	To maintain transparency and fair participation in bidding process, Government of India has mandated submission of bids online rather than in physical format. This is outlined in the Manual for Procurement of Goods, 2017 and other related policies. Specifically:  General Financial Rules (GFR) 2017: Rule 160: It mandates the use of e-Procurement for all procurements over a specified threshold. The rule emphasizes that tenders should be invited and bids submitted online through e-Procurement systems like GeM (Government e-Marketplace) and CPPP (Central Public Procurement Portal). Ministry of Finance, Department of Expenditure, Office Memorandum (2011):  The memorandum issued on June 30, 2011, made e-Procurement mandatory for all ministries, departments, and PSUs for procurements above INR 10 lakhs.  GeM Guidelines: GeM processes require all bids to be submitted online to enhance transparency and minimize human intervention. Central Vigilance Commission (CVC) Guidelines:  Additionally, CVC has repeatedly emphasized the importance of electronic submission to reduce the scope for manipulation and ensure fair play.	Tender conditions prevail
29	Technical	65	Section V, point NO. 8	8. Call Center Technology & MPLS connectivity to be provided by BRPL	We understand that complete solution such as telephony solution (Dialer, CTI, Soft phone, SIP trunk), & CRM shall be provided by BRPL and we have to manage operations by providing manpower and infrastructure in Delhi NCR.	Yes
30	Commercial	70	Section VI Price Bid	Section VI Price Bid	We request your guidance in providing more understanding in Price Bid, Do we have to quote on	Price bid to be submitted as per Tender conditions

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31	Technical	65	Section V-Scope of work, point 6	Head count (rampup up / down) will be intimated 15 days in advance for necessary arrangements including hiring, training and certification.	Dear Sir, Assuming that Training may be of 15 days, this might be difficult to hire resource in day zero and start training from next day, we request your guidance to provide us atleast 30 days of notice for ramp up or ramp down as per standard industry practices.	Head count (rampup up / down) will be intimated 15 days for technical skill rampup & any ramp down and for multiskilled agents ramp up , 30 days advance notice will be given for necessary arrangements including hiring, training and certification.
32	Technical	67	Section V-Scope of work, point 35, Penalties	Shift adherence- 100% daily shift wise login to be maintained. For each headcount short per shift, penalty of 2 X daily seat cost to be applied.	We would request you to please close this clause in a mutual way as shift adherence should be 95% in average of whole month. There may be unexpected causes for someone to take a leave.	Tender conditions prevail
33	Commercial	31	6.8	6.8 If the CPBG is or becomes invalid for any reason (other than its expiry), the Contractor shall immediately notify the Company/BRPL and provide within five (5) days a replacement CPBG in the form set out in the Contract/Agreement	Since Schedule Commercial Banks have their own TAT of providing or amending Bank Guarantee of 7 working days, we request you to please allow bidder to provide contract performance bank guarantee within 15 days from the date of intimation.	Tender conditions prevail
34	Technical	65	Section V, point NO. 8	8. Call Center Technology & MPLS connectivity to be provided by BRPL	We understand that the charges of Toll Free number, SIP Trunks and leaseline shall be paid by BRPL with the monthly invoice raise by the successful bidder. Please confirm.	Call Center Technology & MPLS connectivity under scope of BRPL
35	Commercial	Pg.No - 9	Clause no - 1.3	Duaration of work	As per the RFP it is mentioned that the Contract will be of 3 years. However, it will be awarded for 1 year and will be renewed basis performance. Please confirm that if the bidder needs to quote the pricing as per commercial format considering 1 year of contract	Price bid to be submitted as per Tender conditions
36	Technical	Pg.No - 11	Clause no - 4	QUALIFYING REQUIREMENTS (QR)	As per Technical QR, it is mentioned that "Bidder should have at least 200 seats in Operation in Delhi or NCR (single location) and Backup facilities with at least 60 seats in Operation in Delhi or NCR (Single location)". Please confirm that the term "Seats" is denoted as physical seats or FTEs can be considered. Also, As per this requirement, BSES is asking for 200 seats of operation in Delhi/NCR and a Backup of 60 operational seats in Delhi/NCR, Please confirm if the Backup site is required in Delhi/NCR only or if any other location can be considered	Tender Conditions prevails . Physical seats will be considered in operation in Delhi or NCR only.
37	Technical	Pg.No - 13	4.1. Other Requirements:	vi. Number of Employees & necessary details	As per RFP, it asked for the Number of Employees & necessary details in Other requirements. Please clarify what are necessary details required ?	Tender conditions prevail
38	Technical	14	6. BID SUBMISSION	6.2. Technical bid documents along with commercial terms and conditions shall also be submitted in Pen Drive.	As per RFP it is asked to submit technical Bid & Commercial Bid in Pendrive. However, As we are ISO 27001 compliant the access to pendrive is restricted due to data security guidelines. We request BSES to let the bidders submit their technical bids over email or via any tender portal like GeM, E tender portal etc. Also it has been asked to submit the commercial bid along with technical bid in pendrive. please confirm if the requirement is correct or not.	Tender conditions prevails . Technical bids may also be required in pen drive. Except Price bid
39	Commercial	17	8. AWARD DECISION	Company intends to award the business on a lowest bid basis, so bidders are encouraged to submit the bid competitively.	As per the evaluation criteria of the RFP, the BSES has opted for the Lowest Bid with Reverse Auction Evaluation. However, we strongly recommend that the BSES consider adopting the Quality and Cost-Based Selection (QCBS) method for this RFP. QCBS has been successfully implemented by several Public Sector Banks & Utilities, including Indian Bank, Canara Bank, Indian Overseas Bank, Punjab & Sind Bank and UPPCL, in their recently issued RFPs. We respectfully request the BSES to reconsider the evaluation method, as adopting QCBS will enable the selection of the most suitable service provider, ensuring a balance between quality and cost.	Tender conditions prevail
40	Commercial	17	8. AWARD DECISION	Company intends to award the business on a lowest bid basis, so bidders are encouraged to submit the bid competitively.	While we understand that the evaluation will be based on PQC eligibility and, subsequently, on the Reverse Auction (RA) process, we would also like to inquire if there is any H1 method or criteria that could lead to disqualification during the evaluation.	Tender conditions prevail
41	Commercial	32	8. INSURANCE	8.1 Insurance Policies: a) Group Personal Accident (GPA) Insurance: b) Medical Insurance Policy:	We as a organization taken a Group Health & Accidental Policy for each and every employee with 2 lakhs of health insurance and 4 lakhs of accidental insurance coverage. Please confirm that as per RFQ coverage of 15 lakhs for accidental policy is a mandatory requirement or the existing policy can be considered.	Tender conditions prevail
42	Technical	49	23. TERMINATION	23.1. TERMINATION BY COMPANY FOR NON PERFORMANCE 23.3. TERMINATION BY COMPANY FOR CONVENIENCE	We recommend BRPL to consider the termination clause as 90 days of period. Please confirm	Tender conditions prevail

BSES RAJSHANI POWER LIMITED		PRE BID QUERIES				
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43	Commercial	65	Scope of Work:	Specialised Agents- Minimum qualification will be Graduates with minimum 2 years Call Center experience also conversant in written Hindi & English with higher analytical & soft skills.	As per RFP requirement, we understand that BRPL has asked for 2 years of call center experience, however we recommend to consider as 01 year of call center experience as per industry standards	Tender conditions prevail
44	Technical	65	Scope of Work:	8. Call Center Technology & MPLS connectivity to be provided by BRPL	As per the RFP we understand that BRPL will be extending entire call center telchnology like ACD, Dialer, Email tool, CRM, Toll Free, IVRS and IVR Recordings. Please confirm if the understanding is correct or is there any technology support required from Bidders end.	The understanding is correct . Call Center Technology & MPLS connectivity to be provided by BRPL
45	Commercial	70	SECTION- VI (PRICE BID)	SECTION- VI (PRICE BID)	As per the commercial Bid BRPL has asked the bidders to quote prices for delhi, faridabad/Gurgaon, Noida/Greater Noida. Please confirm if all three location are mandatory for BRPL or the successful bidder can operate it from any of 3 location. Is it mandatory to quote Prices for all three locations or Bidder can quote for any 1 location	Price bid to be submitted as per Tender conditions
46	Technical	66	Scope of Work:	(a) Antivirus: On premises solution with patch management	We understand that BRPL has given their preferences for an antivirus system. However, we as an organization has currently deployed "Xcition" Antivirus. Please confirm if the same can be considered for BRPL project.	Tender conditions prevails
47	Technical	67	Scope of Work:	(b) Router & Firewall	Please confirm if the bidder can deploy "Sphous" firewall in the project	Tender conditions prevails
48	Technical	-	-	-	Please confirm in Internet Lease Line is required in this project. If Yes, Please confirm who will bear the cost of same.	Call Center Technology & MPLS connectivity under scope of BRPL
49	Technical	61	44	EMD Exemption	Is there any exemption for MSME	Tender conditions prevail
50	Technical	73	Annexure II	Annexure II	Point No 21. SSI Meaning & Point No. 29	Small Scale Industries (SSI)
51	General	-	-	General Query	Please clarify whether the support staff is categorized as Billable Or Non- Billable	Non-billable
52	General	-	-	General Query	What is the Estimated cost for this tender?	Bidder to evaluate
53	General	-	-	General Query - Consortium/Joint Venture	Are joint ventures/consortiums allowed to participate in the tender	Tender conditions prevail
54	General Query	61	44	MSME	Kindly clarify if the tender is open for MSME companies.Also please confirm if the bidder has UDYAM REGISTRATION CERTIFICATE under MSME. They will get any exemption for EMD, prior experience and No. of Years in Experience/Operation.	Tender conditions prevail
55	Qualifying Requirements(QR)	11	4(i)	Tech QR	Please relax desired no. of years for call center services to 4 years	Tender conditions prevail
56	Qualifying Requirements(QR)	11	4(i)c	Tech QR	Please allow and include experience in handling call center services for private companies/enterprises also.	c) Bidder should have experience in handling call centre services with Public Utility/ Banking / Telecom / Govt. services.
57	Qualifying Requirements(QR)	12	(i)	Financial QR	Please confirm the order executed can be from private Orgnizations/Companies.	c) Bidder should have experience in handling call centre services with Public Utility/ Banking / Telecom / Govt. services. d) The bidder shall attach the relevant work orders/agreement and Performance / Work completion certificate in support of the relevant experience.
58	Qualifying Requirements(QR)	12	(ii)	Financial QR	Please relax average annual turn over for preceding 3 financial years to 10 Crores.	Tender conditions prevail
59	Qualifying Requirements(QR)	12	(iii)	Financial QR	Please relax solvency amount equal to 1 crore.	Tender conditions prevail
60	Qualifying Requirements(QR)	12	(iv)	Financial QR	Please relax the minimum net worth of bidder for previous financial year to 1 crore.	Tender conditions prevail
61	Technical	65	Section V-Scope of work, point 1	2 categories of agents: a. General Agents- Minimum qualification will be 12th pass - with minimum 6 months experience for voice process, language proficiency in Hindi or English or both. b. Specialised Agents- Minimum qualification will be Graduates with minimum 2 years Call Center experience also conversant in written Hindi & English with higher analytical & soft skills.	Please confirm if there is any specific ratio/count of agents required for "general agent" versus "specialized agent" category.	Refer Section V , Scope page no 68
62	Technical	65	Section V-Scope of work, point 16	Call Quality audit score – minimum 90%. Covering 20 audit of each agents/month	Please confirm if 90% call quality audit score will be based on both internal(bidder) and external(BRPL) audits OR only internal audits (Bidder).	Tender conditions prevail
63	Technical	67	Section V-Scope of work, point 35, Penalties	Shift adherence- 100% daily shift wise login to be maintained. For each headcount short per shift, penalty of 2 X daily seat cost to be applied.	Request to allow 5% to 8% exception on daily shift adherence on account of medical, emergency and bereavement grounds as these situations are outside control & unpredictable by nature.	Tender conditions prevail
64	Commercial	75	Attachment-A	A) Reference List of Order Executed B) Orders Under Execution	Both A(Major orders executed) & B(orders under execution) tables have "actual completion date", whereas "orders under execution" means project is ongoing, hence this column seems redundant. Please remove the same OR make it only 1 table or orders(both executed & under execution)	Generally expected completion period is mentioned in order (s) for ongoing projects also. Please mention accordingly for "orders under execution"

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65	Commercial	17	8.1	Company intends to award the business on a lowest bid basis, so bidders are encouraged to submit the bid competitively. The decision to place order/LOI solely depends on Company on the cost competitiveness across multiple lots, quality, delivery and bidder 's capacity, in addition to other factors that Company may deem relevant.	Please confirm if bid will be awarded basis least cost (L1) or Reverse Auction.	Tender conditions prevail
66	Commercial	17	8.1	Company intends to award the business on a lowest bid basis, so bidders are encouraged to submit the bid competitively. The decision to place order/LOI solely depends on Company on the cost competitiveness across multiple lots, quality, delivery and bidder 's capacity, in addition to other factors that Company may deem relevant.	Please confirm if tender will be awarded to single bidder or multiple bidders ?	Tender conditions prevail
67	Commercial	12	4. Qualifying Requirements (QR) Financial QR, point iii	The bidder must provide proof of having solvency of an amount equal to Rs 1.5 Crore from any nationalized/ scheduled commercial bank. It should not be older than the date of publication of this tender document.	Request to accept Solvency Certificate issued in financial year 2024-2025.	Tender conditions prevail
68	Commercial	12	4. Qualifying Requirements (QR) Financial QR, point iii	The bidder must provide proof of having solvency of an amount equal to Rs 1.5 Crore from any nationalized/ scheduled commercial bank. It should not be older than the date of publication of this tender document.	If there is any specific format for Solvency Certificate then please share the same.	Tender conditions prevail
69	Technical	65	1	SOW	CRM - Dialer Specifications, Is there a BRPL's own CRM or do we need to develop the same and integrate with your databases. Detailed SOW required from CRM specifications to data capture fields etc...	BRPL own CRM
70	Technical	65	16	Quality	Quality parameters, Is there any specific requirement or parameters defined by BRPL or should we go ahead with general call centre quality parameters	Specific parameters will shared during award
71	Commercial	9	1.3	Request For Quotation	Is there any waiver in EMD.	Tender conditions prevail
72	Commercial	30	6	CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG)	Any BG waiver for MSME, BG is too high we suggest to keep it as low as 2-3% of contract value.	Tender conditions prevail
73	Technical	65	26		Health Checkup camp is mandatory Or shall we submit individual's health certificate for any certified Doctor	Mandatory. Tender Conditions prevails
74	Technical	16	6.3.3	Financial Bid Evaluation through Reverse Auction	We suggest to not to have Reverse Auction option	Tender conditions prevail
75	Commercial	66	25	SOW	PF/ESI challans - Challans of ESI PF needs to be submitted along with invoices would be of last month's salary and not of the current month	Tender conditions prevail. For last months
76	Technical	66,67	34	SOW	IT Infrastructure compatibility needs to be the same or we can use the alternatives available with us.	Tender conditions prevail
77	Technical	66,67	34	SOW	Any specific Per workstation Bandwidth requirement	Bidders to evaluate
78	Technical	30	6.2	The CPBG shall be of 7.5% (Seven & half %) of initial annual contract value exclusive of taxes & duties and shall be valid till agreement period plus three (3) months towards claim period or latest RBI guidelines (if any) regarding claim period, whichever is higher.	As per Govt. order No. F1/2/2023-PPD dated: 03.04.2023 by ministry of Finance, the Performance Security should be between 3%-5%. For wider participation, we hereby request you to consider the lowest value i.e; 3% of Contract Value, being a service contract for providing manpower. So, we request the authority to please amend the this clause as follows: The CPBG shall be of 3% (Seven & half %) of initial annual contract value exclusive of taxes & duties.	Tender conditions prevail
79	General	-	-	-	How many integration are required?	Tender conditions prevail
80	General	-	-	-	Who will take the ownership of the equipment after the completion of the project?	Refer Tender page no 44 " clause no 14. DEMOBILISATION/ HANDOVER ON CONTRACT COMPLETION"
81	General	-	-	-	Please share the last 6 month call volume and AHT of inbound and outbound caal	4 lacs pm inbound, 1 lac pm outbound
82	General	-	-	-	Please share the department-wise Escalation Matrix and TAT.	Will be shared post order issuance
83	Technical	Page 67	SECTION-V SCOPE OF WORK	(b) Router & Firewall Cisco /Fortinet with current patch update & NGFW Support. Router - Cisco ISR4331/K9 or equivalent Firewall ASA5506 SEC-BUN-K9 or equivalent	Can we deploy any other renowned Anti-virus solution or must we go with prescribed AV only? 34.A	Tender conditions prevails
84	Technical	Page 67	SECTION-V SCOPE OF WORK	(c) Jabber DNS – Softphone Cisco Jabber uses domain name system (DNS) servers during start-up, DNS servers are mandatory for Cisco Jabber setup	Can we deploy any other renowned Anti-virus solution or must we go with prescribed AV only? 34.A	Tender conditions prevails

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85	Technical	Page 14	6. BID SUBMISSION	The bidders are required to submit the bid in 2(two) parts and in original&duplicate (total 2 copies	Do we need to submit both (technical and commercial) bid in original and duplicate.	The bidders are required to submit the bid in 2(two) parts (original & duplicate). Technical in original & duplicate both.Commercial bid in <u>separate envelope in Original</u> .
86	Commercial	12	4	The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e., FY 21-22, FY 22-23 & FY 23-24) should not be less than Rs.12 (Twelve) Crore	Request you to increase eligibility criteria to 250cr	Tender conditions prevail
87	Qualifying Requirements(QR)			Bidder must have at least 200 seats in Operation in Delhi or NCR (single location) and Back Up facilities with at least 60 seats in Operation in Delhi or NCR (Single location). Relevant documentary evidence is to be submitted by the bidder”	Altruist is having 2 centres in Noida, out of this one is managing at client premices & another one is completely managed by us at Altruist premises. Request you to please confirm whether you can consider our both locations to fulfill the criteria	Yes, acceptable