

REPLIES TO PRE BID QUERIES TENDRE NO. - IGL/ET2/CP/CM18922 HIRING OF OMNI CHANNEL CLOUD TELEPHONY CONTACT CENTER SOLUTION				
S.No	Section	Tender Requirement	Bidder Query	IGL Response
1	Section I (IFB), Clause 7.1(II), Pg. 9 vs Clause 7.4(i), Pg. 10	BEC requires "valid DOT Unified License (UL)", whereas the supporting documents list requires "Copy of valid VNO License Certificate"	UL and UL-VNO are distinct license categories under DoT. Kindly clarify which license category is intended and issue a corrigendum harmonizing both clauses.	Clarification- The bidder should have valid DoT UL license valid. Copy of valid VNO License Certificate along with Certificate of 100% ownership (in case of group company) verified by CA as on date of submission of tender document.
2	Section I (IFB), Clause 7.1(II), P	"Bidder or its Group Company under common 100% ownership & control should have a valid DOT Unified License (UL) for the solution hosted data centre location"	As per DoT OSP Guidelines, cloud contact centre (CCaaS) solution providers operate as OSPs, and licensed telecom resources (PRI/SIP trunks, toll-free connectivity) are mandatorily provisioned through authorized Telecom Service Providers. The tender itself provides that IGL shall retain its existing toll-free numbers and provider, with the bidder supplying the voice gateway/SBC. We therefore request the clause be amended to read: <i>"Bidder should either hold a valid DOT UL/UL-VNO license or have a valid back-to-back agreement/undertaking with a DOT-licensed TSP (UL/UL-VNO) for provisioning of telecom resources for the offered solution, supported by copy of the agreement and the TSP's valid license."</i> This will widen participation while fully preserving regulatory compliance.	Tender condition prevails
3	Section I (IFB), Clause 7.1(II) read with ITB Clause 11.1	License permitted only in bidder's name or 100%-owned group company	Since ITB 11.1 permits sub-vendors/sub-service providers under single-point bidder responsibility, we request that the license requirement also be satisfiable through the bidder's OEM/technology partner/TSP engaged as sub-service provider, with an undertaking of single-point responsibility from the bidder.	Tender condition prevails
4		The bidder should have successfully implemented the proposed Omnichannel Contact Center solution for Utility sector/PSU Banks in India, having its integration with advanced Salesforce CRM with minimum 130 concurrent physical seats and handling at least 10,000 inbound calls per day running successfully for a period of at least one (01) year."	We request that the eligibility criteria be revised to include Private Sector Banks and other large Enterprise customers in addition to Utility sector and PSU Banks, as organizations in these segments also operate contact centres of comparable scale and complexity with similar implementation experience.	Tender condition prevails

5		Salesforce CRM Integration	Kindly specify the Salesforce CRM Edition (e.g., Enterprise, Unlimited, Government Cloud, etc.) that is currently deployed or proposed for this implementation, as the available APIs and integration capabilities vary across editions.	Salesforce.com Enterprise Web Services API Version 67.0
6		MPLS Connectivity	Kindly share the addresses/locations of the proposed Contact Centre/BPO partner(s) where MPLS connectivity is required, so that feasibility can be assessed with the telecom service providers.	Address: G-13/14, SDF Block, Noida Special Economic Zone, Block A, Phase-2, Noida, Uttar Pradesh 201305 However the address may change based on the contact center partner.
7		Email & Social Media Management	The RFP mentions that Email Management and Social Media Management will be handled through the CRM platform. Kindly confirm that the integration of the Email and Social Media channels with the Contact Centre solution will be managed by the CRM implementation partner, and that the Contact Centre solution provider will only integrate with the CRM platform for agent interaction and case handling.	It is clearly mentioned in the RFP Page No:66, that the contact center solution should be an omnichannel solution with all communication channels like voice, email, sms, whatsapp, social media. Hence integration is in the scope of contact center solution service provider.
8	ELIGIBILITY OF BIDDERS, Point 9.0 Page 16	Bidders shall as part of their bid, submit a written Power of Attorney authorizing the signatory of the bid to bind the bidder.	Vi will submit Letter of Authorization instead of Power of Attorney	Bidders have to submit Power of attorney / Board resolution. Tender conditions prevail.
9	Financial BEC:, Page 9	Bidder's Net worth should be positive as per the preceding financial year audited financial statement.	Instead of Network Positive, Vi can submit EBITA Positive docs.	Tender condition prevails
10	Point 7.1 - III page9	The bidder should have successfully implemented the proposed Omnichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced Salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	Successfully implemented Omnichannel solution for private Ltd firm for 10000 inbound without Salesforce integration. Salesforce integration is available under proposed solution.	Tender condition prevails
11	Point 1 . Indicative Solution	MPLS or secured connectivity from the Cloud and	Vi is proposing VMN(Virtual Mobility Number_ 10 Digit)	The bidder has to provide secure dedicated lease line
12	Sizing for IGL page 63	Call center premise and other IGL Location- The	for providing CCaaS solution. These numbers will be	connectivity from its cloud/solution datacenter to

13	Cloud hosting, MPLS connectivity charges, Point 3, page 69	MPLS Cost to IGL call Centre and connectivity to other IGL GA locations to be provisioned by the Bidder and will be reimbursed by IGL on actual basis.	No MPLS connectivity required, in proposed solution by Vi, Vi Cloud platform to be access by IGL Call center agent via a open Internet connectivity. Can we presume that require Internet leased line is already procured by IGL at Call Center level or It has to be provided by Bidder. In case this connectivity to be provided by Bidder, IGL requested to provided Address and local contact details of Call center SPOC for feasibility	Internet lease line has to be provided by the bidder and IGL will not reimburse any charges for this . Address: G-13/14, SDF Block, Noida Special Economic Zone, Block A, Phase-2, Noida, Uttar Pradesh 201305 However the adress may changed based on the contact center partner.
14	Outbound Systems Page 66 Point 4,	Support Call classification to ensure more live voice connects to agents vs. unproductive.	What is unproductive call and how we will get to know it is an unproductive call.	The solution should support intelligent call classification to distinguish live voice calls from unproductive call outcomes (e.g., voicemail, busy, no answer, answering machine, invalid numbers), thereby maximizing live customer connections and improving agent productivity.
15	Omnichannel System, Page 66, Point 5	Email interaction should support web service integration for masking of any sensitive data	Please define sensitive data and how it will be identified	Sensitive data referes to personel information of any customer with repect to data privacy loss
16	Toll-free usage and PRI/SIP, channel (Inbound/outbound), Point 3 page 67	Bidder will provide Voice gateway/SBC to utilize existing Toll-free of IGL to the calls on SIP/PRI line number from the toll-free provider	Vi is proposing a pure cloud based solution along with Virtual Mobile number. Exisiting Toll free service provider will forwad calls to Vi VMN (virtual mobility number) for call routing. No requirement of Voice gateway/ SBC in this scenario.	The solution should be hosted on a virtual private cloud as per tender condition and bidder has to design the solution accordingly .
17	Implementation, Development and Deployment of cloud telephony Solution, Point 3 page 69	Bidder must complete the data migration of 1 year from previous portal on the deployed system.	What all data to be migrated and How IGL will provide that data to Bidder ?	Recording data of the customer may be required to migrated on the new system. IGL shall provide the data in the specific folder structure .
18	Support Services in Omnichannel cloud telephony system and Change Request (Enhancement), Point no 3 page 69	CRM Support: Support/migration for existing SAP CRM deployment managed by bidder; connectors, middleware and integration cost borne by bidder	Please define detailed scope of CRM migration required by the bidder.	Current CRM is SAP CRM Sales force CRM deployment is under progress. Bidder may be required to integrate with both the system
19	SPECIAL CONDITIONS OF CONTRACT- Technical Compliance Requirements - Page 57	The proposed solution should be an AI based OminiChannel CCaaS platform having its integration with voice, Email, WhatsApp, SMS and Social Media Platforms (Instagram, Facebook, LinkedIn and X). During technical evaluation demonstration may required for verification of all functionalities/features.	Charges for X integration will be paid by IGL or Bidder.	Charges for API call paid by IGL, interation is in scope of bidder.

20	BIDDER EVALUATION CRITERIA Technical BEC (BEC)	The bidder should have successfully implemented the proposed Ominichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	While Most of the Cloud Contact Centre Solutions are OEM Managed and We expect Participation from Eligible Bidders , As Avaya We have recently launched our Cloud Contact Center Offer and have references in Large Government Accounts outside India , We request the clause to be fulfilled by the OEM so that bidders who are even qualified with SOME other OEM Solution deployed earlier have a flexibility to go with any other OEM.Hence ammend the clause as "The OEM of the Cloud Contact Center Solution should have successfully implemented the proposed Ominichannel Contact Center solution , having its integration with advanced CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully"	Tender condition prevails
21	Detailed scope of Cloud Telephony System (Cloud Telephony Solution Call Management Architecture)	The Contact Center Solution should have the capability of handling PRI lines and SIP trunking lines so that no of channels can be increased in case of surge of customer calls	As PRI is getting Obsolete Day by Day and most of Service providers have stopped giving PRI , We request to ammend the clause as "The Contact Center Solution should have the capability of handling PRI lines/SIP trunking lines so that no of channels can be increased in case of surge of customer calls "	The bidder may use PRI lines or SIP trunk lines with provison of scalability as per tender requirments
22	Detailed scope of Cloud Telephony System (Cloud Telephony Solution Call Management Architecture)	Cloud telephony solution should be able to display all active Business Partners when multiple BPs exist for a single mobile number and allow agent selection.	Need More Clarity	Customer with single mobile number can have multiple gas connection from IGL. So agent sholud be able to view and select the required BP.
23	7.1 (II)	Bidder or it's Group Company under common 100% ownership & control should have a valid DOT unified Licenses (UL) for the solution hosted data centre location.	Request you to please remove the Unified Licenses (UL)	The bidder should have valid DoT UL VNO license.Copy of valid VNO License Certificate along with Certificate of 100% ownership (in case of group company) verified by CA as on date of submission of tender document.
24	7.1 (III)	The bidder should have successfully implemented the proposed Ominichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	Please remove the condition of having experience of integration with advanced Salesforce CRM and the condition of at least 10000 inbound call volume per day.	Tender condition prevails
25	Cloud Telephony Solution Call Management Architecture Point 1	Cloud telephony system should be hosted on a Meity empanelled data center with Virtual Private Cloud (VPC) and provision of redundant back up and storages.	We suggest to change Virtual Private Cloud to Government Community cloud (GCC)	Tender condition prevails

26	FEATURE SPECIFICATIONS AND DELIVERABLES – General	Cloud telephony solution should integrate with AI Voice bot.	Please clarify whos voice bot we need to integrate, will it be provided by IGL	Voice bot solution integration will be required as provide by IGL
27	11.0 SPECIAL CONDITIONS OF CONTRACT	10. The solution should be SOC 2 complied.	Kindly allow bidders to submit the SOC 2 engagement letter at the time of bid submission and SOC 2 report will be submitted within 8–12 weeks.Please consider our request	Tender condition prevails
28	11.0 SPECIAL CONDITIONS OF CONTRACT	6. The proposed solution should be CertIn certified	Kindly allow submission of the CERT-In after issuance of the LOA, as the certification can be carried out on the final implemented solution.	Tender condition prevails
29	I. of 7.1 Technical BEC:	The Bidder should have successfully executed single work order for implementation and support of Cloud Based Ominichannel Contact Centre telephony Solution (CCaas) of having minimum value of Rs 27.59 Lacs in India during preceding 7 years reckoned from date of issue of tender.	Kindly request you to consider multiple work order for implementation and support of Cloud Based Contact Centre telephony Solution (CCaas) of having cumulative value of Rs 27.59 Lacs in India during preceding 7 years reckoned from date of issue of tender.	Tender condition prevails
30	III of 7.1 Technical BEC:	The bidder should have successfully implemented the proposed Ominichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	Kindly request you consider "The bidder should have successfully implemented the proposed Omnichannel Contact Center solution for Utility sector/ PSU Banks/ Central Govt/State Govt/ Private Enterprise in India, having its integration with advanced salesforce CRM with minimum 130 concurrent users for a period of at least 01 year.	Clarification- Experience of Utility sector can be in Pvt or Govt Enterprises and PSU banks experience will be considered
31	SCHEDULE OF RATES And Toll-free usage and PRI/SIP channel (Inbound/Outbound)	In Page No. 71 mentioned as "Software Subscription Solution for Licenses (Including Cloud Hosting+ MPLS Connectivity Charges+Telecom 200 Channels)" In Page no. 67 mentioned as "The bidder will have to use existing toll-free numbers and associated PRI/SIP channels with the offered solution. As IGL will not change the existing toll-free number."	Please confirm PRI/SIP charges is in scope of bidder or IGL	Bidder scope
32	FEATURE SPECIFICATIONS AND DELIVERABLES – General	Cloud telephony solution should integrate with AI Voice bot.	Please confirm PRI/SIP charges is in scope of bidder or IGL Please confirm whether any third-party AI voice bot is available for integration with the proposed solution.	1) Bidder scope 2) We are planning to integrate AI Voice bot with CTI in near future.
33	General		Please confirm whether Agents will be login on CRM or on our application page	Both

34	7.4 Documents Required	Copy of valid VNO License Certificate along with Certificate of 100% ownership (in case of group company) verified by CA as on date of submission of tender document.	Please confirm whether a VNO Access Service Category-B License for the location where the solution will be hosted can be submitted.	Yes can be submitted
35	Section I / Clause 5.0		The availability of the tender document is noted as 23.07.2026 to 13.08.2026. Given that the Pre-Bid Meeting date is 30.07.2026 and we are currently post-meeting, will IGL consider extending the final bid submission date from 13.08.2026 to allow bidders to incorporate the official pre-bid clarifications?	You can submit your bid till 2:30 PM, 27.08.2026.
36	Section II / Clause 21.5		lease clarify the billing structure for the 3-year timeline. Will the payment for the Cloud Hosting and License delivery be released as a one-time milestone payment, or will it be distributed as a monthly/quarterly recurring payout (OPEX) over the 36-month period?	Payment is quarterly recurring based on no of licenses
37	Section III / Clause 24.3 (c)		Given that this is a Cloud/SaaS software model, would IGL consider modifying the payment cycle credit period from 45 days to 30 days from the date of submission of a clean monthly invoice?	Tender Conditions prevail
38	Section III / Clause 26.1 & 26.2		The price charged for the materials supplied under the order... shall in no event exceed the lowest price at which the supplier... sells the materials of identical description to any Persons / Organizations..." Cloud/SaaS licenses often involve dynamic volume discounts based on different organizational sizes. Please confirm that the Fall Clause will not apply if market price changes are driven by higher seat volumes or different SLA scopes with other clients.	Tender Conditions prevail
39	Section III / Clause 43.5		Please confirm the baseline GST rate expected for this setup. Should the bidder quote under SAC Code 9984 (Telecommunications, broadcasting, and information supply services) at 18% GST within the unpriced Schedule of Rates (SOR)?	You have to quote GST as per HSN code.
40	Section III / Clause 61.0		Page 4 lists a placeholder for "61.0 REPEAT ORDER" under the General Conditions of Contract index. Please clarify the maximum commercial ceiling (e.g., up to 25% or 50% of the original contract value) under which IGL can place a repeat order at the same discovered unit rates.	Purchaser reserves the right, within 6 months of order to place repeat order upto 50% of the total order value without any change in unit price or other terms and conditions. Tender Conditions prevail
41	Section V / Cloud Telephony Call Management		Please clarify if IGL will provide the required MPLS/SIP connectivity or internet bandwidth at the contact center location, or if the bidder must include the network bandwidth costs in the overall SaaS subscription fee.	In Bidder's Scope

42	Section V / Omnichannel System		Please confirm if IGL's existing WhatsApp, Facebook, and Twitter accounts have accessible APIs ready for integration, or if the bidder needs to assist in procuring or upgrading the API licenses from the respective social platforms.	API are available as per current scenario, however additional API may be required
43	Section V / Omnichannel System		For social media interactions, please clarify if the platform is required to support automated AI chatbots for initial triage before routing to physical seats, or if it is purely for live agent chat routing.	Automated AI chatbot is not in the scope of the tender.
44	Section V / Telecom Channels		Please clarify who will bear the monthly recurring telecom charges (PSTN/Toll-Free pulse rates). Will IGL pay the telecom service provider directly, or should the bidder bundle call-traffic charges into the monthly pricing?	All charges will be beared by Bidder
45	Section I / Technical BEC		Please confirm if the solution needs to support standard CTI (Computer Telephony Integration) pop-ups directly within the Salesforce CRM interface via Open CTI, or if a separate agent desktop environment is expected.	Both are required
46	Section V / SLA		Please define the target Uptime Availability percentage required for the Cloud Hosting solution (e.g., 99.5% or 99.9%) and confirm if standard monthly maintenance windows will be excluded from the penalty calculation.	Tender Conditions prevails
47	Section V / Hosting & Security		Please confirm if the cloud infrastructure data center must be MeitY-empanelled and located strictly within the geographical boundaries of India to comply with local data localization guidelines.	Yes, Miety empanelled with in geographical boundaries of india
48	Section I / Clause 3.0		Please clarify if the 3-year contract validity starts immediately upon delivery or after the successful completion of the 1-month implementation period	The contract shall be valid for a period of 03 (three) years after the delivery of License and Cloud Hosting.
49	Section I / Clause 7.1 (III)		Please confirm if the bidder can submit experience integrating with any standard CRM (e.g., MS Dynamics, Oracle) if they meet all other seat and call volume criteria.	Tender Conditions prevails
50	Section I / Clause 11.1		Kindly confirm if online net-banking/RTGS payment directly to the IGL account is accepted as a valid mode for EMD submission	Acceptable, refer clause no. 11.03 of IFB.
51	Section II / Clause 21.4		Considering the 3-year contract duration, please clarify if any price escalation will be allowed for cloud hosting or telecom channel renewals in the 2nd and 3rd years.	No pricse escaltion are allowed
52	Section III / Clause 15.1		Please specify the exact percentage value of the total contract price required for the Contract-Cum-Equipment Performance Bank Guarantee (CPBG)	Refer clause no. 7.1 of SCC, 2.5% of annualized contract value initially and 2.5% of annualized individual release/purchase order value

53	Section III / Clause 31.1		Please confirm that if the delay is limited to a specific milestone (e.g., delivery of license), the PRS will be calculated only on that delayed portion value and not on the entire 3-year contract value.	PRS shall be applicable delay @0.5% per week of invoice value. However, the total capping of PRS shall be 5% of order value. Tender conditions prevail.
54			SAP CRM Version: Which SAP CRM version is currently deployed — legacy SAP CRM (on-premise), SAP C/4HANA (cloud), or SAP S/4HANA?. Is this the same SAP system used for customer management or a separate instance?	1)SAP CRM 7.0 EHP3 (current) 2) Salesforce.com Enterprise Web Services API Version 67.0 (under implementation/Migration)
55			SAP ERP Version: Is the SAP ERP system SAP ECC (on-premise) or SAP S/4HANA? What specific data does IGL expect to fetch from SAP ERP into the IVR and agent desktop (e.g., customer account status, connection details, billing information)?	1)SAP CRM 7.0 EHP3 (current) 2) Salesforce.com Enterprise Web Services API Version 67.0 (under implementation/Migration) All details will be fetched from CRM (SAP/Salesforce)
56			Salesforce CRM Edition & Licenses: Which Salesforce edition is IGL on (Sales Cloud, Service Cloud, or other)? Are Salesforce licenses already provisioned for all 130 agents?	1)SAP CRM 7.0 EHP3 (current) 2) Salesforce.com Enterprise Web Services API Version 67.0 (under implementation/Migration) Salesforce licenses already provisioned for all agents
57			GIS System: Which GIS platform does IGL use (e.g., ArcGIS, MapInfo, custom)? Are REST APIs available for the GIS system, and will API documentation be shared with the implementation partner during the Blue Printing phase?	Not Applicable
58			Data Migration — Source System & Volume, “ Bidder must complete the data migration of 1 year from previous portal on the deployed system”- The SOW requires migration of 1 year of data from the previous portal. What is the current contact centre system? What data types need to be migrated (CDR logs, call recordings, ticket history)? What is the estimated volume?	Current contact center solution is SAP BCM Call recording data, CDR Logs, Average 10000 calls per day
59			WhatsApp Business Account: Does IGL already hold a registered WhatsApp Business API account with Meta, or is the bidder expected to procure and register one on IGL's behalf? Who will own the WhatsApp Business number going forward?	IGL has its own WABA account
60			Social Media Scope: The SOW states 'Social Media management will not be part of scope, but only the integration.' Can IGL clarify precisely what agents are expected to do ? respond only to Direct Messages, or also to public posts/comments on Facebook, Instagram, and X pages?	Agents are required to respond to posts of igl social handler not any direct message

61			Blue Printing Phase Access: The SOW references a Blue Printing phase post-PO for capturing detailed requirements. Will IGL share a preliminary process map, call flow diagram, or list of integration systems with shortlisted bidders prior to bid submission, to enable more accurate commercial pricing and effort estimation?	This will be shared to bidder after award.
62			AI Voice bot Integration- Which AI Voice bot is integration expected with?	Will be shared later
63			What will be the flow/features expected? E.g. Once call is transferred to the external AI Voice bot, will agent transfer be required or the call will be contained by the AI Voice bot? Who will own voice recordings of AI Voice bot conversations?	Will be shared later
64			Is IGL open to Genesys providing native voice bot?	This in not scope of tender
65			What is the output expected for “Suggested manpower planning based on call volume predictive analysis”? What all should the planning part cover?	This should cover the predictive analysis of number of seats required based on call volume, waiting period, abandoned call
66			Data/Information required for Solution :- Social Media Scope: The SOW states 'Social Media management will not be part of scope, but only the integration.'	Agents are required to respond to posts of IGL social handler not any direct message
67			Which platform is IGL using today for Social Media management with which integration is expected?	Twitter , facebook, instagram, linkedin. Existing portal APIs can be shared to the bidder for integration with social media platform.
68			Can you please explain along with a use case on what do you infer by “integration with Social Media Platforms”. Please provide the complete flow of the messages & expectation from the Ccaas platform.	Agents are required to respond to posts of IGL social handler not any direct message example: ticket creation.
69			As mentioned in the tender “Social Media Management will not be part of the scope” can you please elaborate on the same. Does it mean that IGL page on the social media platform will be managed by you?	Agents are required to respond to posts of IGL social handler not any direct message example: ticket creation.
70			What agents (on Ccaas platform) are expected to do ? respond only to Direct Messages, or also to public posts/comments on Facebook, Instagram, and X pages? For e.g- Which platform will do the ingestion of the messages & monitoring of Handles & pages?	Agents are required to respond to posts of IGL social handler not any direct message example: ticket creation.
71			Can you provide number of pages / handles /accounts that are managed on the social media platform?	Twitter , facebook, instagram, linkedin. Existing portal APIs can be shared to the bidder for integration with social media platform.
72			Can you provide the number for topics/ keywords that you want to track on public social?	Agents are required to respond to posts of IGL social handler not any direct message example: ticket creation.

73			Please provide below information for each social media channel in scope : Whastapp, Instagram, Facebook, LinkedIn and X	
74			· Number of WhatsApp numbers	one
75			· Account ownership	IGL
76			· Availability of administrator access	Will be shared later
77			· Existing Meta Business Manager and WhatsApp B	Will be shared later
78			· Existing BSP, if applicable	Will be shared later
79			Channel-wise volumes: For voice, Email, WhatsApp, SMS and Social Media Platforms (Instagram, Facebook, LinkedIn and X) as follows- Mentions & topics	SMS email And whatsapp services are under IGL ownership, so this count isnot required.
80			· Average number of messages that which will be exchanged between the customer and agent in a month? Channel wise.	SMS email And whatsapp services are under IGL ownership, so this count isnot required.
81			· volumes (no. Of messages) which needs to be ingested in a month in the Genesys Cloud from the social media platform? Channel wise.	SMS email And whatsapp services are under IGL ownership, so this count isnot required.
82			· Peak daily/hourly volume	SMS email And whatsapp services are under IGL ownership, so this count isnot required.
83			· Expected concurrent conversations	SMS email And whatsapp services are under IGL ownership, so this count isnot required.
84			· Expected emergency or outage-related surge	SMS email And whatsapp services are under IGL ownership, so this count isnot required.
85			· Average Handle time	NA
86			Current SMS provider or aggregator	Will be shared later
87			CRM integration- Please Confirm: Whether every social conversation must create/update a case in CRM ?	onlu selected social condensation are requied to create a ticket in CRM
88			Customer identification method	Mobile number and BP number
89			Whether case/reference number must be returned to the cu	This communication handle through CRM
90			Required fields to be logged in CRM	Will be shared later
91			Whether the agent will work inside Genesys or CRM	Both
92			Other information required for Voice calls- Monthly inbound call minutes	18936:24:07 hrs
93			Monthly outbound agent-handled call minutes	1568:34:53 hrs
94			Monthly outbound campaign-connected minutes	1823:44:03 hrs
95			Average call duration	210 seconds
96			Monthly Working Days	All calendar days of the month
97			Inbound operating hours	24 hrs.
98			outbound operating hours	24 hrs.
99			Inbound calls on IVR	All the calls
100			IVR containment rate -average % of calls completed in the	All are routed to the agents in the current scenario

101			Inbound calls transferred to Voice Bot	Currently NA
102			Inbound calls transferred to agents from IVR	All the calls
103			Average queue time experienced by callers, in seconds	0-30 SECONDS
104			Inbound calls answered by agents	3.3 Lacs monthly
105			Average call duration on IVR	0-30 SECONDS
106			Average call duration on Voice BOT	Currently NA
107			AHT - Agent Answered call	210 seconds
108			Manual Calls Dialed	2000-3000 calls/day
109			Manual Calls dialled - talk time	1568:34:53 hrs
110			Manual Calls Answered	3.3 Lacs monthly
111			Agent Campaigns Dialed Calls	2000-3000 calls/day
112			Agent Campaigns Transferred to Agent	Currently NA
113			Agent Campaigns Connected to Agent	Currently NA
114			Agent Campaigns Connected to Agent - talk time	Currently NA
115			Number of active campaigns	Currently NA
116			Number of Callback Outbound calls	2000-3000 calls/day
117			Callback out bound calls Agent AHT in secs	Currently NA
118			Average number of IVR prompts using TTS in each connect	Currently NA
119			Average length of prompt using TTS in each connected call	Currently NA
120	BIDDER EVALUATION CRITERIA (BEC)	The Bidder should have successfully executed single work order for implementation and support of Cloud Based Omnichannel Contact Centre telephony Solution (CCaaS) of having minimum value of Rs 27.59 Lacs in India during preceding 7 years reckoned from date of issue of tender.	1. Can this CCaaS implementation be a solution from Any OEM? 2. Can we include the solutions implemented Outside India location?	1) Bidder can submit the relevant documents for any appropriate OEM 2) Solution implemented outside India are not accepted
121	BIDDER EVALUATION CRITERIA (BEC)	The bidder should have successfully implemented the proposed Omnichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	1. Can this reference be for an implementation of solution from any OEM? 2. Can we include references for on-premise based solutions? 3. Can we provide references for a different sector like utilities?	Clarification- 1) Experience of Utility sector can be in Pvt or Govt Enterprises and PSU banks experience will be considered 2) Bidder can also include reference for implementation on an on-premise datacenter comprehensive hosted solution (All in bidder scope). 3. Bidder can provide reference for only proposed solution.
122	Detailed scope of Cloud Telephony System:	Agents (Inbound & Outbound)	Thank you for providing the information on Concurrent Users. Request you to provide us the number of Named Agents and O&M people	Total max 130 concurrent licenses.
123		Omni channel Agents (Email, Chat and social media, Missed call service, abandoned call-back, WhatsApp as channel)	1. Can we assume that IGL will provide WhatsApp for Business Account and the associated APIs?	Yes

124	Cloud Telephony Solution Call Management Architecture	Offered SIP/PRI Line distributor and SIP/PRI Line hosting hardware on the cloud-based setup. Telecom, SIP, MPLS, P2P lines.	Will IGL provide PSTN Trunks (SIP/PRI) or does the bidder have to provide them?	Bidder scope
125		Basic CTI/CLI Integration with IGLs existing SAPCRM or Sales force CRM through standard connectors.	Is interaction control required inside the CRM? Will the agents use the CRM screen as their agent interface for interaction handling?	Agent may use both the screen
126	FEATURE SPECIFICATIONS AND DELIVERABLES – General	Auto announcements (Auto Attendant) in scenario where the call inflow is more than normal IVRchannels.	Will IGL provide the required recorded announcements (prompts)?	Bidder scope
127		The application should support Multi-party conference	How many parties are expected in a multi-party conference?	Max 03 party
128		Identify the Last Request registered against Registered Mobile Number (RMN) / Called Number details (as per IVRS queue selected) to be auto populated in front of executives.	Where are the Requests Registered - In SAP C4C or SFDC?	SFDC
129		Bidder should have experience in integrated with SAP CRM/Salesforce CRM with cloud telephony solution.	Please let us know the Version of SAP CRM and Sales force CRM?	1)SAP CRM 7.0 EHP3 2) Salesforce.com Enterprise Web Services API Version 67.0
130		Cloud telephony solution should be able to display all active Business Partners when multiple BPs exist for a single mobile number and allow agent selection.	Where is the Business Partner related information stored? Will IGL provide an API to retrieve this information?	BP Information is stored in CRM and has to be fetched through API by the bidder
131		Cloud telephony solution should integrate with AI Voice bot.	Please let us know the languages to be supported on the Voice BOT?	Hindi and English
132		Suggested manpower planning based on call volume predictive analysis.	Is this is good to have or Must have feature?	The solution should have this feature.
133		Solution should offer single application for Omni Channel Interactions Management (Voice, Chat, E-mail, Social Media) for cloud telephony agents, supervisors etc. However the Social Media management will not be the part of the scope, but, only the integration with the social media channels and enable users to perform the interactions with the customer.	Please let us know the social media channels to be supported?	Facebook, linkin, instagram, twitter
134		Provided software should integrate with IGL existing applications for information fetching - GIS, IVR, CRM, SAP ERP, IGL existing mobile app and other in-house developed apps, if required.	Can we assume that the required Middleware /APIs required for integration will be provided by IGL?	All type of API integration/development has to be done by bidder

135	IVR system (Self-service system)	IVR system with native Visual IVR support where end-user can navigate the IVR	Please let us know the use cases of Visual IVR	Call intercept and visual menu
136	Call Sentiment and Quality Analysis Requirement	The proposed Dialler Solution must have an inbuilt AI based powered Call Sentiment and quality Analysis capability. The system should automatically analyse 100 percent of inbound and outbound call recordings using speech to text and natural language processing technologies.	Please let us know the languages to be supported?	Hindi and english
137	Inbound System and reporting	System should support ability to get data from a REST Web Service and enable the script to writedata to a REST Web Service for better decision making from data.	Please let us know the use case for this feature?	Real-time data exchange and intelligent decision-making
138	Outbound System	Agent less outbound can be Voice, Email and SMS based on type of campaign designed as per business requirement for unified experience across channel instead of separate Email/SMS blaster system.	Can we assume that IGL will provide eth SMS gateway and the associated Aps? Please let us know the Email Server that IGL uses.	Yes , Microsoft O365 emails services
139	Toll-free usage and PRI/SIP channel (Inbound/outbound)	The bidder will have to use existing toll-free numbers and associated PRI/SIP channels with the offered solution. As IGL will not change the existing toll-free number. • Bidder will provide Voice gateway/SBC to utilize existing Toll-free of IGL to the calls on SIP/PRI line number from the toll-free provider. • The support from toll-free provider side will be done by IGL for mapping of SIP/PRI line number	1. Can we assume that IGL will provide the PRI/SIP line and the Bidder has to providee the PSTN gateway to integrate with existing PRI/SIP Trunks of IGL?	Bidder scope
140			Please let us know the number of PRI circuits to be supported and the number of SIP session to be supported?	Bidder scope with 200 channel cuurently which may be required to increase in furture
141	SCHEDULE OF RATES	Software Subscription Solution for Licenses (Including Cloud Hosting+ MPLS Connectivity Charges+Telecom 200 Channels)	Please let us know the relevance of Qty 4320. Page 63 mentions: 130 Concurrent users Both Inbound &Outbound	Maximum 120 licenses for 36 month

142		Additional Software Subscription Solution for licenses (Including Cloud Hosting+ MPLS Connectivity Charges+Telecom 30 Channels)	Please let us know the relevance of Qty 720	Maximum of 20 license for 36 month
143			Provide real time and post call sentiment scoring at call level and agent level - Post-call sentiment scoring is available both at call level and agent level.	Post call sentiments analysis is required for all agents
144			Automatic routing and allocation of e-mails to concerned person based on keywords - Email can route to rule based user via Ticketing module	Tender condition prevails
145			Functionality of auto forwarding of mail to specific E-mail ID in case the mail is marked to defined set of E-mail ID - Auto Forwarding not available, all emails will be route to agent in default system	Tender condition prevails
146			Text/Content based forwarding of mail to specific E-mail ID - Not available in default product	Tender condition prevails
147			Functionality for sending Bulk E-Mail to the customers for proactive communication -Not available in default product	Tender condition prevails
148			The bidder should have successfully implemented the proposed Omnichannel Contact Center Solution for the Utility Sector / PSU Banks in India, integrated with Salesforce CRM, with: Minimum 130 concurrent physical seats. Handling at least 10,000 inbound calls per day. Successfully running for a minimum period of 1 year-We have all this solution setup with different client not with one	Separate Work orders with same OEM references from utility sector and PSU banks may be submitted by the bidder as per the specified requirements
149			Bidder or it's Group Company under common 100% ownership & control should have a valid DOT unified Licenses (UL) for the solution hosted data centre location - Kindly clarify the intended/required location of the hosting data centre for this project so that bidders can ensure compliance with the DoT Unified License (UL) requirement.	There is no prefer location for hosting
150	Scope of Work (SOW p65)	Solution should offer single application for Omni Channel Interactions Management (Voice, Chat, E-mail, Social Media) for cloud telephony agents, supervisors etc.	To finalise the implementation and roll-out plan, please confirm IGL's preferred channel go-live sequence and priority across Voice, Chat, Email, Social and WhatsApp.	Will be decided later on.

151	Scope of Work (SOW p63)	IGL needs a single platform (Telephony with Basic CTI/CLI Information) to integrate all the customer touch points as said above and to view and monitor the grievance raised and plan to resolve.	We understand IGL has an existing CRM / grievance / complaint-management system that serves as the system of record for logging, viewing and tracking grievances. Please confirm this system, whether it is web-based with APIs, and that the contact centre will integrate with it to create / update / view grievance records and status - aligning the solution with IGL's system of record for grievance handling. Also, please confirm whether this grievance/ticketing system is the SAME as the Salesforce / SAP CRM, or a SEPARATE system.	Currently, IGL is using SAP CRM and is under implementation/Migration to Advanced Salesforce
152	Email (SOW p66)	Email interaction support Search, Read and Pull emails using the CRM. ... User Interface is required for monitoring the status of received, pending, responded and escalated cases.	Please confirm agents are expected to fully READ and REPLY/REVERT to customer emails from the agent screen (two-way handling), not just trigger outbound emails.	Clarification- Agent should be able to read and reply to customer emails
153	Social Media (SOW p65-66)	Social Media Interactions Management (Using Integration with existing Facebook messenger, WhatsApp, Twitter, and Instagram etc). ... However the Social Media management will not be the part of the scope, but, only the integration with the social media channels and enable users to perform the interactions with the customer.	Please clarify the exact social-media scope: (1) which channels are in scope (Facebook Messenger, Instagram, Twitter/X, WhatsApp, others)? (2) Is the requirement limited to direct messages / one-to-one conversations, or does it also include public posts, comments and mentions? (3) Is LinkedIn required as an interaction channel? Please confirm so the scope can be finalised.	Facebook , Instagram, Twitter/X, linkdin,WhatsApp integration is required.Public post , comments and mention are required.
154	CRM & Data (SOW p63-64)	Basic CTI/CLI Integration with IGLs existing SAPCRM or Sales force CRM through standard connectors. ... Cloud telephony solution should support real-time, two-way data synchronization between the CTI and Salesforce CRM/SAP CRM.	Please confirm: 1. The current CRM platform(s) and version - specifically whether SAP CRM is web-based (SAP WebClient UI / Fiori / S4HANA / Sales & Service Cloud) or the desktop SAP GUI. 2. Whether the contact centre should connect directly (real-time API) to the CRM/core system, or source data from the CRM as the system of record. 3. Which CRM is the system of record?	1)SAP CRM 7.0 EHP3 2) Salesforce.com Enterprise Web Services API Version 67.0
155	IVR / Self-Service (SOW p65)	IVR system with native Visual IVR support where end-user can navigate the IVR.	Please explain what 'Visual IVR' means to IGL and share the exact use-case/expected user experience.	Call intercept and visual menu
156	Channels - Chat & WhatsApp (SOW p63, p65-66)	Omni channel Agents (Email, Chat and social media, Missed call service, abandoned callback, channel): All 130 agents should be Omni-channel capable with options to use WhatsApp as required channels. ... Support web Chat and Web Callback. ... Web Chat support Web page push, On hold and comfort messages, Agent transfer, observe, and barge in (conference). ... Cloud telephony solution should integrate with AI Voice bot.	For Chat and WhatsApp, please confirm whether the requirement is: (a) LIVE-AGENT handling of web chat and WhatsApp within the contact centre (channel integration only), OR (b) ALSO an automated Chatbot / WhatsApp bot. Also confirm WhatsApp specifics: WhatsApp Business API, IGL to own the WABA / number / Meta account and Meta-approved (and DLT, if applicable) message templates.	IGL has its own WABA account with meta approved templates. Webchat and whatsapp chat should be enable with in contact center.

157	IVR / Self-Service (SOW p65)	Support Native integration with standard APIs for speech to text and ASR.	Is speech-to-text/ASR expected as part of IVR self-service, or as part of the AI voicebot / post-call analytics?	Both may be required
158	Notifications (SOW p67)	System should be capable to send instant acknowledgement with reference number.	We assume email/SMS/WhatsApp notifications (e.g., ticket status, acknowledgement, ETR updates) are sent to customers. Please confirm the events and channels, and confirm SMS/WhatsApp templates are DLT-registered by IGL.	IGL has its own WABA account with meta approved templates. Webchat and whatsapp chat should be enable with in contact center.SMS templates are also approved from DLT.
159	Ticketing / Reference Number (SOW p66-67)	System should be capable to send instant acknowledgement with reference number. ... Auto-response to the customer along with unique reference number who is sending e-mail to IGL Customer care e-mail ID. ... Functionality of merging all external mail on the same subject/E-mail against specific ticketnumber.	Please confirm the system of record that generates and tracks the reference/ticket number. We understand IGL's existing CRM / grievance / complaint-management system will generate the complaint/reference number, which the contact centre will fetch via API and relay... (If IGL instead expects the reference/ticket number to be generated and tracked within a dedicated case-management module, please confirm so it can be scoped accordingly.)	All tickets generated through CRM
160	SMS Gateway / API (SOW p66-67)	Agent less outbound can be Voice, Email and SMS based on type of campaign designed as per business requirement... System should be capable to send instant acknowledgement with reference number.	SMS is used for missed-call acknowledgements, reference-number auto-responses and agent-less SMS campaigns. Please confirm who provides the SMS gateway / API and the DLT-registered Sender ID / templates .	Clarification- SMS gateway will be provide by IGL, however bidder shall e required to do necessary integrations
161	Connectivity / MPLS (SOW p63 & p69)	The bidder has to provide MPLS or secured connectivity between the Cloud Setup and Call Centre and other IGL GA's location. ... MPLS Cost to IGL call Centre and connectivity to other IGL GA location to be provisioned by the Bidder and will be reimbursed by IGL on actuals basis.	The tender states 'MPLS OR secured connectivity'. Please clarify IGL's expectation: (1) Is secured connectivity over the internet (e.g., IPSec/VPN) acceptable, or is MPLS specifically mandated between the cloud and the IGL locations? (2) If MPLS is required, will IGL arrange the MPLS link through their telecom provider, or is it expected within the bidder scope? (3) The SOW (p69) refers to MPLS connectivity as a separate line item, while the SOR (Lines 1 & 2) lists 'MPLS Connectivity' within the subscription line item - please clarify whether MPLS connectivity falls within the bidder's technical scope or is arranged by IGL.	The bidder has to provide secure dedicated lease line connectivity from its cloud/solution datacenter to Callcenter premises on HA Mode. Effective bandwidth should be minimum of 200 Mbps
162	Connectivity / MPLS (SOW p63)	MPLS or secured connectivity from the Cloud and Call center premise and other IGL Location.	Please share the number and locations of IGL sites/GAs needing connectivity and the internet bandwidth available at each, for connectivity planning.	Number of current location 20 apart from call center .Internet at these 20 location will be provided by IGL

163	Telecom - SBC & DID (SOW p67)	The bidder will have to use existing toll-free numbers and associated PRI/SIP channels with the offered solution. As IGL will not change the existing toll-free number. ... Bidder will provide Voice gateway/SBC to utilize existing Toll-free of IGL to the calls on SIP/PRI line number from the toll-free provider.	Please clarify IGL's existing telephony setup so we can plan the integration: (1) How is the existing toll-free delivered today — as a SIP trunk or as PRI/TDM lines — and at which location? (2) Who is the current toll-free / PRI service provider, and can the numbers/trunks be pointed or mapped to the selected solution — with the expected process and lead time? (3) Will IGL retain the existing toll-free numbers and PRI/SIP channels (no number change)? (4) Any preference or constraint on where telephony termination should reside?	IGL will retain the existing tollfree number. PRI/SIP trunk will be provided by bidder.
164	Dialer (SOW p64)	Auto dial out features including Predictive dialing feature and other dialing logics.	Please confirm the dialer type(s) required: Preview, Predictive, Progressive, or all. (Preview - agent previews details before dialing; Predictive - dials on a pacing ratio and connects live answers to agents; Progressive - dials one number per free agent.)	All auto dial is required (Preview, Predictive, Progressive)
165	Licensing (SOR Note 4 & SOW p63)	Software Subscription Solution for Licenses (Including Cloud License Hosting+ MPLS Connectivity Charges+Telecom 200 Channels). ... Quantity of licenses for SOR line item 1 is fixed at 120 licenses. ... Agents (Inbound & Outbound): 130 Concurrent users Both Inbound &Outbound. Bifurcation: Call Center- 110, O&M – 20. *Expandable to 200 users.	Please help us understand: (1) how the licence quantity for Line 1 has been arrived at... (2) how the Line 1 'License Month' quantity of 4,320 and the Line 2 quantity of 720 have been derived (i.e., licences × contract months)..." plus the 120-vs-130 reconciliation and the role-wise bifurcation.	1) Maximum 120 licenses for 36 month 2) Maximum of Additional 10 license for 36 month 3) maximum of additional 10 licenses for 24 months 4) Maximum of additional 10 licenses for 12 months. However the number of licenses may increase or decrease as per requirement as mentioned in the tendering condition.
166	Data Migration (SOW p69)	Bidder must complete the data migration of 1 year from previous portal on the deployed system.	Please confirm the source system, the data type (call recordings / CDRs / tickets / customer records), the format and volume, and whether the target is the contact centre or the CRM.	Recording data of the customer may be required to migrated on the new system. IGL shall provide the data in the specific folder structure .
167	Timeline / Go-Live (IFB p7 / SCC p55 / SOW p68-69)	License and cloud hosting shall be delivered within 04 weeks from the date of issue of first notification of award / Letter of Acceptance (LOA). ... Implementation shall be done within 01 (One) month after cloud hosting. ... The development of cloud telephony system should take place... in duration of 4-6 weeks after technically and commercially approved PO allocated to Bidder. ... IGL team will complete testing and UAT in period of 1 week after the system Handover. ... The Production environment must be up and running with above functionality in duration of 2 weeks after UAT signoff from IGL team. ... Bidder must complete the data migration of 1 year from previous portal on the deployed system.	Please provide a single consolidated project schedule and a clear definition of 'Go-Live' (which channels/functions must be live at go-live). Please also confirm that all milestones are measured from the LOA/PO date, and that IGL-side dependencies (CRM/API availability, toll-free SIP/PRI mapping, agent readiness, and data exports for the 1-year migration) will not count against the bidder's delivery timeline or the delay-penalty clause (PRS, SCC Cl. 8).	Total implementation period is maximum upto 06 weeks including cloud hosting, implementation , integration with CRM with all functionalities.

168	III of 7.1 Technical BEC:	The bidder should have successfully implemented the proposed Ominichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	Please consider adding the PSU, any BFSI or NBFS, and Private Enterprises as well for this requirement. Most of the clients with Salesforce implementations and cloud-based services with such volume (10,000 calls) and seats (130) are with either private banks or private enterprises. We are requesting a relaxation for this technical BEC.	Tender condition prevails
169	Cyber Security Compliance Requirements (Clause 2)	Cloud telephony system should be hosted on a Meity empanelled Data Center with Virtual Private Cloud (VPC) having provision of redundant back up and storages.	1) Can the backup and storage be proposed in the same Data Centre/Locations? As it is not mentioned in the RFP to have a DR location. 2) A clarification, as a VPC is required, there will be a higher cost of deployed hardware infrastructure.	Clarification- backup and storage be proposed in the same Data Centre VPC is required
170	11.0 SPECIAL CONDITIONS OF CONTRACT	The proposed solution should be ISO 27001 certified for Contact Center solution.	The ISO 27001 is provided to the organization and not a special solution or product. Need clarification regarding the same.	Clarification- The eorganization should have the ISO 27001 certificate for proposed technology/solution
171	11.0 SPECIAL CONDITIONS OF CONTRACT	Call recording should be encrypted using cryptographic standard both in transit and at rest.	The encryption at the data-center level can be provided, in case of transiting to IGL's or Data Center partner network, their encryption technique and keys might be required. Please confirm.	Clarification- Their encryption technique and keys may be used
172	11.0 SPECIAL CONDITIONS OF CONTRACT	The proposed solution should be CertIn certified	The CertIN certification is usually done on the deployed solution. An audit report for the default solution can be submitted, but please allow us to submit the final report after auditing of the finally deployed solution	Clarification- Audited report of the default solution is required with tender submission
173	11.0 SPECIAL CONDITIONS OF CONTRACT	The proposed solution should have capability of log retention system.	For how long would the Logs retention be required on the DC? The commercials changes with the storage capacity.	Clarification- As per practice for one year
174	11.0 SPECIAL CONDITIONS OF CONTRACT	The proposed solution should be an AI based OminiChannel CCaaS platform having its integration with voice, Email, WhatsApp, SMS and Social Media Platforms (Instagram, Facebook, LinkedIn and X)	1. The APIs to integrate with Social media will be provided by the IGL; the ownership normally lies with the Marketing or the PR team. 2. There are some channels line X (₹16,670 /month for the basic tier and ₹82,300 /month for full access) and LinkedIn (upwards of ₹8,000/month) are charged heavily; the WhatsApp business (WABA) charges are also as per messaging type. Please clarify if these charges will be taken cared by the IGL or reimbursed to the bidder as per actuals? 3. For email and SMS integration, IGLs APIs to be used for both, or do we need to provision for that in the Bid?	1) Social media, sms , whatsapp charges will be borne by IGL 2) APIs for social media , email, whatsapp and sms will be provided by IGL (Existing APIs), however any additional requirement has to be catered by bidder.

175	SCHEDULE OF RATES And Toll-free usage and PRI/SIP channel (Inbound/Outbound)	In Page no. 67 mentioned as "The bidder will have to use existing toll-free numbers and associated PRI/SIP channels with the offered solution. As IGL will not change the existing toll-free number."	Please clarify if the billing of existing Toll-free and associated SIP/PRI will be done directly by IGL or will be the purview of the Bidder?	Tollfree no routing charge will be borne by IGL and SIP/PRI charge will be borne by bidder. Hence all charges except that for Toll Free Nos. and its routing charges; will be borne by the bidder
176	FEATURE SPECIFICATIONS AND DELIVERABLES – General	Cloud telephony solution should integrate with AI Voice bot.	The AI Voice Bot is a third-party BOT or an in-house. Will there be APIs or socket-based integrations required? As voice channels are involved in this integration, will those be taken by the Voice Bot provider or the bidder?	IGL is planning to implement voice bot in near future.Voice channel will be provided by voice bot provider.
177	Call Sentiment and Quality Analysis Requirement	The system should automatically analyse 100 percent of inbound and outbound call recordings using speech to text and natural language processing technologies	1) The commercials for AI-Based QA and Sentiment Analysis are either priced user-based or token-based. Please allow us to add the price for the AI-Based QA and Sentiment Analysis component separately in SOR. 2) The Industry standard for AI-based QA and sentiment analysis is 10% sample of the voice calls or texts only due to the high costs of AI tools. Kindly consider the same in the addendum.	Post call sentiments analysis is required for all agents however real time sentiment analysis is required only for 10 percent of total licenses
178	SECTION I INVITATION FOR BID (IFB)	The Bidder should have successfully executed single work order for implementation and support of Cloud Based Ominichannel Contact Centre telephony Solution (CCaaS) of having minimum value of Rs 27.59 Lacs in India during preceding 7 years reckoned from date of issue of tender.	Request to amend the clause as: "The Bidder should have successfully executed single work order for implementation and support of Cloud Based Ominichannel Contact Centre telephony Solution (CCaaS) of having minimum value of Rs 27.59 Lacs in India or Global Location during preceding 7 years reckoned from date of issue of tender."	Tender condition prevails
179	SECTION I INVITATION FOR BID (IFB)	Bidder or it's Group Company under common 100% ownership & control should have a valid DOT unified Licenses (UL) for the solution hosted data centre location.	Request to amend the clause as: Bidder or its Group Company should have a valid DoT Unified License (UL) or Virtual Network Operator (VNO) License for the solution hosted data centre location.	Tender condition prevails
180	SECTION I INVITATION FOR BID (IFB)	The bidder should have successfully implemented the proposed Ominichannel Contact Center solution for Utility sector/ PSU Banks in India, having its integration with advanced salesforce CRM with minimum 130 concurrent physical seats and handling at least 10000 inbound call volume per day running successfully for a period of at least 01 year.	Request to amend the clause as: The Bidder/OEM should have successfully implemented the proposed Omnichannel Contact Center solution for Utility sector / PSU Banks / Aviation & Travel Enterprises / Global Enterprise BPOs / Any State or Central government in India or Globally, having integration experience with Salesforce / equivalent CRM, Minimum 130 concurrent physical seats or handling at least 10,000 inbound call volume per day running successfully for a period of at least 01 year.	Tender condition prevails

181	SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)	The proposed solution should be CertIn certified	Request to amend the clause as: "The successful bidder/OEM shall conduct a CERT-In security audit for the deployed solution through a CERT-In empaneled auditor post-deployment, and submit the final CERT-In clearance certificate prior to Go-Live / final acceptance of the project."	Tender condition prevails
182	SECTION V SCOPE OF WORK	Bidder must complete the data migration of 1 year from previous portal on the deployed system.	Request to clarify and append the clause with the following details for 1-year data migration: 1. Data Scope & Types: Specific breakdown of data types (e.g., Customer Profile Data, Interaction/Ticket History, Call Detail Records (CDRs), Voice Call Recordings). 2. Data Volume: Estimated total size / record count for 1 year. 3. Provision Format: Format in which source data will be provided (e.g., Database Dump, CSV/Excel, API endpoints).	Voice call recording
183	SECTION I INVITATION FOR BID (IFB) & SECTION II INSTRUCTION TO BIDDERS (ITB)	No consortium/joint bid shall be accepted. Bidder or it's Group Company... should have a valid DOT unified Licenses (UL)...	Request to amend the clause to allow Consortium / JV / Strategic Teaming Agreements as follows: Bids submitted by a Joint Venture (JV), Consortium, or Strategic Teaming Agreement shall be permitted, provided that: a) One member of the JV/Consortium possesses a valid DoT Unified License (UL) or Virtual Network Operator (VNO) License for the hosted data center location. b) The lead bidder or technology partner fulfills the technical experience criteria for the Contact Center / CCaaS solution deployment.	Tender condition prevails

184			Request to add the clause as: "All telecom/telephony hardware, software modules, and interface gateways supplied as part of the solution must comply with mandatory TEC (Telecommunication Engineering Centre) certification requirements as per DoT / Ministry of Communications guidelines." To ensure full compliance with the Department of Telecommunications (DoT) regulatory frameworks, technical standards, and national network security standards.	Tender condition prevails
185			Request to add the clause as: "Preference shall be given to Class-I Local Suppliers in accordance with the Public Procurement (Preference to Make in India) Order, DPIIT, Govt. of India. Bidders claiming local content preference must submit a self-certification / Auditor certificate stating the percentage of local content." To align the procurement process with the Government of India's mandatory Public Procurement Policy (Preference to Make in India) for boosting domestic manufacturing and IT services.	Tender condition prevails
186			Request to add/amend Bidder Eligibility Criteria as: "The Bidder / OEM must possess a valid CMMI Level 5 (Development / Services) certification as on the date of bid submission." To ensure high software development standards, robust process maturity, risk management, and reliable quality delivery for critical enterprise CCaaS & integration services at IGL.	Tender condition prevails
187			Please clarify whether the proposed solution is required to be hosted on a public cloud with dedicated/partitioned resources, or whether a dedicated private cloud/VPC environment is expected.	VPC environment is required
188			Please clarify the SAP integration. Whether it is required to have integration similar to Salesforce?	Integration with Salesforce CRM(SFDC) is required

189			Please clarify what is meant by “Business Partner (BP) resource point/category” in the RFP and how it is expected to be used for call routing or agent handling.	BP is mapped with a registered mobile number through which call routing is handled
190			Please provide clarity on the expected scope of CRM integration. Which CRM functionalities are expected to be integrated with the cloud telephony platform, and which functionalities will remain within the CRM itself?	All customer related data(transaction, complaints ,chats, payments etc)
191			Our understanding is that CRM will continue to manage Email, Chat and Social Media interactions, while the cloud telephony solution will primarily provide Voice and related telephony capabilities integrated with Salesforce/SAP. Please confirm if this understanding is correct.	Solution should be able to handle all modes of communication channel within its own platform
192			Please clarify the purpose and scope of the hardware mentioned in the RFP. Is the hardware required for data storage, connectivity, SIP/PRI termination, security, or any other specific purpose?	No additional hardware is required apart from solution hosting, data, callrecording etc.
193			Can the CRM/Omnichannel application and the cloud telephony agent/supervisor panel remain as separate applications, with integration between the two, or is a single unified desktop mandatory?	Single screen is required
194			The RFP mentions both real-time and post-call sentiment/quality analysis. Since post-call analysis is available, please clarify whether real-time analysis is mandatory. If yes, please specify the intended use cases and actions expected based on real-time analysis.	Post call sentiments analysis is required for all agents however real time sentiment analysis is required only for 10 percent of total licenses
195			Our understanding is that Email and Social Media interactions are generally handled as deferred/asynchronous queues, whereas Voice and Chat require real-time queue visibility and handling. Please clarify whether IGL expects Email/Social Media to be managed through the same real-time queue/interface as Voice and Chat, or whether separate queues/views are acceptable.	Tender condition prevails
196			For the Email Management requirements, particularly RFP #84 onwards, our understanding is that Email will be managed within the CRM and the cloud telephony platform will integrate with the CRM as required. Please confirm if this approach is acceptable.	Tender condition prevails

197			For the Social Media requirements, our understanding is that the CRM will manage the respective social media channels and related interactions, while the cloud telephony platform will only provide the required integration/interaction enablement. Please confirm if this is the expected approach.	Tender condition prevails
198			Please clarify whether the requirement for a unified agent/supervisor desktop mandates all Voice, Email, Chat and Social Media functionalities to be available within a single application, or whether integrated but separate applications are acceptable.	Tender condition prevails