

Pre-Bid Meeting

Following queries were raised

1. How technical evaluations will be quantified or scored
2. Point 1.05 under technical evaluation (requirement of 250 resources in a financial Institution) created exclusivity for certain bidder
3. Probability of revision in per unit rates in future
4. Clarity with respect to the number of "Support Staff Quantity" and "Additional Resources Required (Not to be charged to NBP) as per bid.
5. Clarity about who to bear the cost of Floor Managers, Work Force Officers and Trainers
6. Clarity with regard to calculating the amount of bids, if these will be calculated on a per resource base or total resources provided a period of time
7. Who will pay other expenses such as Water / Tea / Janitorial Staff / Tea Boys

Following responses were offered

1. Requirements under "Technical Evaluations" are based on offering responses with "Y" or "N" and there is no weightage given to any question/requirement. Documentary proof offering is a must for supporting all "Y" Responses.
2. Bank's call centre management requirements are explicit and these have been based Bank's endeavor of having a service provider that has a proven track of performance, capabilities and experience for meeting the Bank's call centre scale of operations, complexities and present/future need as stipulated in bidding document.
3. Re-negotiation of rates can only be possible if there will be a changes in minimum wages or in taxation and that to will be the sole discretion of NBP to change the rates or not.
4. Numbers in Bid Document is based upon the consideration that Bank's own resource will also be deployed at the Call centre with the assigned role of Supervisors, Quality Assurance Officers and Support Staff
5. Cost of Floor Managers, Work Force Officers and Trainers will be borne by the bidder.
6. Bidder can bid as per they seem fit and all bids will eventually be calculated on a per resource basis.
7. Bank bears the cost associated with drinking water and Janitorial staff services whereas any other expenses are to be borne by the service provider