

Response of Pre-Bid Queries

S.No.	Pre-bid Queries	Response
1	As the bidder has to setup the whole call center, we would like to know that after commissioning, who will bear the monthly rental for the internet, PRI line and toll free no.?	The cost of monthly rental for the internet, PRI line and toll free no. shall be borne by the Client. The same shall be reimbursable to selected agency on actuals after raising the invoice to NABCONS
2	Also in the scope of work, EPABX along with telephone instruments. We recommend the department to go with the dialler setup as this will eliminate the need of EPABX system and telephone instruments which will not only reduce the capital price but also the operation and maintenance cost.	The bidder/vendor may propose the suitable option i.e. EPABX / Dialler set-up
3	No. of estimated incoming calls to plan the resources.	No. of estimated incoming calls per day may be approximately 150 in Nos.
4	Transcription of local language i.e., Dongri shall be done on a manual basis as the software doesn't translate local language automatically. In addition, a manual transcript shall be made available.	Transcription of local language i.e. Dongri shall be done on manual basis and accordingly the verbatim transcripts shall be made available to NABCONS and Client by the end of the next day.