Committee for Members in Industry & Business
The Institute of Chartered Accountants of India

14th August 2020

TENDER FOR ENGAGEMENT OF TELECALLER AGENCY FOR Telecalling corporates and members on behalf of Committee for Members in Industry & Business of ICAI at premises of bidder

Questions raised and Answers given during the Pre bid Meeting held on 13th August, 2020 at 4.00 PM through video conferencing

At the above meeting which was chaired by CA. Hans Raj Chugh, Vice Chairman, CMI&B, the following questions were raised by the prospective bidders and the same were answered by a team of Officers of CMI&B.

Q.1 What would be the volume /quantity of data to be provided by CMI&B to agency for calling?

A. CMI&B would provide the approximate data of 75000 contacts in different lots of 500 to 1000. The average size of lot can be modified as per the manpower involved and handling time.

Q.2 What will be the duration of each call?

A. The average time per call would be 1-1.5 minutes which may increase or decrease depending on the nature of call being made to Members or Corporates. CMI&B will provide input on what needs to be spoken to which called person.

Q.3 What is the meaning of "Effective Call" as per tender document?

A. Effective call means the connected calls. Calls which would not be answered, connected, not reachable would not be considered as effective call. The agency will be required to write in remarks column the result of each call, and send the said information as per format given in tender document.

Q.4 Whether hired tele-callers can work from home?

A. The supervision of the telecaller lies with agency, so it would be the call of agency to allow work from home to the tele-callers. Further, the calling would be made from Monday to Saturday between 9:00 am to 6:00 pm only. Agency will have to decide whether they will allow their telecallers to work from home or from their office.

Q.5 If a vendor completes the job earlier than the tender period (6 months), whether the contact will expire or continue?

A. The task will include calling and follow up calls until the desired result will be achieved. Multiple calls to the same called person might be required. Hence, we expect the task to go on for six months. However, the performance of the agency would be measured as per terms mentioned in the tender document.

Q.6 Would the agency be relaxed from statutory compliance i.e. ESI/PF etc. as per tender documents?

A. No relaxation would be given in statutory compliance requirement mentioned in the tender document.

Q.7 Whether experience required in the tender document of 5 years should be in one or multiple organization?

A. The requirement of minimum experience of 5 years in tele-calling services can be in one or multiple organization(s). However, the nature of services should be tele-calling. For the type of organisation in which experience is required, please refer the tender document.

Q.8 Is it necessary to engage 10 telecallers for CMI&B?

A. The agency should have at least 10 specialist telecallers with them. The bidder must mention how many telecallers he will engage for CMI&B work and how many effective calls would be made each day, as per the format given in tender documents.