

**Contact Centre - Technical Evaluation (RFP Reference Number: IT-02/2022-23 Date: 14.Jul.2022)**

Summary				
Sl. No	RFP requirement	Bidder Name	Eligible for Commercial Bid	Reason for Rejection
1	Full compliance to "Mandatory Requirements" as mentioned in RFP section 6.1.1. In the event that Bidder/OEM is not able to satisfy even one requirement from the above, the said Bidder/OEM will be rejected/disqualified from further process	Clear Touch	Eligible	NA
		Drishti	Reject	Bidder has provided deviations for few "Mandatory Requirements"
		Deepija	Eligible	NA
2	Payment Term: a) Any upfront payment costs which is not a monthly recurring cost, shall be highlighted upfront. 50% of the upfront cost shall be paid by StockHolding post UAT Sign off Date. The Balance 50% shall be paid on or before 1 month of the GO-LIVE Date. b) Monthly payment will be released based on the actual usage for the entire period of the contract. Successful bidder need to submit monthly usage report to StockHolding along with the monthly invoice. c) 50% of the UAT Sign off Date payment will be released only after submission of Bank Guarantee to StockHolding.	Clear Touch	Eligible	NA
		Drishti	Reject	Bidder has provided conditional Payment Term. Bidder proposed Payment Term: 50% Advance and 25% on UAT and 25% on Go Live
		Deepija	Eligible	NA
3	Successful Bidder shall, at own expense, deposit with the StockHolding, within seven (7) days on issuance of LoI (Letter of Intent), a Bank Guarantee (BG) for the value of <b>Rs. 25 Lakhs</b> (Rupees Twenty Five Lakhs Only) from banks other than co-operative banks. Purchase Order (PO) will be issued to successful bidder only after receiving of BG. This Bank Guarantee shall be valid up to 90 days beyond the completion of the contract period.	Clear Touch	Eligible	NA
		Drishti	Reject	Bidder has not agreed to adhere the Bank Guarantee amount. Bidder proposed BG amount: Rs. 5 Lakhs
		Deepija	Eligible	NA

Technical Scoring									
Sl. No	Criteria	Performance Level vs Score	Documents / Evaluation Method	Complied (Y/N)	Max Eligible Score	Marks Scored			Remarks
						Clear Touch	Drishti Soft Solution	Deepija Telecom	
1	SI/OEM - Current number of licenses/seats supported through technology solutions for Contact Centre Processes (overall in India)	=>5000 = 25 =>3000 to < 5000 = 20 =>1500 to < 3000 = 10 <1500 = 0	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report. Or Experience Certificate.	Yes	25	25	25	25	

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2	# of MUST HAVE Features present in proposed solution	>95% = 100 86-95% = 80 70-85% = 60 50-69% = 30 <50% = 0	As mentioned in the Mandatory Requirements of Section 6.1.2 of the RFP	Yes	100	207	174	207	Actual Points Scored
						100	84	100	
						100	60	100	Eligible Score
3	# of Good To Have Features present in proposed solution	100% = 25 80-99% = 20 50-79% = 10 <50% = 0	As mentioned in the Mandatory Requirements of Section 6.1.2 of the RFP	Yes	25	21	15	22	Points Coverage
						95.5	68.2	100.0	
						20	10	25	
<b>TOTAL MARKS SCORED</b>					<b>150</b>	<b>145</b>	<b>95</b>	<b>150</b>	
<b>AGGREGATE TECHNICAL SCORE (ATS)</b>						<b>97</b>	<b>63</b>	<b>100</b>	