

**CORRIGENDUM- 1 dated: 05.09.2023**

<b>BYPL NIT NO:</b>		CMC/BY/23-24/RS/SvS/VK/26 Dated: 18.08.2023		
<b>Work:</b>		Providing Call Centre Services in BYPL		
<b>Subject</b>		Reply of prebid queries of the bidders		
<b>Sl. No</b>	<b>Clause of NIT &amp; page No.</b>	<b>Description</b>	<b>Bidder's Query</b>	<b>BYPL's Reply / Clarifications</b>
1	General Query	Date & time of Submission of Bid-08/09/2023 till 13:00 HRS	Delhi Government has declared Public Holiday from 8th September 2023 to 10th September 2023 owing to G-20 summit, therefore request for submission date to be modified accordingly.	>Bid submission due date is extended till 15th-September-2023 till 1300 Hrs
2	4. QUALIFYING REQUIREMENTS (QR) Page 11	From BCP DRP (Business Continuity Plan - Disaster Recovery Plan) perspective, Bidder should have 2 sites with at least one of them existing (operational) in Delhi or NCR & other operational sites preferably in Delhi or NCR.	We request you to relax this clause and allow BCP center to be out of Delhi NCR as well. For example Mumbai region	> Tender Condition shall prevails.
3	4. QUALIFYING REQUIREMENTS (QR) Page 11	Bidder must have at least 150 seats in Operation in Delhi or NCR (single location) and Back Up facilities with at least 50 seats in Operation in Delhi or NCR (Single location). Relevant documentary evidence is to be submitted by the bidder.	We request you to relax this clause as below - Bidder must have at least 150 seats in Operation in Delhi or NCR (single location)and Back Up facilities with at least 50 seats in Operation anywhere in India (Single location). Relevant documentary evidence is to be submitted by the bidder.	> Tender Condition shall prevails
4	4. QUALIFYING REQUIREMENTS (QR) Page 11	The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e., FY 20-21, FY 21-22 & FY 22-23) should not be less than Rs Six (6) Crore. The bidder shall submit the Annual Turnover Report of the last three financial years duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number.	Here we request you to make this clause to consider any three financial years as FY 19-20, FY 20-21 & FY 21-22 or FY 20-21, FY 21-22 & FY 22-23. This will be beneficial for bidders whose FY 22-23 is still not audited.	> Tender Condition shall prevails
5	4. QUALIFYING REQUIREMENTS (QR) Page 12	Last three Financial Years (FY 20-21, FY 21-22 & FY 22-23) audited financial statements.	Here we request you to make this clause to consider any three financial years as FY 19-20, FY 20-21 & FY 21-22 or FY 20-21, FY 21-22 & FY 22-23. This will be beneficial for bidders whose FY 22-23 is still not audited.	> Tender Condition shall prevails
6	4. QUALIFYING REQUIREMENTS (QR) Page 13	Turnover certificate issued by CA (along with UDIN no.) for the last three Financial Years.	Here we request you to make this clause to consider any three financial years as FY 19-20, FY 20-21 & FY 21-22 or FY 20-21, FY 21-22 & FY 22-23. This will be beneficial for bidders whose FY 22-23 is still not audited.	> Tender Condition shall prevails
7	SECTION- V SCOPE OF WORK Page 62	Webchat: This process will start with 5 Call Centre executives	You need 5 CCE for Web Chat in each shift or scattered throughout the day i.e. 5 split across 3 shifts	>To begin with, the successful bidder will be deploying 5 executives during the day and as per work requirement, this may vary.

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8	SECTION- I - REQUEST FOR QUOTATION (RFQ) Page 9	The tender document can be obtained from address given below against submission of non-refundable demand draft of Rs.1180/-	do we have to pay first then we get tender documents or along with tender submission we need to submit paid tender amount docs	> The bidder needs to submit the receipt of the paid tender amount along with the bid.
9	SECTION- V SCOPE OF WORK Page 60	Inbound Call Volume Peak volume Inbound is 18,000 daily averages (ball park) from Apr to Sept & 8,000 (ball park) from Oct to Mar. Peak on a given day can have 20,000 calls during summer period.	Provide AHT for inbound & Mail & Hourly Volume distribution pattern	>Inbound - 3:00 mins & Email - 4:00mins. The Call volume varies hourly / monthly
10	SECTION- V SCOPE OF WORK Page 69	The approximate Annual CSR shall be 1500 Nos. Actual quantity may vary during the award of the contract.	Yearly csr or fte requirement is 1500(monthly 125), should we consider it ?	>FTE's will vary during peak time (Apr-Sep), and off peak (Oct-Mar)i
11	SECTION- V SCOPE OF WORK Page 69	SECTION- VI (PRICE BID)	As we understood only 1 location as Delhi or NCR, Why it mention 3 location	> This is because the Delhi NCR consists of many states where the rates of minimum wages are different.
12	SECTION- V SCOPE OF WORK Page 69	The approximate Annual CSR shall be 1500 Nos. Actual quantity may vary during the award of the contract.	Are We Expected To Plan All Fte Positions Simultaneously, Or Will There Be A Designated Timeline For The Phased Hiring Of Fte Resources?	>FTE's will vary during peak time (Apr-Sep), and off peak (Oct-Mar)e
13	4. QUALIFYING REQUIREMENTS (QR) Page 11	The bidder shall attach the relevant work orders/agreement and Performance / Work completion certificate in support of the relevant experience.	Getting performance certificate is lengthy and subject to approval, any relaxation or alternative ?	> Tender Condition shall prevails
14	SECTION- I - REQUEST FOR QUOTATION (RFQ) Page 9	The bidder shall furnish Earnest money Deposit (EMD) Rs 6 Lakh	We would like to approach the BSES to consider exemption of EMD Payment for MSME bidders (Medium Enterprise)	> Tender Condition shall prevails
15	6. BID SUBMISSION Page 14	The bidders are required to submit the bid in 2 (two) parts and in original & duplicate (total 2 copies) at given address	Is submission online or offline? If online, please provide the submission website.	> The bidders are required to submit the hard copy of bid documents in 2 (two) parts and in original & and duplicate (total 2 copies) at the given address.
16	SECTION- V SCOPE OF WORK 1.a/ Page 58	Rate for one number of seats is settled on the basis of 8 hours shift duty per month with one weekly off.	What is the manpower requirement per shift?	>FTE's will vary during peak time (Apr-Sep), and off peak (Oct-Mar)n
17	SECTION- V SCOPE OF WORK 1.a/ Page 58	Rate for one number of seats is settled on the basis of 8 hours shift duty per month with one weekly off.	Shift timings and the number of working days are not mentioned in the tender.	>The fixed shift time will be there for e.g. Morning, General, Evening & Night but shift timing and additional shift can be added depending on the call volumesf
18	1.11/ Language support Page 59	Hindi, English Note: Call should be routed to an agent as per language option chosen by customer in IVR.	Please provide the list of languages, excluding English and Hindi, that require support. Additionally, kindly specify the functionalities where multi-language support will be utilized in the IVR system.	>We require Hindi & English speaking FTE.
19	SECTION- VI (PRICE BID) 3 69	The rate shall be valid for 24 months from LOI/contract date. The rate shall be FIRM, no changes shall be applicable during the contract period under any circumstances.	Is the contract duration specified as 24 months?	>Yes. Please refer to clause 3.1, page 26 of SCC also in this regard.

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20	-	General Query - Training	Kindly provide the specified duration for training the resources.	>Training duration for the executive is 10-12 days including certification
21	-	General Query	Could you clarify whether the support staff is categorized as billable or non-billable	>Support Staff - Non billable
22	-	General Query -Ratio	Please share ratio of Seat count for Inbound, Outbound, email support for BSES Yamuna power limited.	>All the executives hired as Inbound executive. According to requirement the same executive are utilised as Outbound executives. >For email handling executives with requisite qualifications & experience needs to be hired.
23	-	General Query - Toll-free Number	Please provide the toll-free number and clarify whether the procurement cost for the toll-free number will be covered by the bidder or the department.	>Our toll free no. 19122 cost to be borne by BSES.
24	-	General Query	Could you kindly verify whether the calling data will be supplied by BSES	>Yes the calling data will be provided by BSES.
25	-	General Query - Estimated Cost	What is the Estimated cost for this tender?	> Rs 3 Crs Annual
26	-	General Query - Consortium/Joint Venture	Are joint ventures/consortiums allowed to participate in the tender	>Any JV should meet our QR requirement. However, consortium is not allowed.
27	-	General Query - HR	Kindly provide the specific manpower ratio for AM and above level	>The ratio 50:1
28	-	Dailer	Dialler will be provided by Bses Yamuna or will be provided by Vendor	>Will be provided by BSES
29	SECTION- V SCOPE OF WORK Page 58	Section- V Scope of Work	Please confirm if all business applications including Email, Chat, O&M and CRM platform will be provided by BYPL?	>Will be provided by BSES
30	SECTION- V SCOPE OF WORK Page 58	Section- V Scope of Work	Our understanding is that voice infrastructure will be provided by RBL with voice recording solution platform. Please confirm?	>Will be provided by BSES
31	SECTION- V SCOPE OF WORK/ Supervisory Span of Control Page 59	Section- V Scope of Work - Supervisory Span of Control Ideal 1:25	What is the span of QA/ Trainers?	>Quality - 50:1, Trainer - 30:1 ratio
32	Section- V Scope of Work - Tired support & Differentiated Service Desk Page 59 & 60	Section- V Scope of Work - Tired support & Differentiated Service Desk	What is the Tenure needed to Qualify someone to be part of the Tired support from the agent population, considering this will be a Pilot process, please clarify	>As such there is no tenurity, it will all depend on agents calibre and knowledge plus the opportunity as when it comes.

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33	Section- V Scope of Work - Differentiated Service Desk Page 60	Section- V Scope of Work - Differentiated Service Desk	Can we get a daily/weekly ballpark contribution of the daily escalation received from the 1000 customers tagged as VVIP & Premium Customers?	>As such there is no ballpark figure, whatever escalation we receive are registered through our internal CRM and is cascaded to the concern dept. for closure.
34	Section- V Scope of Work - Type of out calling Page 60	Section- V Scope of Work - Type of out calling	Type of out calling: Various services like Surveys, Supply restoration, Collections, Service Promotion, Welcome call and Bill explanation - While the AHT is mentioned, can we have a ballpark% of Outcalls for the above-mentioned call types?	>On an average for these services we receive 20K calls per month for calling.
35	Section- V Scope of Work - Type of out calling Page 62	Section- V Scope of Work - Type of out calling	Please confirm if service provider need to provision Forecasting tool as mandatory or it can be managed manually by MIS team?	>Forecasting & Manpower will be provided by BSES.
36	Section- V Scope of Work - Development of the necessary software/knowledge database Page 63	Section- V Scope of Work - Development of the necessary software/knowledge database	Please confirm if service provider need to provision Knowledge Management tool or will use BYPL tool?	>Knowledge Bank is in-built in our CRM which will be provided by BSES.
37	Section- V Scope of Work - Data Security Page 63	Section- V Scope of Work - Data Security	Please confirm what all data security need to follow by service provider?	> Bidder should comply the Indian Digital Data Protection law, and Process should fall under ISO 27001. Bidder will share the quarterly audit report to client.
38	Section- V Scope of Work - Call types your company experience in managing Page 64	Call types your company experience in managing	As per our understanding and assumption:- We need to hire for Voice Calls, Email and Chat, and Social Media Management, please clarify	>The total manpower which will be offered to you will contain manpower for all the LOB's.
39	Section- V Scope of Work - Connectivity: Page 64	Section- V Scope of Work - Connectivity:	Our understanding is that service provider will provide MPLS connectivity till BYPL data centers? Kindly share the Data centers address and bandwidth details per user for voice & data respectively.	>Primary DC: BSES Yamuna Power Ltd, Shaktikiran Building, Karkardooma Delhi 110032 Dedicated Link on Fiber/Ethernet : 20 Mbps  >Secondary: BSES Yamuna Power Ltd. SCADA Bhavan, Shankar Road, Near Sanatan Mandir New Delhi 110060 Dedicated Link on Fiber/Ethernet : 15 Mbps

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40	Section- V, Scope of Work, Clause 2, Table point 7, Firewall technology, Page 64	Firewall technology deployed in the net Contract : Mandatory	Can we assume that service provider will provide Router & Firewall at BYPL data centers?	> Bidder will terminate Dedicated Point to point link for BYPL Process at Both DC (Karkardooma and Shankar Road), FW and Router will provide by BYPL for both DC. At Bidder location location Dedicated / port / Seperate Zone for FW/IPS/Antimalware and Desktop should be Windows 10 with 64 Bit and Above with enterprise Antivirus (Application Control, Behavior Monitoring, Device Control, Predective Machine Learning, Real time Scan, Smart Scan, Suspicious Connection Service, Vulnerability protection and web Reputation).
41	Section- V Scope of Work - Systems and Tools for different real time reporting Page 64	Section- V Scope of Work - Systems and Tools for different real time reporting	Can we assume that BYPL will provide systems & tools with their Cisco telephony platform and service provider will utilize the services?	> BYPL will provide technology to monitor the Agent and Supervisor day to day operations.
42	Section- V Scope of Work - FTE definition Page 65	Section- V Scope of Work - FTE definition	Based on the FTE definition of 8-hour login and Operation of 24*7*365 , The per agent login for the months is being considered at 200 hrs. Please clarify	>Staffing Login hours will be 8 hrs and net login will be 7:15 hrs, including all the breaks.
43	Section- V Scope of Work - Training programs - On Recruitment Page 65	Training programs - On Recruitment	What is total duration of Training + Certification?	>Training duration for the executive is 10-12 days including certification.
44	Section- V Scope of Work - Training programs - On Recruitment Page 65	Training programs - On Recruitment	Is there any OJT applicable, if yes what is the duration. Are there any threshold for OJT certification?	>The new joinees will be handled by trainer for a week as an OJT executive.
45	Section- V Scope of Work - Training programs - On Recruitment Page 65	Training programs - On Recruitment	Is the Training and OJT period billable?	>Training is not billable but once the agent hit the floor after certification then the billing will start.
46	Section- V Scope of Work - Training programs - On Recruitment Page 65	Training programs - On Recruitment	Do we need to create the training content, curriculum, etc for delivering new hire training?	>The training content and the train the trainer program will be conducted by BSES initially.

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47	Section- V Scope of Work - Any accreditation standards you require Page 65	Min qualification Under Graduate (12th Pass) 6 months ( Approx ,tolerance levels can be defined )	As per our understanding and assumption:-We can hire 100% under graduate candidates. Please clarify, the average experience of the agent population has to be 6 months?	>Would be a proper mix of under & post graduates for different roles & with atleast reasonable work experience.
48	Section- V Scope of Work - Quality Page 66	Quality target-85%	What is the current Quality Monitoring Framework followed?	>The Call Quality auditor does 8 calls per agent per month,the no. of audit might increase incase the agent has not met the target. Plus they also do TNI and follow the monthly training calendar along Call Calibration, Dip check, mystery calling and daily briefing.
49	Section- V Scope of Work - Quality Page 66	Quality target-85%	Is there any Quality metrices defined?	>Yes there is a defined SOP for Quality metrics.
50	Section- V Scope of Work - Monthly Penalties: Page 67	Section- V Scope of Work -Monthly Penalties	On the penalty for the Service Level Or Abandoned. Do we have any exclusion of days where the Forecast Deviation is >110%	>The agency gets penalised when the Service Level gets impacted on factor attributable to the vendor For e.g. Centre is totally down, Manpower shortage,etc.
51	Section- V Scope of Work - Monthly Penalties: Page 67	Agent quality: Failing to achieve MTD agreed Agent quality score will attract penalty of Rs.200000/- on a monthly basis	The penalty defined is on internal Quality scores or external scores?	>The penalty is only on Zero tolerance call.
52	Section- V Scope of Work - Quality Page 66	Quality target-85%	What is the daily audit count target for the QA on regular/random audits/ call barging	>The Call Quality auditor needs to do 8 call per month per agent.
53	-	Generic	Will the Quality/Training SOP/ Training scope provided to the partners?	>Yes BSES will be providing the Training & Quality SOP's
54	Section- V Scope of Work - 4. Service provider Page 66	Service provider to ensure deployment of 85% agents every day after factoring 15% shrinkage on account of week offs/Leaves/ National Holidays etc. Attendance below 98% of deployed agents post shrinkage on daily basis shall attract penalty	Considering that the Operational window of process is 24x7, 365 days, hence shrinkage margin should be revised to 18% to 23% factoring in weekoffs,leaves and national holidays, as per industry norms	> Tender condition shall prevails
55	Section- V Scope of Work - Monthly Penalties: Page 67	Failing to achieve attendance (98%) on a daily basis, Rs 500/- per agent will be levied per short agent in the monthly bill.	Request to modify the daily attendance target to 95% from 98% in sync with industry standards.	> Tender condition shall prevails
56	Section- V Scope of Work - Monthly Penalties: Page 67	Agent quality: Failing to achieve MTD agreed Agent quality score will attract penalty of Rs.200000/- on a monthly basis.	Incuse the MTD agreed Agent quality score is achieved then there should be a provision of rewards on monthly basis.	>As a partner, it is vendor's responsibility to pitch in and motive the workforce by doing all such activities.

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57	Section- V Scope of Work - Monthly Penalties: Page 67	For any escalation of Rude behaviour (Abusive language), if proven will attract a penalty of Rs.100000/- per incident. The call center employee has to be terminated from the BYPL process.	In case of abusive language, ZTP(Zero Tolerance Policy) is followed across industry, wherein termination of the employee is mandatory. However, a monetary penalty of Rs 100000/- per instance is too steep, hence request to reconsider the amount and reduce it to maximum Rs 10000/	>The penalty amount will be as per the contract and BYPL's discretion.
58	Section- V Scope of Work - Monthly Penalties: Page 67	11-Monthly Penalties	We suggest that a Rewards & Penalty matrix should be incorporated in this section as per BYPL's discretion	> Tender condition shall prevails
59	SECTION- I - REQUEST FOR QUOTATION (RFQ) Page 9	Date & time of Submission of Bid-08/09/2023 till 13:00 HRS	Delhi Government has declared Public Holiday from 8th September 2023 to 10th September 2023 owing to G-20 summit, therefore request for submission date to be modified accordingly.	> Refer Sl. no 1 above
60	ANNEXURE – II : BIDDER'S DETAILS Page 71	Point No 27, Turn Over FY 2022-23 (Rs. Cr.)	Since the balance sheet of 2022 - 23 audit is pending, Please consider <b>the turnover FY 2019-20, 2020-21, 2021-22</b>	> Tender Condition shall prevails
61	ANNEXURE – II : BIDDER'S DETAILS Page 72	Point No. 31, Profit after Tax FY 2022-23 (Rs. Cr.)	Since the balance sheet of 2022 - 23 audit is pending, Please consider <b>the Profit after tax FY 2019-20, 2020-21, 2021-22</b>	> Tender Condition shall prevails
62	4.2. Financial QR: Page 11	The average annual turnover of the Bidder, in the preceding three (3) financial years (i.e.,FY 20-21, FY 21-22 & FY 22-23) should not be less than Rs Six (6) Crore. The bidder shall submit the Annual Turnover Report of the last three financial years duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number.	As the Balance sheet is not audited yet, Request you to please consider the turnover FY 2019-20, 2020-21, 2021-22	> Tender Condition shall prevails
63	SECTION- I - REQUEST FOR QUOTATION (RFQ) Page 9	Cost of Tender Documents (Non- Refundable) - Rs.1180/- (including GST)	Tender Fee is <b>exempted for MSE</b> as per GFR, 2017. Request you to please consider exemption on Tender Fee.	> Tender Condition shall prevails
64	SECTION- I - REQUEST FOR QUOTATION (RFQ) Page 9	Earnest money Deposit (EMD) Rs 6 Lakh	EMD is <b>exempted for MSE</b> as per GFR, 2017. Request you to please consider exemption on EMD.	> Tender Condition shall prevails
65	6. CONTRACT CUM PERFORMANCE SECURITY BANK GUARANTEE (CPBG) Page 27	The CPBG shall be of 10% (Ten %) of the initial annual contract value inclusive of taxes & duties and shall be valid for two years from the date of award of LOI/Contract plus three (3) months towards the claim period.	As per Revised Rule 171 of GFR 2017, (No.F.1/2/2023-PPD dated 03/04/2023), Performance Security should be from 3% of Contract Value. Hence we would request you to please consider nominal performance security of 3%.	> Tender Condition shall prevails

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66	4.3. Other Requirements: Page 13	(c) For Existing vendors of BYPL, the evaluation will also include the performance in the existing contracts via-a-vis performance in terms of HR issues, all statutory Compliance parameters and wages disbursement by Vendors. BYPL reserves the right to qualify or disqualify their bid based on the contract performance despite them meeting the above-mentioned qualification requirements.	Please confirm the documents required to be submitted for this clause.	> There is no specific document required to submit in this regard, BYPL shall evaluate the performance of the existing bidder as per their past record.
67	SECTION- VI (PRICE BID) Page69	SECTION- VI (PRICE BID)	Please confirm the price quoted for which state will be considered as L1 bidder?	> This decision shall be taken by the BYPL after the Reverse auction and based upon the technical capability and final price of the qualified bidders.
68	4. QUALIFYING REQUIREMENTS (QR) Page 11	Bidder should have experience in handling call centre services with Public Utility/ Banking / Telecom / Govt. services.	Can NBFC call center process be considered as valid?	> Tender Condition shall prevails
69	4. QUALIFYING REQUIREMENTS (QR) Page 11	Bidder must have at least 150 seats in Operation in Delhi or NCR (single location) and Back Up facilities with at least 50 seats in Operation in Delhi or NCR (Single location). Relevant documentary evidence is to be submitted by the bidder.	We have 3 locations in NCR Viz Gurgaon(Corporate office) , Noida (Branch office - worxenter and Gurugram (another branch office- worxenter) through valid rental agreement. Can we provide the agreements as proof?	> In case the Rental agreement covers the QR requirement, it can be submitted. Otherwise, the bidder needs to submit other documents in support of QR.
70	SECTION- V SCOPE OF WORK Page 61	Vendor support for implementing ISO quality requirements	Please clarify the point	>ISO certification is mandatory
71	SECTION- VI (PRICE BID) Page69	Price bid table	Is it mandatory to quote prices for all 3 locations.	> Bidder may quote any 1 and/or 2 and/ or all 3 of the locations
72	SECTION- V SCOPE OF WORK Page 61	Infrastructure compatibility for CISCO Finesse:	Is the call centre infrastructure be provided by BSES Yamuna or To be arranged by the successful bidder?	>Infrastructure will be of the vendor. The technical setup and the required tools will be provided by us.
73	SECTION- VI (PRICE BID) Page 59	Section V Scope of work - Supervisory Span of Control	RFQ specifies Span of Control , we assume the supervisory layer is over and above the CSR count and will be Factoring in the Supervisory layer FTE requirement as per the Ratios provided by BYPL	>Your respective assumption is correct
74	SECTION- V SCOPE OF WORK & SECTION- VI (PRICE BID) Page 60 & 69	SECTION- V SCOPE OF WORK & SECTION- VI (PRICE BID)	The contract says "The approximate Annual CSR shall be 1500 Nos" however the volumes shared seem low for the FTE count requirement. Please clarify	>As we updated in the previous pointer that the monthly FTE count will include not only Inbound executive but they will be utilised for Outbound, Emailing, Webchat, etc. processes.

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75	SECTION- V SCOPE OF WORK Page 68 & 69	SECTION- V SCOPE OF WORK - 13. Exclusions	On page 68, it's mentioned that Telecom connectivity (PRIs) is excluded from the bidder's scope. However, on page 69, the 'Note' states charges for Telecom connectivity will be extra at actual. Kindly clarify	>The PRI lines which will be installed by vendors at their respective site will be billed as per the actuals
76	-	General	Will CRM and CTI solutions for inbound and outbound processes be provided by BYPL	>Yes the same will be provided by BSES
77	-	General	Will email engine for managing emails be extended to selected vendors by BYPL	>Yes the same will be provided by BSES
78	-	General	Will webchat tool be provided by BYPL to vendors	>Yes the same will be provided by BSES