

**Resolution of the Pre-Bid Meeting held at Conference Hall on 07.08.17 in connection with the e-tender No: CEOWB/2017/e-Tender/03/Call Centre date 2nd August 2017**

The meeting was attended by Officers of the CEO Office and the representative of the DATA CORE.

In the pre-bid meeting, queries had been raised in respect of following points:

1. Who will provide the Router?
2. Who will provide the software?

In respect of the above, following clarifications are furnished:

1. The selected agency will provide the Router.
2. There are two issues involved in respect of the software:

The Software for data-entry etc. will be the same software mandated by the Election Commission of India and it will be provided by this office (National Grievance Service Portal, URL: [eci-citizenservices.nic.in](http://eci-citizenservices.nic.in)). On the other hand, the software for routing of calls including recording and archiving of calls, will be provided by the selected agency.

Sd/-

**Chief Electoral Officer  
West Bengal**