

**CORRIGENDUM**  
**- TENDER NO. 2020APR05/T002156787**

**Subject: Selection of agency to operate inbound / outbound Swavalamban Call Center Issue of Corrigendum for RfP No. 2020APR05/T002156787**

**The following are pre-bid queries and Proposed amendment / changes made under the captioned tender. Rest all other terms and conditions of RfP shall remain unaltered.**

<b>S No</b>	<b>Clauses and page No RfP</b>	<b>Queries Raised</b>	<b>Clarification / Proposed amendment / changes if any and reason thereof</b>
1	Annexure III, Page No.63	The turnover asked is `50 crore. Please consider the required amount ` 10 crore	No Change
2	In point No.8, Annexure II page 60	In Annexure II, the details of Swavalamban Call Center of the agency is asked. The details would be provided after successful bidding and award of contract.	In point No.8, Annexure II page 60 it may be read as,  "Number and the list of relevant work being undertaken on lines of inbound / outbound Call Center operated for PSUs / public or private corporate during last 3 years prior to the date of RfP. The relevant order copies to be enclosed."
3	Annexure III, Page No. 64	Please clarify on the format of "pre-contract integrity pact" as part of Annexure III, Annexure XI and Annexure XII	Annexure XV if for pre-contract integrity pact. Wherever pre-contract integrity pact is mentioned format enclosed in annexure XV on page no.84 may be used.
4	Annexure VIII page 70	Please confirm that the commercials will be compared excluding GST.	The rates of GST may vary on different products / services Hence, commercials would be compared all-inclusive as mentioned in RfP.
5	-	Please advise on the parameters on which monthly performance would be measured.	Framework for performance evaluation of personnel and escalation mechanism has to be provided by the agency as mentioned in point no.6.4 (d) page no 23
6	Annexure III, Page No. 64	Should be in the business of call centre for at least past three financial years. <b>May be changed to 1 financial year</b>	No Change
7	Annexure III, Page No. 65	Whether the work has been vetted / audited by any independent Agency /	If available may be attached otherwise "Not Available" may be mentioned.

		Institutional Service providers of Repute, and if so, Outcome thereof. <b>The condition should be removed.</b>	
8	Format 1 page no 93	CONTRACT OBTAINED IN THE LAST FIVE YEARS <b>May be changed to 1 year</b>	No Change In case less than 5 years, details available may be attached
9	Format 1 page no 96	DETAILS OF RESOURCES / INFRASTRUCTURE FACILITIES <b>Kindly indicate what kind of details required.</b>	The resources and infrastructure required to operate call center and available with the agency may be mentioned in the format

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