

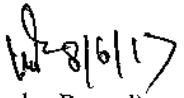
Corrigendum – I**Tender RFP of Call Centre for Rural Development Department, Government of Jharkhand****RFP Reference No. - 11-08(Comp)/2017/2559/Gra.Vi**

Sl	Clause / Section / Page No.	Old Clause	Revised / New Clause
1.	Annexure III – Inbound Call Flow (Page – 45)	<ul style="list-style-type: none"> • Caller calls in via a TF number. • IVRS will be provided for language options (Hindi, Bhojpuri, Maithili, Magahi, English) for the inbound calls. • The IP call will be routed to the hosted platform in Patna where the ACD will decide the • call routing based upon the IVRS inputs. • After language selection the caller speaks to an agent if some information is required it is • provided or/and his complaint is registered with the relevant details. Complaint number • will be provided for all types of complaints. • The compliant will be recorded in the CRM and will be forwarded to concerned authorities for their necessary actions. • MIS for the inbound / outbound calls will be provided by the reports. • Recording: All calls are recorded and stored for a period of 30 days. 	<ul style="list-style-type: none"> • Caller calls in via a TF number. • The call will be routed to the hosted platform where the ACD will decide the call routing. • The caller speaks to an agent. • If some information is required, it is provided or/and his complaint is registered with the relevant details. • Complaint number will be provided for all types of complaints. • The compliant will be recorded in the CRM and will be forwarded to concerned authorities for their necessary actions. • MIS for the inbound / outbound calls will be provided by the reports. • Recording: All calls are recorded and stored for a period mentioned in call logger/recording section.
2.	2.1.6 – Agent Qualities and Skill Set – Agent Skill Sets (Page – 11)	<ul style="list-style-type: none"> • Strong Verbal communication skills Language (English & Hindi) 	<ul style="list-style-type: none"> • Strong Verbal communication skills Language (Hindi)
3.	5 – Response to tender document (Page – 30)	The bids shall be submitted in two parts only through e-Procurement portal as specified in this document	The bids shall be submitted in two parts only in hardcopy as specified in this document
4.	4.6. Delivery and Acceptance testing	Project implementation and deployment time limit of 21 days	Project implementation and deployment time limit of 45 days

	(Page – 28)		
5.	Contract Period	Contract Period of 1 year	Contract Period of 3 years
6.	5.2. Commercial Bid (Page -33)	Prices quoted to be inclusive of taxes	Price quotes will be exclusive of taxes and taxes to be paid as per prevailing rates at time of signing of contract
7.	SMS Gateway (New)	N/A	SMS gateway services will be provided by Rural Development Department
8.	5.4.1 General cum Technical Bid Evaluation - Evaluation Criteria- Parameters - (Page – 36)	1. Financial Strength- 5 marks if turnover is 1 to 3 crores ,7.5 marks if turnover is more than 3 to 5 crores, 10 marks if turnover more than 5 crores – (Max Score – 10)	Financial Strength- 5 marks if turnover is 1 to 3 crores ,7.5 marks if turnover is more than 3 to 5 crores, 10 marks if turnover more than 5 crores to 10 crores, 15 Marks if turnover more than 10 crores – (Max Score – 15)
		4. c) 10 marks if company has been incorporated in Jharkhand	4. c) 5 marks if company has been incorporated in Jharkhand
9.	Payment Schedule	Quarterly Payment on submission of bills	Monthly Payment on submission of bills
10.	Call Center Operations	6 days a week (Sunday off)	6 days a week (Sundays and holidays notified under negotiable instruments act Off)
11.	Eligibility Criteria (f) – (Page – 30)	The Vendor should have an established call center setup in Ranchi or any major city in Jharkhand	The Vendor should have an established call center setup in Ranchi or any major city in Jharkhand. In case the vendor is not having an established call center setup in Jharkhand, he will have to establish one in Ranchi within the project implementation time.
12.	Eligibility Criteria (g) – (Page – 30)	The Vendor should have experience in implementing Call center solution in at least one government department/PSU/Telecom Operator in Ranchi for at least period of last one year.	The Vendor should have experience in implementing Call center solution in at least one government department/PSU/Telecom Operator for at least period of last one year.
13.	PRI Lines	N/A	PRI Line to be taken by the vendor in name of Rural Development Department.
14.	Toll Free Number Type	N/A	A 1800 series number is to be taken for incoming calls and a 10 digit number to be taken for outgoing calls.
15.	Service Provider of Toll Free number and PRI Line	N/A	The service provider for the PRI line and toll free number will be done by the vendor in consultation with Rural Development Department.
16.	Eligibility Criteria & Bidders Information	Requirement of Central Labour License	Requirement of Central / State Labour License
17.	2.2.1. Call Center Technology (x) – (New)	N/A	x) Mobile App: A mobile app will be created which can be used by residents to register complaints to the system against which they will get a ticket/reference no and can track its status. From departments side this app will help officials receive queries/complaints related to them on their mobile on the app. They can then

			forward it or resolve. They should also be able to see all pending, completed, etc. queries/complaints on this app and get notifications.
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The last date for submission of tender has been extended to 22/06/2017 till 1:00 PM. The general cum technical opening will be on 22/06/2017 at 3:00 PM


(Yatindra Prasad)

Joint Secretary to the Government