

## CORRIGENDUM NO. 1

***Sub: "24x7 Helpline (Call Centre) for Road Users on National Highways".***

<b>Sl. No.</b>	<b>Reference</b>	<b>Existing text in the RFP</b>	<b>To be read as</b>
01	3.2.2	The documents specified below shall be serially marked, bound and placed in a sealed envelope. The envelope should bear the following identification: 'Technical Bid for Tender Ref:-' _____	The documents specified below shall be serially marked, bound and placed in a sealed envelope. The envelope should bear the following identification: 'Technical Bid for Tender Ref:-' _____ (i) Brief Information about Bidder(s). (ii) Experience in Call Centre Services. (iii) Certificate in respect of Bidder's Annual Turnover and Net worth. (iv) Case Study Details. (v) Brief Methodology and Work Plan
02	8 (a) page 43	The Service Provider should ensure that all relevant technology and trained resources are in place to provide services as mentioned in the Scope of Work. The Call Centre should be operational within <b>30</b> days from the date of signing of contract. The Service Provider shall inform IHMCL in writing upon start of service.	The Service Provider should ensure that all relevant technology and trained resources are in place to provide services as mentioned in the Scope of Work. The Call Centre should be operational within <b>45</b> days from the date of signing of contract. The Service Provider shall inform IHMCL in writing upon start of service.
	3 (d) page 38	The service provider will be responsible for providing all infrastructure for Call Centre Services viz. Premises, CCA's, Agent Software Licenses, Supervisor Licenses, PRI lines for Inbound, PRI line for Outbound, Internet connection, switches, Media Gateway, <b>GIS/GPS integration</b> , CRM Software, CRM and Database	The service provider will be responsible for providing all infrastructure for Call Centre Services viz. Premises, CCA's, Agent Software Licenses, Supervisor Licenses, PRI lines for Inbound, PRI line for Outbound, Internet connection, switches, Media Gateway, CRM Software, CRM and Database server and software at the Call Centre

		server and software at the Call Centre location, LAN, head set, PCs, SMS server, other hardware / software etc. as well as all the required skilled manpower.	location, LAN, head set, PCs, SMS server, other hardware / software etc. as well as all the required skilled manpower.
	3.2.1 (viii)	Power of Attorney in favor of Lead bidder, in case of Consortium	Power of Attorney in favor of Lead bidder, in case of JV/Consortium
	3.1 page 12	New Clause	<p><b>JV / Consortium</b>  JV / Consortium upto maximum 2 members allowed.  In case of JV/ Consortium,</p> <ul style="list-style-type: none"> <li>(i) Lead bidder shall meet the criteria given in clause 3 (c) by himself. In other words, the annual turnover of the other JV partner will not be allowed to be clubbed for the purpose of determining eligibility under Clause 3 (c).</li> <li>(ii) For other eligibility criteria under Clauses 3 (other than sub clause “c”), combined experience of both members shall be considered.</li> </ul>
	7 (a) page 42	Payment for the services (including inbound and outbound call charges) shall be made on aggregate connect minutes obtained after aggregating duration of individual calls in seconds as per detailed call records supplied by the telecom service provider. However, calls that last for less than 10 seconds shall not be considered for aggregation for payment purposes. On the other hand, calls exceeding 6 minutes shall be restricted to 6 minutes only while aggregating the connect minutes for payments purpose. Also, the contact minutes	Payment for the services (including inbound and outbound call charges) shall be made on aggregate connect minutes obtained after aggregating duration of individual calls in seconds as per detailed call records supplied by the telecom service provider. However, <b>outbound</b> calls that last for less than 10 seconds shall not be considered for aggregation for payment purposes. Further, calls exceeding 6 minutes shall be restricted to 6 minutes only while aggregating the connect minutes for payments purpose. Also, the contact minutes shall not be

		shall not be counted while aggregating the call duration for repeat calls exceeding three calls in a day from the same telephone number.	counted while aggregating the call duration for repeat calls exceeding three calls in a day from the same telephone number.
	2.4 of Special conditions of Contract Page 105	The duration of contract (the "Contract Period") will be of 5 (Five) years. The Employer however reserves the right to terminate the contract before expiration of the period of five years, in terms of the provisions of the contract/ extend the Contract beyond the initial Contract Period subject to satisfactory performance of the Service Provider and continued requirement of the Employer. The rate per connect minute as per the financial proposal of the bidder shall remain unchanged for a period of one year from the effective date of the Contract Agreement. In case of extension of contract beyond a period of one year, an annual escalation of 5% (five per cent) on the approved rate per connect minute may be allowed.	The duration of contract (the "Contract Period") will be of 5 (Five) years. The Employer however reserves the right to terminate the contract before expiration of the period of five years, in terms of the provisions of the contract. The employer also reserves the right to extend the Contract on mutually agreed terms beyond the initial Contract Period subject to satisfactory performance of the Service Provider and continued requirement of the Employer.

**Annexure** (referred to column F of serial no. 21 of replies to Queries)

**States / Union Territories covered by the 6 Call Centres**

<b>S.No</b>	<b>Region</b>	<b>State</b>
1	East	Bihar
		Chhattisgarh
		Jharkhand
		Orissa
		West Bengal
2	West	Goa
		Gujarat
		Maharashtra
		Rajasthan
		Dadra and Nagar Haveli
		Daman and Diu
3	South	Andhra Pradesh
		Karnataka
		Kerala
		Tamil Nadu
		Telangana
		Andaman and Nicobar Island
		Lakshadweep
Puducherry		
4	North East	Arunachal Pradesh
		Assam
		Manipur
		Meghalaya
		Mizoram
		Nagaland
		Sikkim
Tripura		
5	Delhi	Madhya Pradesh
		Uttar Pradesh
		Uttarakhand
		Delhi
6	Chandigarh	Haryana
		Himachal Pradesh
		Jammu and Kashmir
		Punjab
		Chandigarh