

## Amendment-1 dated 18.05.2016

RECPDCL/RFP/Call Center/Helpdesk/2016-17/410 Dated 05.05.2016

**Selection of a service provider for establishment and operation of Call Centre /Help Desk for supporting Un-electrified village monitoring project and GARV application of REC/RECPDCL**

**Amendments in the RFP document are as per below Table-A& B**

**Table-A (Eligibility Criteria)**

Sr No	Clause No	Particulars as per the Tender Documents/ Queries Raised By Bidder	Clarification by RECPDCL
1	Section-V (eligibility criteria)  Clause-3	Audited balance sheet of last three FY 2015-16, 2014-15, 2013-14, 2012-13 is to be submitted with summary as cover page on company's letterhead and a certificate to this effect from CA, in original must be submitted	Audited balance sheet of last <i>four</i> FY 2015-16, 2014-15, 2013-14, 2012-13 is to be submitted with summary as cover page on company's letterhead and a certificate to this effect from CA, in original must be submitted(CA Certificate with CA's Registration No., Signature and Seal.)
2	Section-V (eligibility criteria) Clause- 4	Bidder should have successfully executed similar projects of provided call centre services in India for any Central/ State Government/ Semi Government/ Public Sector in three four financial years (i) single work order/Contract Value of Rs. 20 lakh  or (ii) Two work orders/Contract Value each of Rs. 12.5 lakhs each.  or (iii) Three work orders/Contract Value each of Rs. 10 lakhs each.	Bidder should have successfully executed similar projects of provided call centre services in India for any Central/ State Government/ Semi Government/ Public Sector/ <i>other companies listed with NSE/BSE</i> in <i>four</i> financial years (i) single work order/Contract Value of Rs. 20 lakh  or (ii) Two work orders/Contract Value each of Rs. 12.5 lakhs each.  or (iii) Three work orders/Contract Value each of Rs. 10 lakhs each.
3	Section-V (eligibility criteria) Clause-7	The bidder must have fully equipped infrastructure call center in Delhi/NCR.	The bidder must have fully equipped infrastructure call center in Delhi/NCR. In case agency does not have equipped infrastructure call centre in delhi/NCR, the bidder must setup equipped infrastructure call center in Delhi/NCR with all required NOC's and certification from concerned authorities within 15 Days from issuance of work order.  <b><u>Document to be Submitted:</u></b> Undertaking in this regard to be submitted by authorized signatory.

**Table- B**

<b>S.No</b>	<b>General Terms &amp; Conditions</b>
1	The deployment of resources will be on 24X7 basis with 2 dedicated phone lines to attend the calls which should be provided by the bidder. The requirement of shifts/hours of service can be changed as per the requirement of RECPDCL and for this case the payment shall be done on pro rata basis.
2	With reference to the Clause-A INTENT & OBJECTIVE of Section-III of the Tender Document the toll free number from major service providers should be registered on the Name of "REC Power Distribution Company Ltd", New Delhi. Also, the cost of procurement of the toll free number and the cost of monthly bill payments shall be included in the Lump sum cost of Form-III of Financial Bid.
3	The Real time Monitoring of the Call Logs to be done by the agency.
4	With reference to Clause 10 of Terms & Conditions Section-VI the bidder/agency must setup call center within <u>15 working days</u> from date of issuance of work order and in case of delay LD may impose accordingly.

**Note:- Further, the last date and time for submission and opening of bid is also extended till 23.05.2016 up to 15:00 hours and at 16:00 hours respectively.**