

Corrigendum - 2

RFP Reference Number: IT-02/2022-23

Date: 27.Jul.2022

SrNo	RFP Heading	Section	Existing Specification/RFP Clause	Page No	New Clause/Modification
1	SCOPE OF SERVICES	6.1.1 Mandatory Requirements (MAN 28)	Outbound Call - User should be able to make or receive a call using their landline/mobile number without the need for logging into the application	19	Clause removed
2		6.1.1 Mandatory Requirements (MAN 25)	The OEM Platform will configure channels for inbound / outbound calling which will be used for manual and IVR based Outbound calling. The Platform will need to have – <ul style="list-style-type: none"> · Call Centre - 25 Channels with 1 Virtual Number · CDR HO - 50 Channels with 1 Virtual Number · CDR Branch Office – (200 Branches x 3) with 1 Virtual Number 	19	The OEM Platform will configure requisite channels for inbound / outbound calling and as per the flow diagram (Section 6.1.2-12) which will be used for manual and IVR based Outbound calling based on the statistics provided in Sec 6.2" of the RFP
3	COMMERCIAL BID FORMAT	ANNEXURE – V : COMMERCIAL BID FORMAT	Modification of the Commercial bid	56	Kindly find the revised 'Annexure - V' of the Corrigendum-2

Note: All other clauses/Terms & conditions except above shall remain same as per RFP (IT-02/2022-23 Date: 14.Jul.2022)

Annexure – V
Commercial bid Format

Contact Centre Solution					
Specifications	Quantity	Unit Price (INR)	Total Price (INR)	Frequency {Upfront (One Time) / Recurring}	Remarks
Contact Centre Solution Cloud – Platform Cost	1				
Contact Centre Solution Cloud – License Cost per agent or branch or Virtual number or based on OEM nomenclature (XXX is count of licenses)	To be filled by bidder (Numeric)				
Contact Centre Solution Cloud – Virtual Number Cost	1				
Incoming Call Charges per second (for evaluation 600,000 minutes will be considered)	6,00,000				
Outgoing Call Charges per second (for evaluation 300,000 minutes will be considered)	3,00,000				
SMS charges per message (incoming) (for evaluation 1000 SMS will be considered)	1000				
SMS charges per message (outgoing) (for evaluation 1000 SMS will be considered)	1000				
SMS Gateway charge	1				
Per Man day cost for any customization	1				
Cost of Service Integration (CRM, SMS Gateway, CNT/TCS FO)	1				
Cost of Resident Engineer (RE) / Dedicated Support / month	1				
Any Other Cost	1				
Total (INR)					

Vendor should provide the details terms & condition along with the applicable taxes %.

- a) All prices quoted should be excluding applicable Taxes
- b) The quantity provided herewith is to ease vendors to arrive at unit cost for each slab.
- c) The above numbers may vary (decrease/increase) basis business requirement.
- d) Licenses will be placed on actual business demand basis.
- e) Onboarding Resident Engineer services is at the sole discretion of StockHolding
- f) Clearly highlight whether the cost break-up is a monthly recurring cost or upfront / one-time cost