

## Corrigendum - 4

RFP Reference Number: IT-02/2022-23

Date: 05.Aug.2022

SrNo	Description	Existing Clause	Amended/New Clause
1	Date and Time of submission of online technical bid with proposed Models and commercial bids	08-Aug-2022 by (18:00 Hrs)	18-Aug-2022 by (18:00 Hrs)
2	Date of Opening Technical Bid	10-Aug-2022 @ (12:00 Hrs)	19-Aug-2022 @ (12:00 Hrs)
3	Date for Commercial bids opening	23-Aug-2022 @ (12:00 Hrs). To participate, please send your request to prit@stockholding.com on or before 22-Aug-2022, @ 14:00 Hrs	06-Sep-2022 @ (12:00 Hrs). To participate, please send your request to prit@stockholding.com on or before 05-Sep-2022, @ 14:00 Hrs

**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

<b>Contact Centre Solution (Table A)</b>					
<b>Specifications</b>	<b>Quantity</b>	<b>Unit Price (INR)</b>	<b>Total Price (INR)</b>	<b>Frequency {Upfront (One Time) / Recurring}</b>	<b>Remarks</b>
Contact Centre Solution Cloud – Platform Cost	1				
Contact Centre Solution Cloud – Virtual Number Cost	1				
Incoming Call Charges per minute (for evaluation 600,000 minutes will be considered)	6,00,000				
Outgoing Call Charges per minute (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				
<b>Total Price (INR) (A)</b>					

<b>Contact Centre Solution (Table B)</b>					
<b>Specifications</b>	<b>Quantity</b>	<b>Unit Price (INR)</b>	<b>Total Price (INR)</b>	<b>Frequency {Upfront (One Time) / Recurring}</b>	<b>Remarks</b>
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)				
<b>Total Price (INR) (B)</b>					

<b>Contact Centre Solution (Table C)</b>	
<b>Total Price of Table A (INR)</b>	
<b>Total Price of Table B (INR)</b>	
<b>Grand Total (A+B) (INR)</b>	

**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