

Selection of Bidder for Operation and Management of Sanjog Helpline, the State Call Centre

RFP No.: OCAC-SEGP-SPD-0011-2018/23046

Corrigendum

SI No	Reference No. of the RFP	Clause/ Section of the RFP	Response of OCAC
1	4.4.3. Earnest Money Deposit (EMD)	Bidders shall submit, along with their Bids, EMD of ₹ 2,00,000/- (Rupees Two Lakh) submitted through electronic mode to the following account details or in the form of Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar	Bidders shall submit, along with their Bids, EMD of ₹ 2,00,000/- (Rupees Two Lakh) submitted through electronic mode to the following account details or in the form of Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar However, exemption of EMD is allowed to Local MSME registered in Odisha
2	5.2. Prequalification criteria: 5 Similar nature project experience (Documents to be submitted)	The bidder must have successfully completed/ongoing at least the following numbers of call centre setup and management projects for any Government Department / Government Agency / PSU in India during last 5 years as on 31st March 2023 and value specified below. 1 project not less than 8 Cr. OR 2 projects not less than 6 Cr. each OR 3 projects not less than 4 Cr. Each	Work Order/ Copy of Agreement/ Completion Certificate
3	Page 28 Technical Specification of Server:- Architecture	Architecture : Intel	Section-7.6.2- Minimum Technical Specification- Server , Point No-2- Architecture section is hereby deleted

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4	Section 5.2 Page No-17	Responding Firm/ Company must have at least 200 full time technical resources in its payroll	Responding Firm/ Company must have at least 200 full time resources in its payroll as on date of submission of bid including at least 20 technically qualified professionals on its payroll with qualification MCA/Btech/BE or higher.
5	Page No. 23	6.7. Performance Guarantee	Pt. i) The selected bidder shall submit a Performance Bank Guarantee (PBG) @ 10% of the total contract value (excluding tax), within 30 days from the date of notification of award.
6	12. Payment terms,page:-35	Supply of Infrastructure On the submission of Invoice and warranty certificates after installation, commissioning and verification thereof by OCAC team	i. 80% of the total Supply of infrastructures cost to be paid on successful delivery. ii. 20% of the rest cost to be paid after installation, commissioning and verification thereof by OCAC team
7	5.5. Technical Evaluation Criteria & Marks, Pg-19	Experience: 1.1. Revenue generated only from Call Centre operations during the last five (5) financial years ending on 31.03.2022. = Rs. 10 Crores : 7 Mark 1 mark each for average turnover of additional Rs. 5 Cr. during last 3 years subject to maximum 10 marks 1 mark each for average turnover of additional Rs. 5 Cr. during last 5 years subject to maximum 10 marks
8	15.7 Form 4 - Compliance Sheet for Technical Proposal, Pg-47	Experience : 1.1. Revenue generated only from Call Centre operations during the last five (5) financial years ending on 31.03.2022. = Rs. 10 Crores : 7 Mark 1 mark each for average turnover of additional Rs. 5 Cr. during last 3 years subject to maximum 10 marks 1 mark each for average turnover of additional Rs. 5 Cr. during last 5 years subject to maximum 10 marks
9	15.13.2 Financial Bid Template, Pg-54	Manpower	No. of Months (D) Column against Sl# 1 & 2 : to be read as 60 in place of 36

Other terms and conditions of the RFP remain unchanged.

Sd/-
General Manager (Admn.)