

**Corrigendum to Tender Reference Number: - IE/11016/7/24-25**

**and Tender ID: 2025 NPC 790104 1**

**CORRIGENDUM NO: - 25/2/2025/1E/11016/7/790104 1**

**The tender document is modified/explained (wherever applicable) as under:**

<b>Particulars/Clause No.</b>	<b>Existing Description</b>	<b>Modified Version</b>
<b>12.4 Bid Award (Page No. 27) under Note (Page No. 29)</b>	<p><b>NOTE: -</b> BIDS WILL NOT BE SUBMITTED IN ANY OTHER FORM OR IN ANYPOSTAL FORM AVAILABLE.</p> <p>BID NEEDS TO BE SUBMITTED BEFORE THE DUE DATE AND TIME INPERSON AT NPC's OFFICE</p>	<p><b>BIDS MAY ALSO BE SUBMITTED THROUGH REGISTERED POST TO NPC WITH FOLLOWING ADDRESSBEFORE DUE DATE AND TIME. NPC WILL NOT BE RESPONSIBLE FOR ANY POSTAL DELAY DURING SUBMISSION OF BID TO NPC.</b></p> <p><b>Mr. Amitava Ray Director and Group Head (Admin.) National Productivity Council Utpadakta Bhawan Lodhi Road, New Delhi 110003 Near Sai Baba Temple</b></p> <p><b>BID MAY BE SUBMITTED BEFORE DUE DATE AND TIME INPERSON AT NPC's OFFICE WITH FOLLOWING ADDRESS</b></p>

Particulars/Clause No.	Existing Description	Modified Version
		<p align="center"><b>Mr. Amitava Ray</b>  <b>Director and Group Head (Admin.)</b>  <b>National Productivity Council</b>  <b>Utpadakta Bhawan</b>  <b>Lodhi Road, New Delhi 110003</b>  <b>Near Sai Baba Temple</b></p>
<p><b>13 BID PROCESS SCHEDULE</b>  <b>(Page No. 30)</b></p>	<p>PRE-BID MEETING - NOT MENTIONED</p> <p>TECHNICAL PRESENTATION NOT MENTIONED</p>	<p><b>PRE-BID MEETING DATE: -28th FEBRUARY 2025 AT 11:30 AM</b></p> <p><b>TECHNICAL PRESENTATION DATE: - 11<sup>TH</sup> MARCH 2025 AT THE TIME OF BID OPENING. ONLY 15 MINUTES WILL BE GIVEN TO EACH BIDDER FOR TECHNICAL PRESENTATION.</b></p> <p><b>VENUE OF BID OPENING</b></p> <p align="center"><b>National Productivity Council</b>  <b>Utpadakta Bhawan</b>  <b>Lodhi Road, New Delhi 110003</b>  <b>Near Sai Baba Temple</b></p>
<p><b>FORM 6 COMMERCIAL VALUE</b>  <b>Sr. NO. -6 HEADSET NOISE CANCELLATION USB</b></p>	<p>TECHNICAL SPECIFICATIONS of <b>HEADSET NOISE CANCELLATION USB Not asked</b></p>	<p><b>PROVIDE TECHNICAL SPECIFICATIONS OF HEADSET NOISE CANCELLATION USB at Sr. no. 6 of table of FORM 6 COMMERCIAL VALUE</b></p>
<p><b>FORM 6 COMMERCIAL VALUE</b></p>	<p align="center"><b>COST OF LAN</b></p>	<p><b>In TOTAL COST (A) (Page No. 57), COST</b></p>

<b>Particulars/Clause No.</b>	<b>Existing Description</b>	<b>Modified Version</b>
	NETWORKING/TELEPHONE LINES AND ITS INSTALLATION NOT ASKED	OF LAN NETWORKING/TELEPHONE LINES AND ITS INSTALLATION NEED TO BE INCLUDED IN BID by BIDDER
<b>TOTAL COMMERCIAL VALUE (Page No. 61)</b>	ESTIMATED VALUE NOT MENTIONED	<b>ESTIMATED VALUE OF CALL CENTRE SOFTWARE AND HARDWARE ITEMS/SERVICES FOR THE FULL FUNCTIONING OF THE SUPPORT CENTRE CUM HELP DESK SYSTEMS/SERVICES</b> <b>i.e. Grand Total (A+B+C) is Rs. 400000/- (Rs. 4 Lakhs including ALL LIKE TAXES, GST, MANPOWER COST, MAINTENANCE COST, EXPENSES, SERVICES COST, HARDWARE COST, INSTALLATION AND COMMISSIONING COST TILL FULL FUNCTIONING, OTHERS,etc.)</b>
<b>TECHNICAL CRITERIA AND TECHNICAL EVALUATION SCORE</b>	TECHNICAL CRITERIA AND TECHNICAL EVALUATION SCORE NOT MENTIONED	<b>PLEASE REFER TO ANNEXURE-I OF CORRIGENDUM FOR TECHNICAL CRITERIA AND TECHNICAL EVALUATION SCORE</b>

**ANNEXURE-I OF CORRIGENDUM NO: - 25/2/2025/1E/11016/7/790104 1**

**TECHNICAL CRITERIA AND EVALUATION SCORE**

All the Bidders will be required to give 15 minutes presentation so as to provide live demonstrations (Proof of Concept) of the features of their products and services as per requirements mentioned in Tender Reference Number: - IE/11016/7/24-25 for presenting their capabilities and technical requirements outlined in the above-mentioned tender

<b>Sr. No.</b>	<b>Particulars / Details of 15 minutes presentation by Bidder</b>	<b>No. of Slides</b>	<b>Maximum Marks</b>	<b>Marks Obtained by Bidder</b>	<b>Remarks</b>
1	No. of similar kinds of Projects done by Bidder in the last 5 years	1 (Slide should include Names of Projects. Names of Organizations, Project Values) Bidders must show the Work Orders and Work Completion Certificates	50		
2	Specifications and Quality of Software and its related services (Company Name, License, Features, Fields, Ease of Use, Training and Documentation)	1	20		
3	Methodology of Annual Maintenance, Customization and regular up dation of Software Versions	1	10		
4	Specifications and Quality of Hardware (including server, LAN and Network lines) and its related services (Company Name,	1	20		Higher Quality of Hardware,

Sr. No.	Particulars / Details of 15 minutes presentation by Bidder	No. of Slides	Maximum Marks	Marks Obtained by Bidder	Remarks
	State of Art Technology, Warranty and Guarantee Period, Server Management, Training and Documentation)				Higher Score
5	Methodology of Annual Maintenance of Hardware Devices /Items (including server, LAN and Network lines)	1	10		
6	Methodology of Data Storage, Data Back Up, Data Retrieval, Data Accessibility and Data Analytics	1	30		
7	Features: - Customized Report Generation (Daily, Weekly, Monthly, Annually)	1	20		
8	Qualified Technical Persons deployed for a period of 3 years on 24 x 7 bases for solving any problem related to Call Center (Hardware & Software both) on urgent basis within two hours of call.	1	20		
9	Implementation of Government Guidelines for Data Encryption, Data security, Data confidentiality, Cyber Security and Prevention from Cyber Attacks	1	10		

<b>Sr. No.</b>	<b>Particulars / Details of 15 minutes presentation by Bidder</b>	<b>No. of Slides</b>	<b>Maximum Marks</b>	<b>Marks Obtained by Bidder</b>	<b>Remarks</b>
10	Overall implementation and execution of work for providing Call Centre Software and Hardware Items/Services for the full functioning of Support Centre cum Help desk Systems/Services	1	10		

## **EVALUATION OF BID (B)**

Quality & Cost Based Selection (QCBS) methodology as mentioned below shall be adopted:

An Evaluated Bid Score (B) will be calculated for each bid, which meets the minimum Qualifying marks of 60 (sixty) in 'Quality' Evaluation Criteria, using the following formula in order to have a comprehensive assessment of the Bid price and the Quality of each bid:

$$B = (C_{\text{low}}/C) \times 100 \times X + (T/T_{\text{high}}) \times 100 \times Y$$

**Where: -**

C = Evaluated Bid Price of the Bidder

$C_{\text{low}}$  = The lowest of the evaluated bid prices among the responsive bids

T = The total marks obtained by the bidder against "Quality" criteria

$T_{\text{high}}$  = The highest mark scored against "Quality" criteria among all responsive bids

X = 0.3 (The weightage for 'Quoted price' is 30 %)

Y = 0.7 (The weightage for 'Quality' is 70 %)

Note:

- The Evaluated Bid Score (B) shall be considered up to two decimal places.
  - The contract shall be awarded to the bidder with the highest Evaluated Bid Score (B).
  - In the event of two or more bids having the same highest Evaluated Bid Score (B), the bid scoring the highest marks against 'Quality' criteria will be recommended for award of contract.
1. Other clause(s) / terms & conditions / requirements of the tender document will also stand modified mutatis mutandis.
  2. NPC reserves the right to increase or decrease the 15 minutes time of presentation for any bidder due to lack of supporting documents, experience, etc. or more time required for Question and Answers.