

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

and Tender ID: 2025 NPC 790104 1

CORRIGENDUM NO- 3: - 05/03/2025/1E/11016/7/790104 1

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

Particulars/Clause No.	Existing Description	Modified Version
FORM 6 COMMERCIAL PROPOSAL (Page No. 57)	Sr. No. 7 row; Number of UPS (High Quality, Durability and Long Period of Power Back up) NOT MENTIONED	Sr. No. 7 row; Required Number of UPS – 5 (five). Specifications Required: - <u>4 UPS for following configurations</u> <ul style="list-style-type: none">Type: Line-interactiveOutput Power Wattage: 660 WInput Voltage: 230 V Output Voltage: 230 VInput Frequency: 45 TO 55 Output Frequency: 50+/-3HzEfficiencyOutput WaveformTransfer TimeNumber of Outlet PlugsSurge ProtectionOther Output Features92 %Stepped approximation to a sinewave4 ms4YES, All fiveBeeper Delay: Stays quiet during ch generator

Battery Features

Particulars/Clause No.	Existing Description	Modified Version
		<p>Recharge Time• 4-6hours Number of Batteries• 2 Battery Capacity• 12v/7ah Replacement Battery• Yes Other Battery Features• Five 2/3 Pin 6A Indian Power Socket (Four Battery backed up & Surge Protected plus 1 Surge Only Protection)</p> <p><u>1 UPS for the following configurations</u></p> <p>Capacity: 2000VA /1200W Voltage: 220V AC / 230V AC Voltage Range: 140 ~ 300V AC Frequency Range: 50Hz AC Voltage Regulation (Battery Mode): 220/230VAC \pm 10% Frequency Range (Battery Mode): 50 Hz \pm 1 Hz Transfer Time: 4-8 ms Waveform (Battery Mode): Simulated Sine Wave Battery Voltage: 24V DC</p>
<p><u>CORRIGENDUM</u> <u>NO- 2: -</u> <u>28/2/2025/1E/11016/7</u> <u>/790104 1</u></p>	<p>LAN, NETWORK, INTERNET INFRASTRUCTUR</p>	<p>INTERNET SPECIFICATIONS: FIBER OPTIC BROADBAND</p> <p>DOWNLOAD SPEED 300 Mbps (average) UPLOAD SPEED 300 Mbps</p>

for info

Chaudhary

1 2

Particulars/Clause No.	Existing Description	Modified Version
Under Note	E, FACILITIES AND LINES TO BE PROVIDED BY BIDDER IN COMPLIANCE WITH INDIAN GOVERNMENT CYBER SECURITY GUIDELINES AND DATA PROTECTION	COMPLETE LAN, NETWORK, INTERNET INFRASTRUCTURE, FACILITIES AND LINES TO BE PROVIDED BY BIDDER IN COMPLIANCE WITH INDIAN GOVERNMENT CYBER SECURITY GUIDELINES AND DATA PROTECTION AT BIDDER COST INCLUDING RECURRING COST AND RUNNING COST Cost needs to be incorporated in Total (A) in Rs.
FORM 3 COMPLIANCE WITH TECHNICAL REQUIREMENTS Sr. No. 3	HEADSET WITH MIC SPECIFICATIONS/ DETAILS	HEADSET WITH NOISE CANCELLATION USB AND MIC SPECIFICATIONS/DETAILS Cost needs to be incorporated in Total (A) in Rs.

[Handwritten signature]

[Handwritten signature]

[Handwritten signature]

Particulars/Clause No.	Existing Description	Modified Version
FORM 6COMMERCIAL PROPOSAL Sr. No. 4	4 Port GSM Gateway	4 Port VOLTE Gateway Cost needs to be incorporated in Total (A) in Rs.
FORM 6COMMERCIAL PROPOSAL Sr. No. 3	SMS INTEGRATION	SMS INTEGRATION API NEEDS TO BE PROVIDED BY BIDDER INCLUDING ITS RUNNING AND RECURRING COST OF SMS INTEGRATION API. NUMBER OF SMS/DAY REQUIRED- 300 SMS/DAY SMS LANGUAGES WILL BE BOTH ENGLISH AND HINDI. Cost needs to be incorporated in Total (A) in Rs.
PAGE NO 59 <i>One Qualified Technical Person needs to be deployed by selected agency for a period of</i>	<i>One Qualified Technical Person</i>	Qualified Technical Person should be either BCA or MCA with 5 years' experience in System Administration (Both Windows and Linux working experience and call center software management working experience) with working knowledge of Network Administration

Signature

Signature

Signature

4

Particulars/Clause No.	Existing Description	Modified Version
<p><i>3 years on 24 x 7 bases for solving any problem related to server on urgent basis within two hours of call.</i></p>		<p><i>(For ensuring the stable operation of the Computer Networks including planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links.)</i></p> <p>Qualified Technical Person should have sufficient technical expertise to resolve any issues or rectify any problems or provide solutions to problems related to <i>Call Centre Software and Hardware Items/Services for full functioning of Support Centre cum Help desk Systems/Services for a period of Three (3) years in NPC's premises immediately.</i></p> <p>Qualified Technical Person should have sufficient technical expertise to resolve any issues or rectify any problems or provide solutions to problems related to <i>Server Management (with no role of NPC</i></p>

Signature

Signature

Signature

Particulars/Clause No.	Existing Description	Modified Version
		<p><i>except providing space)</i></p> <p><i>[This includes- Full functioning of server in the premises of NPC with data storage, data backup, data retrieval, server management (99.5% uptime), data accessibility, data security from cyber-attacks, data encryption, etc., as per Government guidelines.</i></p> <p><i>NPC Office Working Timings will be 9:00 am to 5:30 pm. (Note: -Sometimes, as per requirement, NPC might require services of Qualified Technical Person from 7:00 am to 8:00 pm deployed by Bidder.)</i></p>

Signature

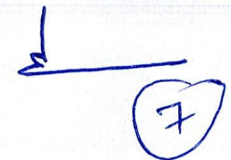

Signature

Signature

NOTE: -

6

- AFTER THE COMPLETION OF PROJECT (AFTER 3 YEARS), ALL THE ASSETS (HARDWARE AND SOFTWARE, DATA STORED, etc.) WILL BE THE PROPERTY OF NPC. BIDDER WILL HAVE NO CLAIM OVER IT THEREOF.
- NPC WILL ONLY PROVIDE CALLER AGENTS (MANPOWER), DESKTOPS, POWER SUPPLY (ELECTRICITY), SPACE & FURNITURE AND SIM CARDS TO BE USED BY CALLER AGENTS (MANPOWER).
- NPC DOES NOT HAVE ANY TYPE OF CRM SYSTEM/SOFTWARE OF ITS OWN.
- NPC DOES NOT HAVE ANY TYPE OF TOLL-FREE NUMBER. NPC WILL PROVIDE THE SIM CARDS TO BE USED BY CALLER AGENTS (MANPOWER).
- THERE IS NO EMD FEES OR TENDER FEES FOR ANY BIDDER.
- CALL CENTER SOFTWARE AS MENTIONED IN TENDER (Tender Reference Number: - IE/11016/7/24-25, Tender ID: 2025 NPC 790104 1) SHOULD HAVE CRM INTEGRATION WITH CALL CENTER SOFTWARE ACCESSIBILITY FOR 4 CALLER AGENTS, 1 SUPERVISOR AND 3 NPC OFFICERS.
- NPC WILL HAVE THE OWNERSHIP OF ALL EQUIPMENTS / SYSTEMS (ALL TYPES OF HARDWARE DEVICES, IT ITEMS, ELECTRONIC ITEMS, ELECTRICAL ITEMS, DATA, SOFTWARE, ETC.). BIDDER WILL HAVE NO CLAIM OVER THEM AFTER COMPLETION OF PROJECT AT ANY POINT OF TIME.



- BIDDER WILL BE REQUIRED TO PROVIDE FOUR (4) NUMBER-WIRED NOISE CANCELLATION HEADSETS OF HIGH QUALITY AND DURABILITY FOR A PERIOD OF THREE (3) YEARS AT THE BIDDER'S COST. ANY NON-FUNCTIONING OF ANY OF THE HEADSETS AT ANY POINT OF TIME, BIDDER WILL BE REQUIRED TO REPLACE THE SAME IMMEDIATELY AT THE BIDDER'S COST.
- REQUIRED LANGUAGES FROM TEXT TO SPEECH, SPEECH TO TEXT, AND IVR- BOTH HINDI AS WELL AS ENGLISH
- ANNUAL MAINTENANCE OF CALL CENTRE SOFTWARE AND HARDWARE ITEMS/SERVICES FOR FULL FUNCTIONING OF SUPPORT CENTRE CUM HELP DESK SYSTEMS/SERVICES FOR A PERIOD OF THREE (3) YEARS AND SERVER MANAGEMENT (WITH NO ROLE OF NPC EXCEPT PROVIDING SPACE) AS MENTIONED IN TENDER (TENDER REFERENCE NUMBER: - IE/11016/7/24-25, TENDER ID: 2025 NPC 790104 1) NEED TO BE PROVIDED BY BIDDER.
- POST 03 YEARS, THE BIDDER WILL PROVIDE DATA RETENTION AND MANAGEMENT FOR 02 MORE YEARS *including* CONTINUED DATA ACCESSIBILITY, SYSTEM AVAILABILITY FOR REPORT GENERATION, DATA ENCRYPTION AND SECURITY MAINTENANCE, DATA BACKUP MANAGEMENT, TECHNICAL SUPPORT FOR DATA STORAGE AND DATA RETRIEVAL FOR REPORT GENERATION AT BIDDER'S COST. THE PERFORMANCE BANK GUARANTEE WILL BE RELEASED AFTER SUCCESSFUL

Jagan

Rupesh

8

**COMPLETION OF PROJECT AND SATISFACTORY SERVICES PROVIDED BY BIDDER
FOR A PERIOD OF 5 YEARS (3 YEARS OF AMC + 2 YEARS OF DATA RETENTION PERIOD)**

Jaiyanta
(SANTAY KUMAR Divinel.)
DD,

P. Gupta
(Kajew Gupta)
DD

red. Khushi's Anwar
(AD)