

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

and Tender ID: 2025 NPC 790104 1

CORRIGENDUM NO- 2: - 28/2/2025/1E/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>2.2 Required Key Features 2.2.1 Computer Telephony Integration (Page No. 7)</b>	<b>NOTE: - Support for SIP trunks and PRI lines.</b>	<b>Support for GSM cards with provision for SIP or PRI trunk line</b>
<b>7 Eligibility Criteria 7.1 Eligibility Requirements 7.1.1 Registration and Experience: (Page No. 21)</b>	<ul style="list-style-type: none"><li>• Registered in India under the Companies Act 1956 or the India Partnership Act 1932.</li><li>• Minimum 3 years of experience in providing call centre software and hardware solutions.</li><li>• Minimum 3 years of experience in providing CRM solutions.</li></ul>	<ul style="list-style-type: none"><li>• Registered in India under the Companies Act 1956 or the India Partnership Act 1932.</li><li>• <i>Registered bidders may be Private Limited, Proprietary Firm or Service Provider in this area</i></li><li>• Minimum 3 years of experience in providing call center software and hardware solutions.</li><li>• Minimum 3 years of experience in providing CRM solutions.</li></ul>

<b>Particulars/Clause No.</b>	<b>Existing Description</b>	<b>Modified Version</b>
<b>7.2 Documentation Requirements</b> <b>7.2.1 Registration and Experience:</b> <b>(Page No. 21)</b>	<b>List of similar projects executed in the last three years.</b>	<ul style="list-style-type: none"> <li><b>List of similar projects executed in the last three years in Private or Public or Government Organizations</b></li> </ul>
<b>FORM 2(A) GENERAL INFORMATION OF THE BIDDER</b>  <b>Sr. No. 11 Copy of Past Experience of Similar Projects (3 years)</b> <b>(Page No. 39)</b>	<b>Sr. No. 11 Copy of Past Experience of Similar Projects (3 years)</b>	<b>Sr. No. 11 Copy of Past Experience of Similar Projects (3 years) in Private or Public or Government Organizations</b>
<b>3.2.2 SALES MANAGEMENT</b>  <b>(Page No. 14 &amp; 15.)</b>	<ul style="list-style-type: none"> <li><b>Lead management and qualification.</b></li> <li><b>Opportunity tracking and pipeline management.</b></li> <li><b>Sales forecasting and analytics.</b></li> <li><b>Customizable sales processes and workflows.</b></li> <li><b>Sales performance metrics and KPIs.</b></li> <li><b>Sales reporting and dashboards.</b></li> </ul>	<b>3.2.2 SALES MANAGEMENT</b>  <b>(Page No. 14 &amp; 15)</b> <b>In</b>  <u><b>Tender Reference Number: -</b></u> <u><b>IE/11016/7/24-25</b></u>  <u><b>&amp;</b></u>  <u><b>Tender ID: 2025 NPC 790104 1</b></u>  <u><b>NOT APPLICABLE</b></u>
<b>3 FUNCTIONAL REQUIREMENTS</b>  <b>3.1 Call Centre Software Functional Requirements</b>	<b>Support for a minimum of 200 to 300 concurrent calls, with a maximum capacity of 500 calls per day.</b>	<b>Support for average 200 to 300 calls per day with a maximum capacity of 500 calls per day.</b>

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<b>3.1.1 Inbound and Outbound Call Handling</b>		
<b>FORM 2(C) COMPLIANCE WITH TECHNICAL REQUIREMENTS</b>  Sr. No. 23  (Page No. 43)	<b>500 concurrent users, with a total of around 10-15 no. of fields, including call center agents, supervisors, and other office users</b>	<b>Maximum 500 calls per day with a total of around 10-15 no. of fields, including call center agents, supervisors, and other office users</b>
<b>2 TECHNICAL REQUIREMENTS</b> <b>2.1 Call Centre Software Requirements</b>  (Page No. 7)	<b>500 concurrent users, with a total of around 10-15 no. of fields, including call centre agents, supervisors, and other office users.</b>	<b>Maximum 500 calls per day with a total of around 10-15 no. of fields, including call center agents, supervisors, and other office users</b>
<b>FORM 6 COMMERCIAL PROPOSAL (Page No. 57)</b>	<b>Sr. No. 7 row; Number of UPS (High Quality, Durability and Long Period of Power Back up) NOT MENTIONED</b>	<b>Sr. No. 7 row; Required Number of UPS – 5 (five). (High Quality, Durability and Long Period of Power Back up) Cost of 5 UPS needs to be incorporated in Total (A) in Rs.</b>

**NOTE: -**

- **LAN, NETWORK, INTERNET INFRASTRUCTURE, FACILITIES AND LINES TO BE PROVIDED BY BIDDER IN COMPLIANCE WITH INDIAN GOVERNMENT CYBER SECURITY GUIDELINES AND DATA PROTECTION**
- **BIDDER WILL BE REQUIRED TO SIGN A NON-DISCLOSURE AGREEMENT RELATED TO DATA SECRECY AND DATA CONFIDENTIALITY**
- **IN THE BID OPENING PRESENTATION, BIDDER WILL BE REQUIRED TO PROVIDE DETAILS OF DAILY DATA BACK UP PLAN**

