

RFP ENQUIRY No: OCAC-TM-01-2020/ENQ/20015

CORRIGENDUM

RFP ENQUIRY No: OCAC-TM-01-2020/ENQ/20015, Date 26.06.2020 for selection of bidders for supply, Installation, Implementation & Maintenance of IVRS Composite Solution for Setting up Call Centre/ Contact for Directorate of Mines, Government of Odisha.

Important : The Corrigendum is to be read, duly signed and submitted along with the Original RFP document published on the Website <http://www.ocac.in> & www.odisha.gov.in Vide RFP Enquiry number RFP No: OCAC-TM-01-2020/ENQ/20015, dated 26.06.2020.

CORRIGENDUM FORMAT			
SI No	RFP Document Clause (Section)& Page No(s)	Description of Clause	Modification
1	Clause 2.13 Prequalification Criteria (General Bid) / Sl. No. 2 / Page No.19	Bidder should have Related Annual average Turnover Minimum of Rs. Two Crores generated from Supply & Installation of IT Hardware, IVRS Based Call center Set up and associated maintenance services during last three Financial years i.e.: FY 2018-19, FY 2017-18 and FY 2016-17.	The Clause Modified as - Bidder should have Related Annual average Turnover Minimum of Rs. Two Crores generated from Supply & Installation of IT Hardware, IVRS Based Call center Set up and associated maintenance services during last three Financial years.
2	Clause 2.13 Prequalification Criteria (General Bid) / Sl. No. 5 / Page No.20	Bidder should have valid ISO 9001 and OSP (Other Service Providers) license from DOT valid on to the date of submission of the tender along with registration with Department of Telecommunications, Government of India to operate the Call Centre/Contact Centre Service.	Bidder should have valid ISO 9001 and OSP (Other Service Providers) license from DOT valid as on date of submission of the tender along with registration with Department of Telecommunications, Government of India to operate the Call Centre/ Contact Centre Service. In case, a firm has valid OSP license for other state, the firm can participate in the bid, subject to the condition that the firm should have applied for OSP license in the state of Odisha on or before last date of submission. In such case the firm has to submit the proof of support of their applications for obtaining license for OSP in Odisha.

3	Clause 2.13 Prequalification Criteria (General Bid) / Sl. No. 10 / Page No.21	Bidder must have successfully undertaken at least the following numbers of 'Similar Nature' Project implementation engagement(s) of value specified herein during the last 3 financial years 2016-17, 2017-18 & 2018-19	The Clause Modified as - Bidder must have successfully undertaken at least the following numbers of 'Similar Nature' Project implementation engagement(s) of value specified herein during the last 3 financial years
4	Clause 2.14 For OEM Clause / Sl. No. (a) / Page No. 22	All the offered Call Centre /Contact Centre components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording, IP Phones must be from same OEM's	The Clause Modified as - All the offered Call Centre /Contact Centre components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording, IP Phones may be from Multiple OEM , subject to bidder's Supplied product must be Compatible with the proposed solution.
5	Clause 2.15 Technical Evaluation Criteria / Sl. No. (a) / Page No. 23	Bidder should have related Annual average Turnover Minimum of Rs. Two Crores generated from Supply of IT Hardware, IVRS Based Call center Set up and associated maintenance services during last three Financial years i.e.: FY 2018-19, FY 2017-18 and FY 2016-17.	The Clause Modified as Bidder should have related Annual average Turnover Minimum of Rs. Two Crores generated from Supply of IT Hardware, IVRS Based Call center Set up and associated maintenance services during last three Financial years.
6	RFP Schedule	Last date and time for Submission of Bid 14/07/2020 up to 02:00 PM	The Clause Modified as: Last date and time for Submission of Bid dt.17/07/2020 up to 02:00 PM and Opening of pre-qualification bid: dt.17/07/2020, 04:00 PM
7	2.13 Prequalification (General Bid) - Page 19)	Bidder must have at least 50 full time employees in its payroll as on date of submission of bid	The Clause Modified as: Bidder must have at least 25 full time employees in its payroll as on date of submission of bid

8	2.15 clause b) -Technical Evaluation Criteria - Page 23	<p>Bidder should have CMMI Leve3, ISO 2015 Certificates.</p> <p>ISO 2015+CMMilevel3= 8Marks ISO 2015+CMMIL3 +ISO20000 = 9 Marks ISO 2015+CMMIL3+ISO 14000+ISO 20000 = 10 Marks</p> <p>Bidder to submit required ISO/IES Certificates.</p>	<p>The Clause Modified as: Bidder should have ISO 2015 Certificates.</p> <p><u>Distribution of Marks</u> ISO 2015 = 8 Marks</p> <p>ISO 2015 + (ISO 20000 or ISO 14000) = 9 Marks</p> <p>ISO 2015 + ISO 14000 + I SO 20000 = 10 Marks</p> <p>Bidder to submit required Certificates in support of their claims.</p>
9		Tender Document to be submitted in Manual -Pace Computer	Manual
10	Section 3.4.1 & Page No 40	Integration with CRM i3MS Application /Helpdesk Management System (Developed by Directorate of Mines)	It needs to Configure in Both Post and Get Method. Refer to Clause 4 Design Architecture for Proposed Solution
11	Section 3.4.1 & Page No 40	SMS and Mail gateway (API will Provided by Directorate of Mines)	The API of SMS and Mail gateway will be provided by the Directorate for the Integration with Call Centre Solution.