



Ref.No.: SO/IV/2023-24/200/1524

Date: 04.05.2023

CORRIGENDUM – 1

With regard to RFP (Ref. No.: SO/IV/2023-24/200/1487), dated 25.04.2023, floated for “**Toll-Free Operations and Public Grievance Redressal System**”, based on the queries received from prospective bidders, the following clarifications/amendments are hereby being provided as follows:

Sl. No.	Clause/Condition	Clarification/Amendment
1	Pre-Qualification Criteria, Pg 19 – 20 List of completed assignments of similar nature at least five along with copies of contracts / work orders / completion certificate from previous Startup Odisha's	The reference to “Startup Odisha” is a typographic error. The correct reference shall be: List of completed assignments of similar nature: at least five, along with copies of contracts/work orders/completion certificates from Previous Clients, viz. Startups, Corporations and State/Central Government Departments or PSUs.
2	Location of work and whether furniture would be provided	Key resources as indicated by the bidder shall have to be deployed at Startup Odisha. Premises with standard furnishing shall be provided.
3	How many agents and/or supervisor are required per shift)?	Bidder is requested to come up with the number based on the volume of work as indicated in the Scope of Work, as well as the technical specifications of the solution being deployed.
4	Bidder needs to take care of hardware and software (CRM)? Kindly confirm.	Yes.
5	Request you to kindly ask for the CVs post award of work.	Profiles of personnel the bidder intends to deploy form part of the Technical Evaluation of bids and hence this concession is not feasible. No concessions to be made in regard to availability of CVs of personnel with the bid.
6	Average Handling Time (AHT) of each call?	05 minutes.

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Furthermore, for proper and effective implementation of the project, the following amendments are being made to the RFP:

Sl. No.	Page No. and Clause No.	Clause	Amendment
1	Page 5, Bidder Data Sheet	Bid Processing Fee: ₹10,000/- Inclusive of GST	Bid Processing Fee: ₹10,000/- + 18% GST
2	Page 5, Bidder Data Sheet	Last Date of Submission	30/05/2023 by 11:00 AM
3	Page 5, Bidder Data Sheet	Date & Time of Opening of Technical Proposal	30/05/2023 by 11:30 AM
4	Page 5, Bidder Data Sheet	Date & Time of Technical Presentations	30/05/2023 at 02:30 PM
5	Page 5, Bidder Data Sheet	Date & Time of Financial Proposal	30/05/2023 at 5:00 PM
6	Page 5, Bidder Data Sheet	Sl. No. 14 Bid Security Declaration: As per TECH 11	Bid Security Declaration: as per Annexure 1 as given in Page 42
7	Page 24, Performance Bank Guarantee	Within 7 days of notifying the acceptance of a proposal for award of contract, each qualified bidder shall have to furnish a Performance Bank Guarantee amounting to 3% of the contract value from a scheduled commercial bank situated in Bhubaneswar in favour of "Chief Administrative Officer – Startup Odisha", as per the format at Annexure- II, for a period of three months beyond the entire contract period (i.e. PBG must be valid from the date of effectiveness of the contract to a period of 3 months beyond the contract period) as its	Within 15 days of notifying the acceptance of a proposal for award of contract, qualified bidder shall have to furnish a Performance Bank Guarantee amounting to 5% . No relevant Annexures for this as bidder shall have to execute this.

		commitment to perform services under the contract.	
8	Page 29, Section 5	Section 5	Should be Section 4

M.M
04.05.2023

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Startup Odisha