

Ref No: SO/IV/2023-24/322/4726

Date: 27/03/25

CORRIGENDUM

Sl. No.	Existing Clause as per RFP	Modification/Clarification
Eligibility Criteria		
1	The agency should have experience of providing at least 3. toll-free management services to Central/State Governments/PSUs/Reputed MNC's with a minimum value of 5,00,000.00 each.	The Short Code project experiences like- Dial:112,100, 1064,1905 (for police, fire, ambulance, CM Helpline) etc along with toll-free will be considered as experience for this RFP Purpose.
2	Financial Proposal Breakup: Infrastructure Cost (One-Time)	The Computer and Server are available with Startup Odisha. However, the agency will have to maintain it during the period of contract. Besides this the consumables will have to be procured by the agency during the above period.
Technical Evaluation Criteria		
3	Experience in providing toll-free management services • 2 assignments: 5 marks Up to 4 assignments: 10 marks • More than 6 assignments: 20 marks	The Short Code project experiences like- Dial:112,100, 1064,1905 (for police, fire, ambulance, CM Helpline) etc along with toll-free will be considered as experience for this RFP Purpose.
4	Experience in providing toll-free management services beginning with 1800- • 2 assignments: 5 marks • Up to 4 assignments: 10 marks • More than 6 assignments: 20 marks	DO
Other Clarifications		
5	Who will bear the cost of CRM, Dialer, Space for the call center, PRI bill, telephone bill, electricity bill, SMS bill, SIP/Internet bill.	This cost will be given by Startup Odisha
6	Minimum wage confirmation	Minimum Wage Act will be followed
7	Payment terms not mentioned in RFP	The payment will be monthly basis
8	The toll-free operations will be managed in two shifts on all working days - two resources from 07.00 AM to 03.00 PM and 01 resource from 03.00 PM to 10.00 PM	Approximately 150 calls per day but this may vary depending upon the situation
9	The deployed resources should be able to read, write and speak in Odia, Hindi and English"	It will be Multilingual
10	Team Composition: Database Developer – Initial 3 months"	The team will consist of One Team Leader, Four Supporting executives for twenty-four months and one data base developer for three months. There will be no Project Manager and system administrator. So, the team will consist of six months.

As per the recommendation of the Committee & keeping in mind the request of participating bidders, the last date for submission of Bids will be 25.04.2025, at 02.00P.M. The Technical Bids will be opened 25.04.2025, at 03.00PM at Startup Odisha.


Chief Administrative Officer
Startup Odisha