

Ref. No. APSFL/Call Centre/59/2019, Dated 13/01/2019

RFP to setup and operate Call Centre facility for APSFL

Corrigendum 02, Dt 31-Jan-19

Bidder may please note that this corrigendum document is part of this RFP. The items listed in the corrigendum will supersede the corresponding clauses in RFP

S No	Section No	Clause	Brief Description of the clause	Page No	Revised clause
1	Definitions	Definitions	"Bidder" means any firm or group of firms (called consortium) offering the solution(s), service(s) and /or Contract shall mean the successful party with whom APSFL signs the agreement for rendering of services for implementation of this project materials as required in the TENDER. The word Bidder/ System Integrator when used in the pre-award period shall be synonymous with parties bidding for this TENDER, and when used after award of the	5	"Bidder" means any firm offering the solution(s), service(s) and /or Contract shall mean the successful party with whom APSFL signs the agreement for rendering of services for implementation of this project materials as required in the TENDER. The word Bidder/ System Integrator when used in the pre-award period shall be synonymous with parties bidding for this TENDER, and when used after award of the
2	2. Scope of Work	2.7 Capacity Served	<ul style="list-style-type: none">o Approximately 5000 calls (on average)per day on total existing subscriber base of 6 Lakhs.o Scalability as per increase in subscriber base of APSFL. APSFL aims to reach 1 Crore subscriber base by March 2020.	11	<ul style="list-style-type: none">o APSFL has been handling approximately 3000 inbound calls on average per day on total existing subscriber base of 6 Lakhs.o Call Volume shall increase as per increase in subscriber base of APSFL. APSFL aims to reach 40 Lakh subscriber base by March 2020.

3	2. Scope of Work	2.9 Hardware/Software /Technologies to be implemented	Procuring of necessary Primary Rate Interface (PRI) lines/SIP Trunks for inbound calls, in the name of APSFL will be the responsibility of the Bidder. Bidder has to ensure the Uptime of these Primary Rate Interface lines with the Telecom Service Provider (TSP). Payment and Maintenance of the Primary Rate Interface lines/SIP Trunks shall be the responsibility of the bidder. However, reimbursement of the cost incurred for procuring PRI lines and for the periodic bills of said PRI lines/SIP Trunks will be done by APSFL on submission of Invoice along with the necessary documents	12	APSFL shall provide PRI Lines/SIP Trunks either directly or through a Telecom Service Provider. It is the responsibility of the Bidder to coordinate with respective TSP to ensure uptime of these Primary Rate Interface. The bidder should have necessary hardware/software for handling both E1 PRI and SIP.
4	2. Scope of Work	2.13 Assessment & Certification of Agents/Non-Agent Staff:	The Bidder shall put in place evaluation systems to continuously evaluate the performance of its resources after initial training period of 15 days for agents and non-agent staff	16	The Bidder shall put in place evaluation systems to continuously evaluate the performance of its resources after initial training period of 10 days for agents and non-agent staff
5	3.1 Pre-Qualification Criteria	S.No 5	The Bidder should have experience in supporting call centre services for Internet Service Provider/Telecom Operator/Cable or D2H Industry for at least 2 years.	21	The Bidder should have experience in supporting call centre services for any Internet Service Provider/Telecom Operator/ Cable or D2H Industry/ Central or State Government / PSU/ Banks or any other reputed private organizations for at least 2 years as on bidding date
6	3.2 Technical Evaluation Criteria	S.No 2	The Bidder should have experience in supporting call centre services for an Internet Service Provider/Telecom Operator/Cable or D2H Industry for the last 2 years.	22	Experience of the Bidder in supporting call centre services for any Internet Service Provider/Telecom Operator/ Cable or D2H Industry/ Central or State Government / PSU/ Banks or any other reputed private organizations

7	3.2 Technical Evaluation Criteria	S.No 5	For Sole Bidder/Consortium– ISO 9001, ISO 27001	22	Certifications: ISO 9001, ISO 27001
8	5 Annexures	5.10	New: Bidder Profile Format	36	Please refer to Annexure I to this Corrigendum
9	5.1 Checklist	S.No 12	Certified copy of valid GST registration certificates issued by competent authority in India. In case of consortium, this is applicable for all Indian members.	36	Certified copy of valid GST registration certificates issued by competent authority in India.
10	4. Instructions to the bidder	Termination of contract	<p>APSFL may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15days, sent to the Successful Bidder, terminate the contract in whole or part,</p> <p>(i) if the Successful Bidder fails to deliver any or all of the services within the time period(s) specified in the Contract or within any extension thereof granted by APSFL; or</p> <p>(ii) if the Successful Bidder fails to perform any of the obligation(s) under the contract; or</p> <p>(iii) if the Successful Bidder, in the judgement of APSFL, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.</p> <p>In the event APSFL terminates the Contract in whole or in part, APSFL may procure, upon terms and in such manner as it deems appropriate, the goods and services similar to those and delivered and the Successful Bidder shall be liable to APSFL for any additional costs for such</p>	34	<p>APSFL may without prejudice to any other remedy for breach of contract, by written notice of default with a cure period of 15days, sent to the Successful Bidder, terminate the contract in whole or part,</p> <p>(i) if the Successful Bidder fails to deliver any or all of the services within the time period(s) specified in the Contract or within any extension thereof granted by APSFL; or</p> <p>(ii) if the Successful Bidder fails to perform any of the obligation(s) under the contract; or</p> <p>(iii) if the Successful Bidder, in the judgement of APSFL, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.</p> <p>(iv) If penalties accrued exceeds 10% of the annual contract value</p> <p>In the event APSFL terminates the Contract in whole or in part, APSFL may procure, upon terms and in such</p>

			similar goods. However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.		manner as it deems appropriate, the goods and services similar to those and delivered and the Successful Bidder shall be liable to APSFL for any additional costs for such similar goods. However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.
11	4. Instructions to the bidder	4.34 Arbitration and Jurisdiction	In case of any dispute, the matter will be referred to a Sole Arbitrator to be appointed by the Managing Director of APSFL in accordance with the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Vijayawada, India and the language English only.	35	In case of any dispute, the matter will be adjudicated as per provisions of "Arbitration and Conciliation Act 1996" and any amendment thereafter from time to time. The arbitration shall be held in Vijayawada/Amaravati, India and the language shall be English only.

Annexure 1: Bidder Profile Format

(To be submitted by Bidder on original letterhead)

#	Particulars	Details
1.	Name of the Company	
2.	Year of incorporation	
3.	Nature of the Company (Registered Company)	
4.	Registered Office Address	
	Office Telephone Number	
	Fax Number	
5.	Contact Person	
	Name	
	Telephone Number	
	Email Address	
6.	Local presence at Andhra Pradesh	
	Office Address	
	Office Telephone Number	
	Fax Number	
7.	Contact Person (in Andhra Pradesh)	
	Name	
	Telephone Number	
	Email Address	
8.	Registration Details	
	Permanent Account Number (PAN)	
	VAT Registration Number	
	CST Registration Number	
	Service Tax Registration Number	
	GST Number	
9.	Banker's Name, Address and Account Number	