

**Food Safety and Standards Authority of India**  
**(Statutory body established under Food Safety and Standards Act 2006)**  
**(Centralised Procurement Unit)**  
**(General Administration)**  
**FDA Bhawan, Kotla Road, New Delhi- 110002**

**Corrigendum**

**Ref: GeM BID NO: GEM/2025/B/6090956 – Contact Centre Services for FSSAI**

With reference to the tender BID NO: GEM/2025/B/6090956 floated on GeM for Contact Centre Services and in continuation of the Pre-Bid Meeting held on 04.06.2025, the following corrigendum is hereby issued. The amendments/clarifications have been incorporated based on bidder queries and internal review of the RFP. Bidders are advised to take note of the revised provisions while submitting their bids. The details are as under:

<b>Sr. No.</b>	<b>RFP Page No.</b>	<b>RFP Clause Name &amp; No.</b>	<b>RFP Clause</b>	<b>Read as</b>
1	20	6. Norms Governing Service Delivery	a) Provide necessary performance guarantee by way of bank guarantee in favour of FSSAI for a sum equal to 3% of the value of the contract as Performance Bank Guarantee on signing of the agreement;	Provide necessary performance guarantee by way of bank guarantee in favour of FSSAI for a sum equal to <b>5%</b> of the value of the contract as Performance Bank Guarantee on signing of the agreement.
2	7	Pre-eligibility Criteria	Establish Contact Centers across in Delhi or in NCR	Establish Contact Centers across in Delhi or in NCR <b>Tier 1 cities up to 50 KM from FSSAI HQ.</b>
3	11	Pre-eligibility Criteria	The Bidder should be a company register under Indian Companies Act 1956 or Companies Act 2013	The Bidder should be a company registered under Indian Companies Act 1956 or Companies Act 2013 or LLP Act, 2008

**Pankaj Azad**  
**DD(GA-CPU)**