

Dated, the 25th August, 2021

CORRIGENDUM

**REQUEST FOR PROPOSAL FOR CONTACT CENTER SERVICE
PROVIDER FOR FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA**

With reference to this office tender ID 2021_FSSAI_642552_1 dated 10th August, 2021 in r/o inviting Bids for Contact Center Service Provider for FSSAI, following Clauses have been amended/omitted as under:

<u>Clause No.</u>	<u>Existing Provisions</u>	<u>Revised Provisions</u>
Clause 1.3.1.11 of Part I	Operate the Contact Center for a period of one year extendable to further two years, on year to year basis on same rates, terms and conditions, subject to satisfactory performance of the agency.	Operate the Contact Center for a period of three years' subject to satisfactory performance of the agency and renewal on yearly basis on same rates, terms and conditions.
Clause 1 of Part III	The term of contract will be one year extendable to further two years, on year to year basis on same rates, terms and conditions, subject to satisfactory performance of the agency and this shall be at the sole discretion of FSSAI.	The term of contract will be three years' subject to satisfactory performance of the agency and renewal on yearly basis on same rates, terms and conditions and this shall be at the sole discretion of FSSAI.
Clause 4.1 B (Infrastructure & Technology) of Part IV	(a) Requisite number of PRI lines shall be arranged by FSSAI to be provisioned at the premises of service provider. (b) The CRM should have integrated SMS facility in order to issue unique complaint nos. A secure SMS Gateway would be provided by the successful bidder in order to facilitate SMS services wherever needed.	(a) Requisite number of PRI lines shall be arranged by successful bidder. (b) Omitted.

	<p>(c) The successful bidder is required to transfer all the hardware components including servers, routers and storage etc. at Rs 1 per asset to FSSAI at the end of the contract. In case of early termination, the successful bidder is required to transfer the hardware components at book value to FSSAI. Book value will be calculated as per straight line depreciation method. The successful bidder is required to submit the proof of DR drills conducted by the service provider.</p>	<p>(c) Omitted.</p>
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25/8/21

(Anil Mehta)

Joint Director (RCD)

Dated, the 25th August, 2021


CLARIFICATIONS

**REQUEST FOR PROPOSAL FOR CONTACT CENTER SERVICE
PROVIDER FOR FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA**

Reference to this office tender ID 2021_FSSAI_642552_1 dated 10th August, 2021 and pre bid meeting dated 17.08.2021.

Clarifications to the formal queries received during pre-bid meeting are replied as under:-

Sl. No.	Queries Received	Reply to the queries
1.	Kindly confirm if a full time Project Manager is required for the project?	Full time project manager is not mandatory. However, bidder needs to fulfill the criteria as stipulated in Clause-1.3.1, Part-I of the RFP.
2.	Please confirm whether the presentation needs to be submitted with the Technical Bid or should it be given later on to the evaluation committee?	The presentation need not to be submitted with the Technical bid, it is to be presented before the Bid Evaluation Committee. Date and time of presentation will be intimated later.
3.	Kindly consider a 3 year contract duration for a reasonable viability.	Corrigendum may be referred to.
4.	Rental of PRI and toll free lines would be borne by FSSAI?	Rental for Toll Free Link would be borne by FSSAI, while Rental for PRI would be borne by successful bidder.
5.	Please confirm volume of SMS that would be required.	Corrigendum may be referred to.
6.	Please provide existing data size for migration and platforms.	Tentative Data size is 10 GB and VICIdial platform is currently being used by existing service provider.
7.	Please confirm what percentage of outbound calling is required.	Percentage of outbound calling is equals to percentage of abandon calls.
8.	Kindly consider monthly payout.	Clause 4.4 of Part-IV of RFP may be referred to.


25/8/21
(Anil Mehta)
Joint Director (RCD)