

Corrigendum -2


Date 26-06-2019

RFP No. SIC/HO/NSSH/CALLCENTRE/14/16-17 Dated – 14-06-2019

Request for Proposal For Selection of Agency for Call Centre Services on Outsourced Model

In continuation of Corrigendum-1 (Response to Pre-Bid Queries), the following corrigendum is hereby issued in respect of the said RFP dated 14-06-2019:

| SI | Clause/page No | Existing Clause Text | Revised Clause Text |
|----|---------------------------------|--|---|
| 1 | 13. Payment Terms on page 34-35 | The successful bidder's payments will be paid on Monthly basis after adjusting for penalty (if any) as per Call Centre Cost given by bidder. The Cost will be computed by multiplying the number of seats deployed every month, excluding the Team Lead , with that of cost of per seat per month rate. Payment cycle shall be considered from go-live date only. | The successful bidder's payments will be paid on Monthly basis after adjusting for penalty (if any) as per Call Centre Cost given by bidder. The Cost will be computed by adding the cost of team lead with the cost of FTE seats deployed based on per seat per month rate. Payment cycle shall be considered from go-live date only. |


(K K Sharma)
General Manager (NSSH)