

Addendum/revision/Clarification for EOI No: GM/CMTS/EOI/WSCC/2013-14/ dtd. 31.07.2013

A) The following addendum/revision are made to EOI No: GM/CMTS/EOI/WSCC/2013-14/ dtd. 31.07.2013

1. The following addendum is made to section-7 CUSTOMER RELATIONSHIP MANAGEMENT (CRM) of ANNEXURE-I TECHNICAL SPECIFICATION of EOI.
 - a. CCF shall have “GPRS Simulator Software” for handling setting related issues/complaints which are expected to be approximately 2% of total offered calls. The simulator shall have details for all branded Indian & Chinese model handsets. This may be read as clause no. 7.15 of section-7 CUSTOMER RELATIONSHIP MANAGEMENT (CRM) of ANNEXURE-I TECHNICAL SPECIFICATION of EOI.
2. The following revision is made to Clause 20.4 of TERMINATION of the EOI.
 - a. The revised Clause 20.4 of TERMINATION of the EOI may be read as

In the event of CCF not providing the services for the period as stipulated at clause 20.3 above, BSNL reserves the right to hire services from a new agency at the risk and cost of the CCF. In doing so, BSNL shall be able to recover the difference of amounts being paid to this new agency and the ones paid to the CCF for similar services without prejudicing its right to take any other action as contained in the EOI. Again, BSNL shall also be able to recover the penalty imposed by TRAI/Licensor and any other loss incurred by BSNL due to non-availability of call center service without prejudicing its right to take any other action as contained in the EOI.

B) The following clarifications are issued w.r.t. EOI No: GM/CMTS/EOI/WSCC/2013-14/ dtd. 31.07.2013 in response to bidder's queries in the conference.

Sl No	Clause no	Clause Description	Query from bidder	BSNL Response
1	17.3.8 of SERVICE LEVEL AGREEMENTS AND KEY PERFORMANCE INDICATORS	... The equipment, agents and infrastructure including the building meant for BSNL operations, shall not be used or shared, in any circumstance, with any competitor of BSNL or for telecom related service of other service providers...	The spirit of clause is to maintain confidentiality of data. Request to change the word "building" to "floor or space"	The equipment, agents and infrastructure including the floor in the building meant for BSNL operations, shall not be used or shared, in any circumstance, with any competitor of BSNL or for telecom related service of other service providers.
2	2.3 of Eligibility Criteria	The firm shall have a minimum of 3000 agent's login per day averaged over the last six months period ...	Request to change it to 1000 agent's login as the East zone requirement will be below 1000.	No change in eligibility Clauses is envisaged.
3	2.5 of Eligibility Criteria	The Firm shall have annual turnover of at least Rs. 50 Crore (Rupees Fifty Crore only) from Call Center operations during the financial year 2010-11 or 2011-12...	Request to change it to 15 Crore as the expected business in East Zone will be around 10-12 Crore per annum.	No change in eligibility Clauses is envisaged.
4	3.9 of DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION and 7(ix) of DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION	Bid security, worth Rs. 71,30,000/- (Rupees Seventy-one Lakhs thirty Thousands only) in the form of Bank Guarantee (Format at Annexure IX) ... in Clause 3.9 And Bid security, worth Rs. 63,00,000/- (Rupees Sixty-three Lakhs only) in the form of Bank Guarantee (Format at Annexure IX) ... in Clause 7(ix)	Request to confirm which one is correct.	Bid security, worth Rs. 71,30,000/- (Rupees Seventy-one Lakhs thirty Thousands only) is correct. The Clause 7(ix) of DOCUMENTS ESTABLISHING FIRM'S ELIGIBILITY AND QUALIFICATION at page no 16 may be read as ... <i>Bid security, worth Rs. 71,30,000/- (Rupees Seventy-one Lakhs thirty Thousands only) in the form of Bank Guarantee (Format at Annexure IX) or Demand draft drawn in favour of AO (Cash) O/o GM(CMTS), BSNL, Bhubaneswar-751014 and payable at Bhubaneswar.</i>