

**Corrigendum #1****Date -09/10/2020**

The following changes to the Request for Proposal and clarifications are provided based on questions received and must be added/considered when completing your submittal: Acknowledgement of receipt of this CORRIGENDUM is required in the Statement of Proposal cover page. Please clearly note the addendum date and number.

S. No.	RFP Reference	Original Clause	Amended Clause
1.	Time and Date of opening of Pre-qualification Proposal Page No. 06	12.10.20 at 4.00pm Conference Hall Women Development Corporation, Bihar 2nd Floor, Indira Bhavan, R C Singh Path, Bailey Road, Patna 800 001, Bihar	<b>19.10.20 at 4.00pm</b> Conference Hall Women Development Corporation, Bihar 2nd Floor, Indira Bhavan, R C Singh Path, Bailey Road, Patna 800 001, Bihar
2.	Project Experience Page No. 27	The bidder should have experience of Development of Call Centre/BPO/ Helpline/ Contact Centre and related software in the last 5 years and running the call centre offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location Cumulative Capacity – 25-seater – 5marks For every additional 15-seater – 3marks (max 15 marks)	The bidder should have experience of Development of Call Centre/BPO/ Helpline/ Contact Centre and related software in the last 5 years and running the call center offering Inbound/Outbound call services to a government department/ PSU/ Telecom Service Provider/ Scheduled Commercial Bank with minimum 25 callers at single location Cumulative Capacity – 25-seater – <b>15marks</b> For every additional 15-seater – 3marks (maximum 15 marks)
3.	Project Experience Page No. 27	Maximum Score – 20 marks	Maximum Score – <b>30 marks</b>
4.	Call Center Experience Page No. 27	No. of similar Integrated call centre projects on women violence issues handled by the bidder in the last five years One Project – 10 marks Additional Two projects – 5 marks each	No of similar integrated Call centre project on Health / women issues/social handled by the bidder in the last five years One Project – <b>5 marks</b> Additional Two projects <b>2.5 marks</b> each
5.	Call Center Experience Page No. 27	Maximum Score – 20 marks	Maximum Score – <b>10 marks</b>

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S. No.	RFP Reference	Original Clause	Amended Clause
6.	Project Understanding and Approach Page No. 27	Adequacy of the proposed methodology in responding to the Scope of Work. Prospective bidder must give a presentation on the points below Understanding of the project 5 marks Work Plan: 10 marks, Methodology: 10 marks Solution proposed and human resource deployed: 10 marks	Adequacy of the proposed methodology in responding to the Scope of Work. Prospective bidder must give a presentation on the points below Understanding of the project 5marks Work Plan: 5 marks, Methodology: 10 marks Solution proposed and human resource deployed: 10 marks

## Reply to Prebid Queries- Selection of Implementing Agency (IA) Date- 09/10/2020

#	RFP Document Reference(s)	Section / Page No.	Content of RFP requiring Clarification(s)	Points of clarification	Response by Department
1	Roles and Responsibilities of WDC	1.5.9 & 12	Make availability of required office space, electricity & electrical fittings, power supply and its cost involved (Fixed & Recurring) for smooth running of the 10 seater call centre	we assume that the office space will be provided by WDC but we want to clear about infrastructure (furniture, Table , Chair, AC, power backup etc.?) that will be provided by WDC or vendor.	furniture, Table, Chair, AC, power backup will be provided by WDC.
2	Roles and Responsibilities of WDC	1.5.9 & 13	Make availability of required office space, electricity & electrical fittings, power supply and its cost involved (Fixed & Recurring) for Smooth running of the 10 seater call centre	We assume that electricity bills will be payed by WDC, Please Confirm	Electricity Bill will be paid by the Successful bidder.
3	Technical Specification- Hardware & Networking Component	9.S & 56	Implementation & IP-PBX server. IVRS and CRM software with PRI card including 120 days call recording	PRI lines are not mentioned here, hence we assume It will be provided by WDC and monthly bills will be paid by WDE, Please clarify.	PRI line will be procured and maintained by the successful bidder. The bidder may submit monthly phone bills (as per actual provided by the telecom

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#	RFP Document Reference(s)	Section / Page No.	Content of RFP requiring Clarification(s)	Points of clarification	Response by Department
					operator) to WDC for reimbursement.
5	Payment Terms	2.3 & 18	General	We suggest monthly payment cycle.	No changes
6	Fact sheet	Page No. 6	Last date & time and address for submission of RFP proposal: 12.10.2020till 12 Noon	Please extend the last date of submission by at least a week, having 19.10.2020 as new last date of submission	Please Refer to the corrigendum coorgendum-1
7	Scope of Work	Section 1/ page 10	Providing Personnel (all Women) for 24X7 Call center.	In night shift , Please allow working with male employee only due to woman's Safety purpose , kindly confirm .	male operators may be allowed only for night shift. The Successful bidder will train all the employees to handle the calls keeping the sensitivity of the caller in mind.
8	3.4 Technical Experience	Pre Bid Queries	As per the Sr. No. 18 of "Reply to Prebid Queries-Selection of Implementing Agency (IA) dated 30/09/2020".No. of similar Integrated call centre projects on women violence issues handled by the bidder in the last five years. You response: Experience in all Women specific will be considered	You are requested to kindly amend this clause as per below:No. of similar Integrated call centre projects on women violence issues/Health Related/Grievance Management Services handled by the bidder in the last five years.	Please Refer to the corrigendum coorgendum-1
9	Fact sheet	Page No. 6	Last date & time and address for submission of RFP proposal: 12.10.2020till 12 Noon	In this connection, you are requested to kindly relax/amend above clauses and extend the submission date by 10 days.	Please Refer to the corrigendum coorgendum-1