

Modifications in the Request for Proposal for providing “Handloom Helpline Centre”

The following modifications are hereby incorporated in the Request for Proposal for providing Handloom Helpline Centre:

1. Under Clause 3.2 Eligible Bidders on Page 13, point (a) and (b) are modified as follows:

- (a) The bidder should have a minimum **50 Call Centre seats (cumulative capacity on pan India) and have experience of at least 02 year of call center operation on the day of bid submission.**
- (b) The bidder organization should have a minimum **cumulative turnover of Indian Rupees 3 crores** in last 02 financial years from Call Centre business, **subject to minimum average of Rs.1.5 crores per year** and shall be running its business viably with a positive net worth continuously for 02 years.

2. Under Clause 3.19.1 Pre-Qualification Bid on Page 26, Sl. No. 1 and 3 are modified as follows:

Sl. No.	Existing Pre- Qualification Criteria	Revised Pre- Qualification Criteria
1.	The bidder should have a minimum cumulative turnover of Rs. 10 crores in last 02 financial years from Call Centre business i.e. for year 2014-15 & 2015-16, subject to minimum average of Rs.05 crores per year (from similar activities) from India.	The bidder should have a minimum cumulative turnover of Rs. 3 crores in last 02 financial years from Call Centre business i.e. for year 2014-15 & 2015-16, subject to minimum average of Rs.1.5 crores per year from India.
3.	Should be handling at least 200 Call Centre seats presently	Should be handling at least 50 Call Centre seats presently

3. Under Clause 3.19.2 Criteria for Evaluation and Comparison of Technical Bids on Page 27, Sl. No. 1 regarding criteria for Organisational Strength is modified as follows:

Sl No.	Criteria	Score
1	Organisational Strength [35]	
1A Institutional Capacity (20)		
1Aa	Average annual turnover (10)	Upto Rs. 2 crore = 4 marks >2 and up to 5 Crore =6marks >5 and up to 10 Crore =8marks >10Crore=10 marks
1Ab	Viability of the business (6)	
	With Positive Net worth continuously for last three years	2
	With Positive Net worth continuously for five years	4
	With Positive Net worth continuously for more than five years	6
1Ac	Quality Certification (4)	
	ISO 9001:2008	2
	ISO 9001:2008 with ISO 27001 or ITIL Certification	4
1B Call Centre Capacity(15)		
	50 seats	4
	>50-100seats	8
	>100-200seats	12
	>200 seats	15

The Revised RFP will be published on <http://eprocure.gov.in> shortly. The revised date for submission of bids will be mentioned in the revised RFP document. Bidders are requested to submit the bids online on the mentioned site before revised date.