



Government of Punjab
Department of Governance Reforms and Public Grievances
D-241, Phase 8B, Sector 74, S.A.S. Nagar - 160071

Corrigendum - 1

SN	Tender Clause No.	Page No.	Tender Clause Title	Tender Clause Details/Specifications	Revised Clause								
1.	2 SN 5, SN 6	5	Document Control Sheet	<table border="1"> <tr> <td>Date and time for submission of bids</td> <td>20-02-2024 upto 13:00 Hrs</td> </tr> <tr> <td>Date and time of opening of pre-qualification bids</td> <td>20-02-2024 upto 15:00 Hrs</td> </tr> </table>	Date and time for submission of bids	20-02-2024 upto 13:00 Hrs	Date and time of opening of pre-qualification bids	20-02-2024 upto 15:00 Hrs	<table border="1"> <tr> <td>Date and time for submission of bids</td> <td>05-03-2024 upto 13:00 Hrs</td> </tr> <tr> <td>Date and time of opening of pre-qualification bids</td> <td>05-03-2024 upto 15:00 Hrs</td> </tr> </table>	Date and time for submission of bids	05-03-2024 upto 13:00 Hrs	Date and time of opening of pre-qualification bids	05-03-2024 upto 15:00 Hrs
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2.	2 SN 13	5	Document Control Sheet	Method of Selection - Quality and Cost Based Selection (QCBS)	Method of Selection - Least Cost Based Selection (LCBS)								
3.	5.2 SN 3	10	Pre-qualification / Eligibility evaluation	<p>The bidder should have successfully completed "Similar Work" in government / private organizations during the last three years ending 31.12.2023 as per following details:-</p> <p>A. One similar work costing not less than the amount equal to Rs. 7 crores. OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 5 crores each. OR</p>	<p>The bidder should have successfully completed "Similar Work" in government / private organizations during the last five years ending 31.12.2023 as per following details:-</p> <p>A. One similar work costing not less than the amount equal to Rs. 7 crores. OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 5 crores each.</p>								

Tender for Setting up, Operations and Management of State Helpline
Tender Reference No.: DGRPG/Helpline/2024/1

Annexure - A

SN	Tender Clause No.	Page No.	Tender Clause Title	Tender Clause Details/Specifications	Revised Clause
				C. Three similar works costing not less than the amount equal to Rs. 3 crores each.	OR C. Three similar works costing not less than the amount equal to Rs. 3 crores each.
4.	5.3 SN 4	13	Technical Evaluation	CCE on payrolls of the bidder: <ul style="list-style-type: none"> ● >=500 but < 750 : 5 marks ● >=750 but < 1000 : 10 marks ● >= 1000 : 15 marks 	CCE on payrolls of the bidder: <ul style="list-style-type: none"> ● >=400 but < 500 : 5 marks ● >=500 but < 750 : 10 marks ● >=750 : 15 marks
5.	6 SN 6.1.1	22	Scope of Work	Additional Clause	The infrastructure of the call centre shall be capable to accommodate all the CCE in a single shift if so required
6.	6.3	33	Operations of Unified State Helpline	Additional Clause	The Service Provider shall ensure that no emails should be deleted from the email platform during the contract period.
7.	7	44	SLA and Penalties	Additional Clause	There shall be no penalty till date of Go-Live except S.No. 1, 2, 3 & 21 of clause 7.1.1
8.	8 SN 8.1	51	Payment Terms	Additional Clause	The Go-Live date shall be read as day 1 and all the payments shall be considered from the date of Go-Live.

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9.	7.1.1 SN 19	48	SLA & Penalties	The agents are expected to login into the system for 8 hours excluding lunch/ tea breaks, etc	8 hours (with relaxation maximum 10 Mins)	Rs. 50 for every 15 min. Short login of more than 04 (four) hours will be treated as non deployment and shall not be billed.	The agents are expected to login into the system for 8 hours per shift excluding lunch/ tea breaks, etc	8 hours (with relaxation maximum 10 Mins)	Rs. 50 for every 15 min.