

# WEBEL TECHNOLOGY LIMITED

## CORRIGENDUM – II

### TENDER NO. WTL/PAR/CRMU/22-23/032 DATED 03.01.2023

SL No	Page No.	Section & Point No.	RFP Particular	Remarks	To be Read As:
1	10	2.1.3	Site Preparation & Readiness Cost - "The CSP shall provision for the site readiness and prepare the site for installation of the IT infrastructure and the call centre infrastructure and also for the validation units at the district level."	Modified - Site identification, provisioning, site preparation and readiness for CCU and FVU shall be the responsibility of the Bidder.	The CSP shall provision for the site for CCU at Kolkata and FVU at districts identified, ensure readiness and prepare the site for installation of the IT infrastructure and the call centre infrastructure and also for the validation units at the district level.
2	10	2.1.3	It is estimated that the site preparation shall be required for: o 40,000 Sq.ft or more of office space for CCU. o 10,000 Sq.ft or more of office space for FVU.	Modified	It is estimated that the site preparation shall be required for: o 40,000 Sq.ft or more of office space for CCU. o 10,000 Sq.ft or more of office space for FVU (Total estimated office space required at District level)
3	14	2.2.5	<b>CCU Manpower Requirement</b> - The bidder is expected to verify the actual requirement and deploy manpower, and all other facilities accordingly to meet the SLAs. While the main call centre setup with maximum sitting capacity is to be setup at Kolkata, the bidders may be required to setup subsidiary call centre setup in district headquarters, as part of the scope of work. The list of districts shall be provided to the CSP in discussion with the Government.	Modified - CCU to be setup in Kolkata only	The bidder is expected to verify the actual requirement and deploy manpower, and all other facilities accordingly to meet the SLAs. The call centre is to be setup at Kolkata only.
4	28-29	4.1.1 - A3	Documents Required -Work Order & Invoices along with Field Operation office list & proof of field setup (Trade license as Address proof)	Modified	Work order & Invoice along with client certificate along with Field Operation office list & proof of field

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					setup (Trade license/GST Certificate as Address proof)
5	16	2.4.1. HUMAN RESOURCE REQUIREMENT	Bidder must ensure that 33% of all personnel employed for this work should be women. In case of non-compliance a written permission from MPI & GC should be taken to address the same within 3 months.	Modified	Bidder must ensure that 33% of all personnel employed for this work should be women (Total overall including CCU & FVU). In case of non-compliance a written permission from MPI & GC should be taken to address the same within 3 months.
6	37	5.14. Time Schedule for Delivery & INSTALLATION	The Project shall run for two years (48 months) from the date of Go-Live.	Modified	The Project shall run for Four years (48 months) from the date of Go-Live.
7	26 & 58	Section- C: Point No-	The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices within the last five (5) years, counted from 31st March 22. Declaration on bidder's letter head to be submitted.	Modified	The bidder (or any member, in case of consortium) shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices within the last five (5) years, counted from 3 <sup>rd</sup> Jan 2023. Declaration on bidder's (All members in case of consortium) letter head to be submitted.
8	54	<b>Section-F Point No. 6.2 BID FORM Sub Point No.04</b>	Earnest Money Deposit: We have enclosed the EMD remittance details/BG/FDR for a sum of Rs. 1,29,75,600.00/-.	Modified/Changed	Earnest Money Deposit: We have enclosed the EMD remittance details/BG/FDR for a sum of Rs.50,00,000.00/- (Rupees Fifty Lakh Only)

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9	54	6.2. BID FORM	We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (3%) of the Order value as stipulated in Financial Bid (BOQ).	Modified/Changed	We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to three percent (3%) of the Order value as stipulated in Financial Bid (BOQ).
10	21	2.4.1: Human Resource Requirement, Point F	F. CCU Tele-Callers Team A Call-Centre with seating provision for 600 team members. Each team will consist of 1 Team Lead, 1 Quality Checker and 10 Tele-Callers. The function of the entire unit is to serve as the last mile on-demand nodal point of the governance machinery for the public and gather feedback and aspirations, in a structured manner.	Modified/Changed	F. CCU Tele-Callers Team A Call-Centre with seating provision for 500 team members. The total no of team members: Team Lead (Tele Calling) 25, Tele-callers 450, Quality Lead (Tele Calling) 25. The function of the entire unit is to serve as the last mile on-demand nodal point of the governance machinery for the public and gather feedback and aspirations, in a structured manner.
11	15	2.4.1: Human Resource Requirement, Point H & J	No of Positions: Point H: Senior Field Strategist* 5 Point J: Validation Manager* 3	Modified/Changed	No of Positions: Point H: Senior Field Strategist* 3 Point J: Validation Manager* 5
12	28	4.1.1: PART A: ORGAIZATION STRENGTH AND TECHNICAL EXPERIENCE	Point A-3 "The bidder (any Bidder in case of Consortium) should have Field Validation/Order Fulfilment set-up in West Bengal or anywhere in India with 50 Employees or more"	Modified/Changed	Point A-3 "The bidder (any Bidder in case of Consortium) should have Field Validation/Order Fulfilment set-up in West Bengal or anywhere in India with 50 Employees or more" within the last 5 years.
13	55	6.2: BID FORM	Dated, this .....day of .....2022	Modified/Changed	"Dated, this .....day of .....2023"
14	28	4.1.1. PART A-4: ORGAIZATION STRENGTH	The bidder (Any member of consortium) shall have exposure in complaint/grievance	Modified/Changed	The bidder(s) (Any member(s) of consortium) shall have exposure in

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		AND TECHNICAL EXPERIENCE	handling with own/licensed software developed inhouse for Grievance Management		complaint/grievance handling/call centre management with own/licensed software
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