

**Broadcast Engineering Consultants India Limited
(Under Ministry Of Information and Broadcasting)
C-56A/17, Sector-62, Noida-201307**

BECIL/IT/MS/2020/01

Date: 29.08.2020

Corrigendum No. 1

Subject: Corrigendum -1 to Expression of Interest (EOI) for the empanelment of agencies for managed services including digital engagement platform.

EOI reference No. BECIL/IT/MS/2020/01, Date:25.08.2020

EOI corrigendum is as given below:

Sr.no.	Clause/Page	Description	Amended Clause
1	Page No.-13, Clause no.II, d. 3 Documentations under heading " Performa I: Eligibility Criteria "	Bidder should have certification: 1. CMMI Level 3 and above	Deleted
2	Page No.-13, Clause no.II, e. Documentations under heading " Performa I: Eligibility Criteria "	The agency must have their branch/regional office in Delhi/NCR. Documentary Proof to be submitted Self-certified address of the Delhi/ NCR office.	The agency must have their branch/regional office in Delhi/NCR. Documentary Proof to be submitted Self-certified address of the Delhi/ NCR office. / Self Certificate to open an office in case project is awarded to them.
3	Page No.-14, Clause no.III ,b Solvency under heading " Performa I: Eligibility Criteria "	Should not be insolvent, in receivership, bankrupt or being wounded up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceeding for any of the foregoing reasons. Documentary Proof to be submitted Solvency Certificate from Chartered Accountant (CA)	Deleted
4	Page No.-14, Clause no.III, c. Business turnover under heading " Performa I: Eligibility Criteria "	Bidder should have an average Turnover of atleast INR 25 Cr in last three consecutive financial years i.e. FY 2016-17, 2017-18 and 2018-19.	Bidder should have an average Turnover of atleast INR 15 Cr in last three consecutive financial years i.e. FY 2016-17, 2017-18 and 2018-19.

5	Page No.-14, Clause no.IV, a. Relevant Experience under heading " Performa I: Eligibility Criteria	Bidder (including its subsidiary) shall have experience for satisfactory operation of Managed Services, Call Center(s), IVRS operations in India, for minimum of three years in the last three years.	Bidder (including its subsidiary) shall have experience for satisfactory operation of Managed Services including but not limited to Call Center(s), IVRS operations, Transaction processing, Back Office in India , for minimum of three years in the last three years.
6	Page No.-14, Clause no.IV, b. Relevant Experience under heading " Performa I: Eligibility Criteria	The agency (including its subsidiary) should be capable of providing end to end Managed Services solution including Digital engagement Platform	The agency (including its subsidiary) should be capable of providing end to end Managed Services solution including, but not limited to Call Center(s), IVRS operations, Transaction processing, Back Office Digital engagement
7	Page No.-14, Clause no.IV, c. Relevant Experience under heading " Performa I: Eligibility Criteria	Bidder (including its subsidiary) should have successfully completed & billed atleast Rs. 20 crores of yearly invoices from Managed Services project. Documentary Proof to be submitted Copy of agreement or contract Invoices	Bidder (including its subsidiary) should have successfully completed & billed atleast Rs. 12 crores of yearly invoices from Managed Services project. Documentary Proof to be submitted Copy of agreement / Certificate from Chartered Accountant (CA)
8	Page No.-16, Clause no.2.i. Managed services operations under heading " Scope of Work	<ul style="list-style-type: none"> a. Call center operations, b. Helpdesk, c. CRM d. IVRS e. Visual IVRS f. ACD Operations 	<ul style="list-style-type: none"> a) Call center operations, b) Helpdesk, c) CRM d) IVRS e) Visual IVRS f) ACD Operations g) Transaction Processing h) Back Office
9	Last Date of Proposal/Bid submission	Due date of bid submission of Proposal/Bid for above referred is 31.08.2020 at 15:00 Hrs.	Due date of bid submission of Proposal/Bid for above referred RFP /Tender has been extended up to one week i.e 07.09.2020 at 15:00 Hrs.
10	Opening of Technical Bids	31.08.2020 up to 15:30 Hrs	07.09.2020 up to 15:30 Hrs

<p>11</p>	<p>Page No.-5,6, Clause no.1.3, 1.3.3. under heading " Procedure for submission of bids</p>	<p>Bids should be received before 15:00 hours on 31.08.2020 at BECIL Bhawan, C-56/A-17, Sector-62. Noida, Uttar Pradesh - 201307. Late bids will not be considered. It shall be responsibility of the bidder to ensure that the bid has been received on time and at proper place before the deadline. Bids submitted through fax and e-mails will not be considered.</p>	<p>Bids should be received before 15:00 hours on 07.09.2020 via E-mail at itprojects@becil.com. Late bids will not be considered.</p> <p>Hard copy of documents should be submitted within one week.</p>
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Note: Other Terms and conditions of the above said EOI will remain same.

s/d
Deputy General Manager