

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise- Mini Ratna)**

CORRIGENDUM/ADDENDUM

Sub: Corrigendum no. 07 in Open e-tender no. 2021/IRCTC/SERVICES/IRHES/139

In the subject e-tender, the following amendments are hereby incorporated, bidders are advised to read these changes/addition in the tender document and may please quote accordingly.

SN	Clause no.	Existing	To be read as
1.	Format 5.5, in Section-IV on Page 102 of Updated RFP Document Ver.2	For Prime Bidder (please specify) _____	For Bidders –Single bidder/Consortium Members (please specify) _____ Modified Format 5.5 is attached herewith
2.	Clause no. 2.23.1, sub clause 7, page No. 29 & Format 5.3 at Page 100 of Updated RFP Document Ver.02	Bidder should not be currently blacklisted or have been blacklisted with any Government of India agency/PSU in the current financial year up to the date of opening of the Bid. The bidder should not be defaulted on any Bank/Financial Institutions.	The bidder should not be currently blacklisted or have appeared their name in the negative / black list of any public sector undertaking /Government organization from the last three years to the date of opening of the bid for any breach of applicable laws or violation of regulatory prescriptions or breach of agreement. The bidder should not have been defaulted on any bank/ financial institute. Modified Format 5.3 for undertaking by the bidder in this context is enclosed herewith.
3.	Clause No. 3.16.2, page no. 53 of Updated RFP Document Ver.2	In case of change in any duty or tax on account of change in rules/legislation by the Government, the actual rates as applicable at the time of placement of order shall be payable only for taxes which are clearly stated as percentages in the offer.	In case of change in duty or Tax on account of change in rules/legislation by Govt., the actual applicable rate at the time of invoice shall be payable.
4.	Clause 6.3 Point 46 (Table Item 4 -Location) Page 143 of Updated RFP Document Ver.2	Facility shall be in two places: a) North (Delhi NCR-Delhi, Noida, Greater Noida, Faridabad, or Gurgaon) South (Chennai, Hyderabad, Mumbai or Bangalore)	Facility shall be in two places: North (Delhi NCR-Delhi, Noida, Greater Noida, Faridabad, or Gurgaon) South (Chennai, Hyderabad, Mumbai or Bangalore, Mysore)
5.	In Format 5.22 –Checklist of Qualification Proposal Response – Item 18 is added : For Submitting Undertaking by the bidders that they will also comply to Other Mandatory Criteria as mentioned in Clause 2.25 of Section-II-ITB at Page 36 & 37 of Updated RFP document ver.2		
6.	Last date & time for submission of RFP response	26.04.2022 at 1500 hrs.	17.05.2022 at 1500 hrs.

7.	Date & time of opening of Pre-qualification & Technical bids (Packet-A)	26.04.2022 at 1530 hrs.	17.05.2022 at 1530 hrs.
----	---	-------------------------	-------------------------

In addition to this, the following points have also been clarified:

SN.	Queries	Reply
1	How do we get the SMS/MO inbound request to our platform? SMPP, HTTPS, Soap if any other please revert.	In case of information through SMS, user will send SMS to MSP server. The information will be provided by Railway for SMS through API.
2	Period of Data retention for both online and offline	As per RFP
3	Any Database license available like Oracle/MySQL etc. that can be used or we need to propose in the solution?	MSP should provide all the solution including license as per requirement
4	peak hour call on IVR	As per RFP
5	Number of concurrent calls on IVR	Approx. 500 concurrent calls on IVR during peak hours.
6	Avg. Hold Time (AHT) on IVR	As per SLA
7	Expected call traffic on call centre system, per day call, successful call per day, max concurrent call, AHT, Avg recording duration	As per RFP
8	Need clarity on process of passenger reservation system (PRS) static database, which is replicated from the associated online PRS system once a day. What is the expected size of data to be replicated?	Railway information will be provided through API.
9	Section 6.4.2.2 Computer Telephone Integration (CTI) - What is "fast dialling feature" of CTI?.	Bidder to assess
10	In case of Hotel booking, Food booking etc. do we need to develop software from our end or IRCTC will provide their software to take request by Call Centre agent	All software requirements are to be met by bidder.

5.5 Project Details (Modified Format)

Project Experience Details

For Bidders –Single bidder/Consortium Members (please specify) _____	
Name of the project:	Location:
Project Value: (in INR Crores):	
Status: (Complete / Ongoing / Phase Completed)	
Client Name:	Client Address:
Brief description of the project:	
Actual Services provided in the project:	
Work Order/Engagement Letter/Invoice showing call/sms volume. (Copy to be enclosed):	
Completion Certificate (Copy to be enclosed):	

Bidder:

Signature _____

Name _____

Designation _____

Company _____

Date _____

5.3 Undertaking that Bidder is not Blacklisted/Insolvency (Modified Format)

Undertaking that Bidder is not Blacklisted by any Govt. of India Agency/PSU

(in firm/ company/ organization's letter head)

I (name), (Designation & Address)
and authorized signatory for the management of
..... (Name & Address of the firm/ company/
organization)

DO HEREBY SOLEMNLY AFFIRM AND DECLARE AS UNDER:

1. We are not be currently blacklisted or not have appeared our name in the negative / black list of any public sector undertaking /Government organization from the last three years to the date of opening of the bid for any breach of applicable laws or violation of regulatory prescriptions or breach of agreement.
2. Our company have not any suffered bankruptcy/insolvency.
3. In competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

Enclosure (IF ANY):

Signature of the authorized signatory:

Name & Designation of authorized signatory:

Name of the Firm/Company:

Office Address of the Firm:

Mobile/Contact Details:

Date:

5.22 Checklist of Qualification Proposal Respons (Modified)

S.No.	Checklist	Included (Yes / No)	Reference in the bid, file name and page no.
1	Notarized Power of Attorney executed by the Single Bidder / Prime/Lead Bidder (in case of Consortium) in favour of the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this RFP		
2	Prime Bidder and Consortium detail (only in case of Consortium) as per Clause 5.2 of Section IV		
3	Blacklisting undertaking in prescribed format as per Clause 5.3 of Section IV		
4	Response to Pre-qualification evaluation & Technical Evaluation qualifying criteria (refer Clause 2.23 & 2.24 of Sec-II-ITB) in prescribed format with supporting documents as per Clause 5.4 of Section IV		
5	Relevant Experience List in prescribed format as per Clause 5.5 of Section IV		
6	Details of Manpower for the Project in prescribed format as per Clause 5.6 of Section IV		
7	Curriculum Vitae (CV) of the proposed manpower in prescribed format as per Clause 5.7 of Section IV		
8	Qualification Bid Submission letter in prescribed format as per Clause 5.8 of Section IV		
9	All Manufacturers Authorization Certificate in prescribed format as per Clause 5.9 of Section IV		
10	Overview of Proposed Solution in prescribed format as per Clause 5.10 of Section IV		
11	Bid Securing Declaration in prescribed format as per Clause 5.12 of Section IV		
12.	Bidder's Self Information (Including Consortium Member- as applicable) prescribed format as per Clause 5.1 of Section IV		
13	Proforma for Statement of Deviations from Tender Conditions in prescribed format as per Clause 5.15 of Section IV		
14	Pre-Contract Integrity Pact in prescribed format as per Clause 5.17 of Section IV		
15	Duly signed and stamped copy of Updated RFP bid document with all amendments / corrigendum / addendum/changes		
16	A Certificate for Compliance of OM of MoE dated 23.07.2020 on bidder/company letter head in reference to clause 2.35 of tender document		
17	Detailed design and drawing as required for installation of equipment and the scheme of layout and connection (refer clause 3.22.8 of bid document)		
18	Undertaking by the bidder that they will also comply to Other Mandatory Criteria as mentioned in Clause 2.25 of Section-II-ITB at Page 36 & 37 of Updated RFP document ver.2		