

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

CORRIGENDUM/ADDENDUM/CORRECTION

Sub: Corrigendum no. 08 in Open e-tender no. 2021/IRCTC/SERVICES/IRHES/139

In the subject e-tender, the following correction is being issued; bidders are advised to note and quote accordingly.

SN	Clause no.	Existing	To be read as
1.	Clause no. 6.3 (General Requirement) Item no. 26, page 141	The agent application shall support call recording for monitoring the performance of agents. The contact centres shall have call recording servers, which shall record all calls serviced by agents and store on-line for a period of about two months with archival facility for about four months. The Central Monitoring Cell should also be enabled to monitor the individual conversations of any agent in any contact centre, if so desired.	The agent application shall support call recording for monitoring the performance of agents. The contact centres shall have call recording servers, which shall record all calls serviced by agents and store on-line for a period of about three months with archival facility for about four months. The Central Monitoring Cell should also be enabled to monitor the individual conversations of any agent in any contact centre, if so desired.


GGM/Services

