

SPORTSAUTHORITYOFINDIA

Corrigendum-2

Bid Reference No.01-13006(05)/3/2021-HO

Dated: 26.07.2021

Sub: Corrigendum No. 2 to the above referred tender document for Engagement of Service Provider for providing Call centre Services, IT enabled feedback and monitoring system for various promotional schemes/ operational activities at SAI Call Centre. (SAI/OPS/CALLCENTER/2021-22/01)

The following changes are incorporated to the bidding document:

SN	Bid Reference	Existing:	Read As:
Annexure 'III' Eligibility & Evaluation Criteria			
1.	Clause 1.3	Positive Net worth-The net worth of the Bidder firm should not be negative on March 2020 and should have not eroded by more than 30% (thirty percent) in the last three years, ending on March 2020.	"Positive Net worth-The net worth of the Bidder firm should not be negative on March 2020 and should have not eroded by more than 50% (thirty percent) in the last three years, ending on March 2020."
ANNEXURE 'I' TERMS OF REFERENCE FOR SERVICES (TOR)			
2.	Clause 4.4 Data Base Management	Added Para:	Creation, Operation and Maintenance of Database and Dashboard integrated with web application will be the responsibility of the service provider. SAI will hand over existing data to Service provider. Service provider will have to update data in server and cloud frequently as per data provided by SAI or generated by out bound/inbound calls.
3.	Clause 4.7 Basic Requirements of Call centre (Hardware and Software)	The estimated outbound call/per day is 70 Calls per executive (3 mins per call) and the same should be part of the proposal	<ul style="list-style-type: none">• An existing SMS gateway is already in use.• The estimated outbound call/per day is 70 Calls and SMS per executive (3 mins per call)• The above numbers are provided for estimation. However, all expenses towards the Operations of Call center unless specifically mentioned will be the responsibility of the service provider.
4.	Clause 4.8 Reporting Requirement	Added Para:	<ul style="list-style-type: none">• Feedback and monitoring system are to be provided/accessible for logged in user only.
5.	Clause 4.9 Web Application	Added Para:	<ul style="list-style-type: none">• Service Provider will be required to arrange and handle for all APIs, required third party applications; existing and new; as required for the functionality and operations of call center and its integration with CRM and Web application; Current Technology in use is php.

All other contents of the Bid Document including terms & conditions remain unaltered.



SPORTSAUTHORITYOFINDIA

The Pre-bid queries received from various prospective bidders and the reply to the same is attached below for information. These are not part of the corrigendum but are being published for clarity of prospective bidders.

#	Clause No	Tender Clause in Discussion	Queries by the Prospective Bidders	Committee Recommendations
		ANNEXURE '1' TERMS OF REFERENCE FOR SERVICES (TOR)		
1.	2. Aims and objectives of Setting up Call Centre and Clause 4.4	2.1.4. Creation, Operation and Maintenance of Database and Dashboard integrated with web application with features for:	Who's going to provide subscriber data frequently and who will update that data in server or cloud?	Clarified as: Added Point Clause 4.4 Data Base Management Creation, Operation and Maintenance of Database and Dashboard integrated with web application will be the responsibility of the service provider. SAI will hand over existing data to Service provider. Service provider will have to update data in server and cloud frequently as per data provided by SAI or generated by out bound/inbound calls.
2.	Point 4 - (7), Basic Requirements of Call centre (Hardware and Software)	SMS should be sent to customer mobile number displaying the unique id/ticket number. The estimated outbound call/per day is 70 Calls per executive (3 mins per call) and the same should be part of the proposal	How many SMS expected per month/yearly? Who will be responsible to purchasing SMS package? Is an existing SMS gateway already in use?	Clarified as: Added Point Clause 4.7: <ul style="list-style-type: none"> • An existing SMS gateway is already in use. • The estimated outbound call/per day is 70 Calls and SMS per executive (3 mins per call) • The above numbers are provided for estimation. However, all expenses towards the Operations of Call center unless specifically mentioned will be the responsibility of the service provider.
3.	Point 2. Aims and objectives of Setting up Call Centre and Clause 4.5	2.1.4. Creation, Operation and Maintenance of Database and Dashboard integrated with web application with features for:	Kindly confirm on hosting aspect. Are the web portal / website required to be hosted at the bidder's end? Please confirm who will bear the cost of infrastructure of hosting?	Please refer Clause 4.5. The service provider has to host, maintain and bear expenses in regard to the required cloud storage and database.
4.	Point 4 - (9) Web Application	Web application is integrated with Third party cloud/telephony call center with APIs.	How many third-party applications would be required to be integrated with the new web portal / website? Please list out their technical details also kindly specify the technology / platform of each of the third-party application along with DB details if any and who will provide the APIs?	Clarified as: Added Point Clause 4.9: Service Provider will be required to arrange and handle for all APIs, required third party applications, existing and new; as required for the functionality and operations of call center and its integration with CRM and Web application. Current Technology in use is php.
5.	Point 4 - (9) Web Application	Web application is integrated with Third party cloud telephony call center with APIs.	Are there any other 3rd party extension or online services that need to be installed or added.	
6.	Point 2. Aims and objectives of Setting up Call Centre, Clause 4.6 &	2.1. The aim of selection of service Provider is to set up State of the art Call centre with deployment of required manpower as defined in this	Are feedback and monitoring system going to be open to all or for logged in user only.	Please refer Clause 4.6 & 4.8 Clarified as: Added Point Clause 4.8: Feedback and monitoring system are to be provided/accessible for logged in user only.



SPORTSAUTHORITYOFINDIA

#	Clause No	Tender Clause in Discussion	Queries by the Prospective Bidders	Committee Recommendations
	4.8	document and provide IT enabled feedback and monitoring system to effectively monitor various activities of SAJ as defined below.		
7.	Serial No 3 of Clause no 1, Annexure III on page no 34	Positive Net worth-The net worth of the Bidder firm should not be negative on March 2020 and should have not eroded by more than 30% (thirty percent) in the last three years, ending on March 2020.	Request for relaxation:- We request the Department to relax the positive net worth erosion clause from 30% (thirty percent) in the last three years to 50%, owing to the ongoing pandemic, which has hit the industry across spectrum in horrendous manner so kindly give relaxation on the same.	Amended as: “Positive Net worth-The net worth of the Bidder firm should not be negative on March 2020 and should have not eroded by more than 50% (thirty percent) in the last three years, ending on March 2020.”
8.	Serial No 4 of Clause no 1, Annexure III on page no 34	Relevant Experience-The bidder should have prior experience in successfully executing at least 01 Call Centre Project with a Minimum Total Contract value of INR 1.5 Cr. Call Centre project in last 03 Financial years ending March 2021. Ongoing project where the bidder has received payment for more than 1.5 Cr. Will be considered for evaluation on submission of relevant Payment proof.	Suggestion:- We suggest to add minimum count of 100 FTEs/agents associated with the project which has Minimum total Contract Value of INR 1.5 Cr, as an addition to the eligibility clause, in order to assess the efficiency & stability of the services that can be provided by the bidder to the Department.	No change


 (SHIV SHARMA)
 Regional Director (Ops)