

**REQUEST FOR PROPOSAL [RFP] FOR PROCUREMENT OF CALL CENTRE SOLUTION RELATING TO COLLECTIONS TELE-CALLING UNIT.**

**RFP REF NO: BGSSL/RFP/COLL./2021-22/01**

**RFP Dated 01st May, 2021**

**Addendum-2, Dated 26th May, 2021**

The company hereby notifies the following changes in the RFP:

1. It has been decided to amend the following clauses of the RFP as under:

<b>RFP Clause #</b>	<b>Existing Content</b>	<b>Amended Content</b>
<b>1.7 Important Details (Schedule of Events, contact &amp; communication details etc.)</b>	<b>(Sr. No.02) - Eligibility of the Bidder [Business Experience]</b> Bidder should be a Registered company/Firm in India and should be in operation for a minimum period of 2 years as on 31.03.2021. The Bidder should not be Banking Company or a Non- Banking Financial Company	<b>Eligibility criteria pertaining to Business experience may be considered as waived for Startups.</b>  <b>Startup certificate issued by the competent authority valid as on the date of bid submission is to be submitted for availing relaxation available to Startups.</b>
	<b>(Sr. No.08) - Eligibility of the Bidder [Turnover]</b> The Bidder should have a turnover of over Rs. 10 crore each financial year for the last 3 years.	<b>(Sr. No.08) - Eligibility of the Bidder</b>  The Bidder should have an average turnover/Income of <b>Rs.7 crores or above</b> during the last 3 financial years, viz 2020-21, 2019-20 & 2018-19.  <b>Eligibility criteria pertaining to average turnover may be considered as waived for Startups.</b>
<b>6.2. Evaluation Methodology for Eligible Bidder</b>	<b>Technical Bid Evaluation</b> .....The vendor needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening.....	<b>Technical Bid Evaluation</b> .....The vendor needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening.....  <b>Addition of New Clause:</b> <b>Relaxation for Start-up/MSE:</b> Minimum score of 50 marks required to be qualify in the Technical bid evaluation

S/d  
Authorised signatory