

## Corrigendum

### Response to pre bid queries

**Tender for Setting up and Operation of a Domestic Call Centre as a helpdesk on behalf of Department of Science and Technology, Government of Gujarat, Gandhinagar.**

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	4	<p><b>Section 1 Eligibility Criteria</b> 1.1 The bidder should have a prior experience of minimum 5 years (as on 31st March 2018) of successfully running a Domestic/International Inbound Call Centre catering to similar large clients like Government/Institutional or private firms. The experience of running in house call center/help desk for bidder's own operations or their partner/associate's operation will not be counted. The experience of running the call center for third party clients will only be considered. The bidder must attach registration Certificate. The bidder must have to submit the work order/agreement/client certification for the same.</p>	Do we need to submit the work order/agreement/client certification for those clients with EPABX or clients of Call Center Solution with CRM . Or Both will be considered.	<p><b>No change</b></p> <p>As per the eligibility criteria, we want the company, who has an experience of running call centre with CRM and all required setup</p>
2	6	<p><b>2.1.2 Successful Bidder's responsibilities:</b> Successful bidder shall use his own premises or extend his existing call center facility as per the requirement. The cost of premises &amp; recurring cost related to electricity, connectivity &amp; all kind of utility services will be borne by the successful bidder for setting up &amp; operation of this call center.</p>	Can we do the setup and operation of the call center anywhere in India	<p><b>No change</b></p> <p><b>This facility / set up preferebbly in the State of Gujarat (in Ahmedabbad or Gandhinagar)</b></p>