

**Tender for the Supply and maintenance of  
Contact Centre Solutions  
IFB No. HLL/CHO-SP/MCSC/2017-18/1 - Dt. 08.02.2018**

**20.02.2018**

**CORRIGENDUM 1**

In response to the queries/requests from the prospective bidders the following amendments are made to the Tender IFB No. HLL/CHO-SP/MCSC/2017-18/1 - Dt. 08.02.2018 with the approval of the Competent Authority

**Amendment No. 1**

***Tender Clause: 3.21 Performance Guarantee***

The Bidder shall furnish a Performance Guarantee in the form of irrevocable Bank Guaranty issued from any Nationalized Bank in India and having a branch at Thiruvananthapuram, within 15 days from the date of issue of Purchase Order by HLL, for an amount of Rs. 20 Lakhs (Rupees Twenty Lakhs only), valid for a period of 5 years and three months from the date of first purchase order.

***Amendment to Clause 3.21***

The Performance Bank Guarantee requirement stands amended to **Rs. 1 lakh (Rupees One lakh only)** in lieu of Rs. 20 lakh (Rupees Twenty lakh) as per the original tender document. All other terms in the said clause remains the same.

**Amendment No. 2**

***Section II Clause 1. b*** - Tenderer should have experience in implementing at least three large Contact Centres

***Amendment to Section II: Clause 1.b***

Tenderer should have experience in implementing at least three large Contact Centres. Contact Centre for the purpose of this tender refers to a fully-fledged contact center with all communication channels together with a minimum of 25 agents per center

**AVP (SP & CC)**