



**EdCIL (India) Limited**

A Mini Ratna Category-I CPSE Company

A Government of India Enterprise | ISO 9001:2015 & 14001:2015

**Sector 16 A, Plot 18 A, NOIDA – 201 301**

**Uttar Pradesh, INDIA**

**Website: [www.edcilindia.co.in](http://www.edcilindia.co.in)**

**Date: 09<sup>th</sup> September, 2020**

**Sub:** Modifications in RFP.

**Work Name:** Request for Proposal for Selection of an agency for Setting up and Carrying out Call Centre Operations for “Study in India” Program

**Ref:** EdCIL/SII/CALLCENTRE/08/2020

**Corrigendum – 2**

**1. Extension of Last date of submission**

Particulars	Existing Date and Time	Revised Date and Time
Last date of submission	Date: 11 <sup>th</sup> Sept. 2020	Date: 20 <sup>th</sup> Sept. 2020
	Time: 1600 Hrs.	Time: 2359 Hrs.
Date and Time for opening of Technical bid	Date: 11 <sup>th</sup> Sept. 2020	Date: 21 <sup>st</sup> Sept 2020
	Time: 1700 Hrs.	Time: 1100 Hrs.

**2. Changes in RFP Clause:**

S.No.	Page No. & RFP Clause No.	Current RFP content	Revised RFP Content
1	19, 5.1 Stage 1: Pre-Qualification Criteria (2)	The Bidder’s average annual turnover in India should be at least INR 15 crores during the previous 3 financial years (i.e. 2018-19, 2017-18, 2016-17)	The Bidder’s average annual turnover in India should be at least INR 10 crores during the previous 3 financial years (i.e. 2018-19, 2017-18, 2016-17)

2	21, 5.2 Stage II: Technical Qualification (1c)	<p>The bidder must have successfully “completed” operation Call Centre project(s) for Central/state Govt./Private of as on 31.03.2020 in the last 3 completed financial years:</p> <ul style="list-style-type: none"> <li>• 3-5 projects of more than 5 crores of Value each with Central Govt. /State Govt./Private – 2 Marks</li> <li>• 6-9 projects of More than 5 crores of Value each with Central govt./State govt./private – 3 marks</li> <li>• equal to or greater than 10 projects of More than 5 crores of Value – 6 marks with Central Govt. /State Govt./private</li> </ul>	<p>The bidder must have successfully “completed” operation Call Centre project(s) for Central/state Govt./Private of as on 31.03.2020 in the last 3 completed financial years:</p> <ul style="list-style-type: none"> <li>• 1 project of more than 5 crores of Value each with Central Govt. /State Govt./Private – 2 Marks</li> <li>• 2 projects of More than 5 crores of Value each with Central govt./State govt./private – 3 marks</li> <li>• greater than 2 projects of More than 5 crores of Value – 5 marks with Central Govt. /State Govt./private</li> </ul>
3	21, 5.2 Stage II: Technical Qualification 1(e)	<p>The Bidder must have at least 750 agents employed in delivering contact centre voice operations as on 31.03.2020.</p> <ul style="list-style-type: none"> <li>• 750- 1500 agents – 2 mark</li> <li>• 1501-2250 agents – 4 Marks</li> <li>• Above 2251 agents – 6 marks</li> </ul>	<p>The Bidder must have at least 450 agents employed in delivering contact centre voice operations as on 31.03.2020.</p> <ul style="list-style-type: none"> <li>• 450- 900 agents – 2 mark</li> <li>• 901-1350 agents – 4 Marks</li> <li>• Above 1351 agents – 6 marks</li> </ul>
4	22, 5.2 Stage II: Technical Qualification 1 (f)	<p>The Bidder should have at least 250 in-bound voice contact centre seats operational at a single location in India as on 31.03.2020.</p> <ul style="list-style-type: none"> <li>• 250 - 500 seats – 2 marks</li> <li>• 501 – 1000 seats – 4 marks</li> <li>• Above 1001 seats – 6 marks</li> </ul>	<p>The Bidder should have at least 150 in-bound voice contact centre seats operational at a single location in India as on 31.03.2020.</p> <ul style="list-style-type: none"> <li>• 150 - 300 seats – 2 marks</li> <li>• 301 – 600 seats – 4 marks</li> <li>• Above 601 seats – 6 marks</li> </ul>

5	22, 5.2 Stage II: Technical Qualification 2(a)	<p>The Bidder should have at least 50 Team Managers (TM) / Team Lead (TL), with following qualification:</p> <ul style="list-style-type: none"> <li>• Must be a graduate or higher in any discipline.</li> <li>• Should be trained on Customer Operations Performance Centre (COPC).</li> <li>• Should have at least 4 years' experience in a Call Centre or telemarketing in the service industry.</li> <li>• Experience in coaching and developing skills of people. Should have effective problem solving and decision-making skills.</li> </ul> <p>Excellent writing, MIS, communication, time management and multi-tasking skill</p> <p>Shall have led a team of more than 25 direct/indirect people</p> <ul style="list-style-type: none"> <li>• Proficient in handling call centre tools, like CRM, CMS, etc.</li> <li>• 50 – 100 TM/TL – 1 mark</li> <li>• 101 – 150 TM/TL – 2 marks</li> <li>• Above 151 TM/TL – 5 marks</li> </ul>	<p>The Bidder should have at least 25 Team Managers (TM) / Team Lead (TL), with following qualification:</p> <ul style="list-style-type: none"> <li>• Must be a graduate or higher in any discipline.</li> <li>• Should be trained on Customer Operations Performance Centre (COPC).</li> <li>• Should have at least 4 years' experience in a Call Centre or telemarketing in the service industry.</li> <li>• Experience in coaching and developing skills of people. Should have effective problem solving and decision-making skills.</li> </ul> <p>Excellent writing, MIS, communication, time management and multi-tasking skill</p> <p>Shall have led a team of more than 25 direct/indirect people</p> <ul style="list-style-type: none"> <li>• Proficient in handling call centre tools, like CRM, CMS, etc.</li> <li>• 25 – 50 TM/TL – 1 mark</li> <li>• 51 – 75 TM/TL – 2 marks</li> <li>• Above 76 TM/TL – 5 marks</li> </ul>
6	23, 5.2 Stage II: Technical Qualification (2b)	<p>The Bidder should have at least 11 Assistant Manager (AM) having relevant experience, with following qualification:</p> <ul style="list-style-type: none"> <li>• Must be a graduate or higher in any discipline.</li> <li>• Must be certified from NASSCOM (or similar Certification agency).</li> <li>• Should have at least 5 years' experience in a Call Centre or telemarketing in the service industry.</li> <li>• Experience in coaching and developing skills of people.</li> <li>• Should have effective problem solving and decision-making skills.</li> <li>• Proficient in handling call centre tools, like CRM, CMS, etc.</li> </ul>	<p>The Bidder should have at least 7 Assistant Manager (AM) having relevant experience, with following qualification:</p> <ul style="list-style-type: none"> <li>• Must be a graduate or higher in any discipline.</li> <li>• Must be certified from NASSCOM (or similar Certification agency).</li> <li>• Should have at least 5 years' experience in a Call Centre or telemarketing in the service industry.</li> <li>• Experience in coaching and developing skills of people.</li> <li>• Should have effective problem solving and decision-making skills.</li> <li>• Proficient in handling call centre tools, like CRM, CMS, etc.</li> </ul>

		<ul style="list-style-type: none"> <li>• Experience of MS dynamics CRM and Avaya product suite; Mandatory</li> <li>• 11- 25 AM – 2 marks</li> <li>• 26 – 40 AM – 3 marks</li> <li>• Above 41 AM – 5 marks</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of MS dynamics CRM and Avaya product suite; Mandatory</li> <li>• 7- 14 AM – 2 marks</li> <li>• 15– 21 AM – 4 marks</li> <li>• Above 22 AM – 6 marks</li> </ul>
7	24, 5.2 Stage II: Technical Qualification (2d)	<p>The Bidder should have at least 10 Quality Manager (QM) / Quality Evaluators (QE) having relevant experience, with following qualification:</p> <ul style="list-style-type: none"> <li>• Must be a graduate or higher in any discipline</li> <li>• Should have at least 3 years’ experience in the field of quality assurance in a BPO industry.</li> <li>• Should have effective problem solving and decision-making skills.</li> </ul> <ul style="list-style-type: none"> <li>• 10 – 15 QM/QE – 1 mark</li> <li>• 16 – 21 QM/QE – 2 marks</li> <li>• Above 22 QM/QE – 3 marks</li> </ul>	<p>The Bidder should have at least 7 Quality Manager (QM) / Quality Evaluators (QE) having relevant experience, with following qualification:</p> <ul style="list-style-type: none"> <li>• Must be a graduate or higher in any discipline</li> <li>• Should have at least 3 years’ experience in the field of quality assurance in a BPO industry.</li> <li>• Should have effective problem solving and decision-making skills.</li> </ul> <ul style="list-style-type: none"> <li>• 7 – 12 QM/QE – 1 mark</li> <li>• 13 – 18 QM/QE – 2 marks</li> <li>• Above 19 QM/QE – 3 marks</li> </ul>
8	24, 5.2 Technical Qualification (2e)	<p>The Bidder should have at least 10 IT Security Manager having relevant experience (Should have at least 2 years’ experience in IT Security Management Field)</p> <p>Must be a Graduate or Equivalent in any discipline. IT related course/certification would be preferred.</p>	<p>The Bidder should have at least 7 IT Security Manager having relevant experience (Should have at least 2 years’ experience in IT Security Management Field)</p> <p>Must be a Graduate or Equivalent in any discipline. IT related course/certification would be preferred.</p>

		<ul style="list-style-type: none"><li>• 10 – 15 ITSM – 1 mark</li><li>• 16 – 21 ITSM – 3 marks</li><li>• Above 22 ITSM – 5 marks</li></ul>	<ul style="list-style-type: none"><li>• 7 – 12 ITSM – 1 mark</li><li>• 13 – 18 ITSM – 3 marks</li><li>• Above 19 ITSM – 5 marks</li></ul>
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This issues with the approval of competent authority.