

एनर्जी एफिशिएंसी सर्विसेज लिमिटेड विद्युत मंत्रालय के सार्वजनिक क्षेत्र के उपक्रमों की संयुक्त उद्यम कंपनी ENERGY EFFICIENCY SERVICES LIMITED A JV of PSUs under the Ministry of Power

## Amendment No. 5

Ref: EESL/06/2021-22/IT/PRI & Toll free/212209043/Amdt-5

Date: 07/12/2021

ST=DELHI, OID.2.5.4.17=110003, OU=SUF CIENCY SERVICES LIMITED, C=IN

To, M/s .....

**SUB: Amendment No.5** against RfP No. EESL/06/2021-22/IT/PRI & Toll free/212209043 Dated 02.09.2021 for Hiring of Agency for "PRI and Toll Free for Call Centre of EESL".

## **References:**

- 1. NIT/Bid Document No. EESL/06/2021-22/IT/PRI & Toll free/212209043 Dated 02.09.2021, E-tender Id: 1830.
- 2. Amendment No.1 dated 23.09.2021
- 3. Amendment No.2 dated 08.10.2021
- 4. Amendment No.3 dated 26.10.2021
- 5. Amendment No.4 dated 28.10.2021

## Dear Sir/Madam,

The following Amendments(s) to above mentioned RfP are hereby authorized: -

- 1. Amendments/clarifications are attached herewith as Annexure Z.
- 2. The Bid Schedule mentioned in Section- 1 (ITB) & Subsequent Amendments is amended as being a

Description as per RfP	Details as per RfP/ Subsequent Amendment	Amended as
Document Sale Date & Timing i.e. Last date & Time for downloading RFP from website		Extended up to 14.12.2021 (hp to 1400 hours IST).
Online Bid Submission Period	Extended up to 10.11.2021 (up to 1430 hours IST).	Extended up to 14.12.2021 (up to 1430 hours IST).
Techno-commercial E-bio Opening Date & Time	On 10-11-2021 at 1500 hrs. IST.	On 14.12.2021 at 1500 hours IST.

All other terms and conditions of subject tender remain unchanged for now.

Thanking You,



पंजीकृत कार्यालयः एन. एफ. एल. बिलिंडग, पाँचवा और छठा तल, कोर - 3, स्कोप कॉम्पलेक्स, लोधी रोड, नई दिल्ली - 110003 दूरभाषः +91 (011) 45801260, फैक्सिः +91 (011) 45801265 वेबसाईटः www.eeslindia.org REGISTERED OFFICE: NFL Building, 5<sup>th</sup> & 6<sup>th</sup> Floor, Core – III, SCOPE Complex, Lodhi Road, New Delhi – 110003 Tel.: +91 (011) 45801260, Fax: +91 (011) 45801265 Website: www.eeslindia.org

Annexure-Z				
RfP/Tender No: EESL/06/2021-22/IT/PRI & Toll free/212209043 Dated: 02.09.2021. (E-tender ID - 1830)				
Name of Work: Hiring of Agency for "PRI and Toll Free for Call Centre of EESL".				
	Section No.			
Sr.No.	Page No	Description as Per RFP	Clarified as/ Amended as/ Incorporated as	
	Para No / Clause No			
1	Section - 4 Qualification Criteria	Bidder should have successfully executed 'similar work' in the last 3 years (FY, 2017-18, 2018-19, 2019-20) in Government department/PSU/: i) Single work order of Rs.44,80,000/-	"Bidder should have successfully executed 'similar work' in the last 3 years (FY, 2017- 18, 2018-19, 2019-20) or (FY, 2018-19, 2019-20, 2020-21)in any Government department/PSU/Corporate sector".	
		OR ii) Two work orders each of Rs.28,00,000/- OR	i) Single work order of Rs.44,80,000/- OR ii) Two work orders each of Rs.28,00,000/-	
		iii) Three work orders each of Rs.22,40,000/-	OR iii) Three work orders each of Rs.22,40,000/-	
	109	Similar Work Means "PRI and Toll Free" services Documentary evidence shall be furnished along with the bid. Documentary evidence should be submitted in the form of copies of relevant work orders/	"Similar Work Means "PRI and Toll Free" services - Separate contract may be consider for PRI and Toll Free".	
	contract agreement/ purchase order along with copies of any document in respe of satisfactory execution/completion certificate of each of those purchase orders fr. No. 3 work orders such as (1) Satisfactory completion (OR) (ii) any other documents evidences that can substantiate the satisfactory execution of each of the purchase order/work order submitted.	Documentary evidence shall be furnished along with the bid. Documentary evidence should be submitted in the form of copies of relevant work orders/ contract agreement/ purchase order along with copies of any document in respect of satisfactory execution/completion certificate of each of those purchase orders/ work orders such as (i) Satisfactory completion (OR) (ii) any other documentary evidences that can substantiate the satisfactory execution of each of the purchase order/work order submitted.		
2	Section - 4 Qualification Criteria	The bidder should ensure that all the below mandatory technical specifications are complied with.	The bidder should ensure that all the below mandatory technical specifications are complied with.	
		Technical compliance sheet	Technical compliance sheet	
	109	Specification of Toll Free and SIP Compliance Yes/No	Specification of Toll Free and SIP Compliance Yes/No	
		30 Channels SIP Trunk Toll Free Services with IVR services Configurable IVR (Desirable) 24*365 Support	30 Channels SIP Trunk Toll Free Services with IVR services (With IVR Services Desirable) Configurable IVR (Desirable) 24*365 Support	
	3	Account Manager Account Manager SLA 99,5% Quarterly Portal for ESLs to fetch the reports SLA Reports Quarterly	24 303 Support Account Manager SLA 99,5% Quarterly Portal for EESL to fetch the reports SLA Reports Quarterly	

