



Government of Punjab
Department of Good Governance and Information Technology
D-241, Phase 8B, Sector 74, S.A.S. Nagar - 160071
Corrigendum - 3

SN	Clause No and Title	Page No	Existing Clause	Revised Clause																																															
1.	5.3.18. (w) Manpower management	40	New Clause	The Managers and Team Leads-cum-Trainers must possess proficiency in reading, writing, speaking, and understanding Punjabi.																																															
2.	9.5 Minimum Specification of All-in-one	67	<table><tr><th colspan="3">Minimum Specification of All-in-one</th></tr><tr><th>SN</th><th>Feature</th><th>Minimum Specifications</th></tr><tr><td>1.</td><td>Processor</td><td>14th Generation Intel Core i3</td></tr><tr><td>2.</td><td>Graphics</td><td>Integrated Graphics Card</td></tr><tr><td>3.</td><td>Operating System</td><td>Pre-installed Genuine Microsoft Windows 11 Professional (64 bit)</td></tr><tr><td>4.</td><td>Memory (RAM)</td><td>16 GB DDR5</td></tr><tr><td>5.</td><td>Storage Disk</td><td>256 GB SSD</td></tr><tr><td rowspan="3">6.</td><td rowspan="3">Display</td><td>21 inch or above</td></tr><tr><td>Resolution - 1920 x 1080p</td></tr><tr><td>IPS / VA, Anti Glare</td></tr></table>	Minimum Specification of All-in-one			SN	Feature	Minimum Specifications	1.	Processor	14th Generation Intel Core i3	2.	Graphics	Integrated Graphics Card	3.	Operating System	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit)	4.	Memory (RAM)	16 GB DDR5	5.	Storage Disk	256 GB SSD	6.	Display	21 inch or above	Resolution - 1920 x 1080p	IPS / VA, Anti Glare	<table><tr><th colspan="3">Minimum Specification of All-in-one OR Desktop</th></tr><tr><th>SN</th><th>Parameter</th><th>Minimum Specifications</th></tr><tr><td>1.</td><td>Processor</td><td>Intel Core i3 12th Generation OR AMD Ryzen 3 5000 series</td></tr><tr><td>2.</td><td>RAM</td><td>16GB DDR4</td></tr><tr><td>3.</td><td>Storage</td><td>256 GB SSD</td></tr><tr><td>4.</td><td>Display</td><td>21 inch or above, LED, 1920 x 1080p, IPS / VA, Anti Glare</td></tr><tr><td>5.</td><td>Keyboard & Mouse</td><td>Wired / Wireless</td></tr></table>	Minimum Specification of All-in-one OR Desktop			SN	Parameter	Minimum Specifications	1.	Processor	Intel Core i3 12th Generation OR AMD Ryzen 3 5000 series	2.	RAM	16GB DDR4	3.	Storage	256 GB SSD	4.	Display	21 inch or above, LED, 1920 x 1080p, IPS / VA, Anti Glare	5.	Keyboard & Mouse	Wired / Wireless
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			7.	Connectivity	10/100/1000 Gigabit Ethernet Port	6.	OS	Pre-installed Genuine Microsoft Windows 11 Professional (64 bit)
					Integrated WiFi 6			
					Bluetooth 5			

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3.	3.3 Introduction	7	Accordingly, it has been decided to procure services of two additional call centers operating with a cumulative 1,000 man shifts per day with a minimum payment guarantee of 50% in each case. There may be 25% overall variation upwards in the total number of man shifts. The 1,000 man shifts shall be divided into the two call centres in the ratio of 60:40 (amongst L1 and L2 bidders) (methodology for division is covered in Clause 4.12)	Accordingly, it has been decided to procure the services of three call centers operating with a cumulative capacity of 1,000 man-shifts per day with a minimum payment guarantee of 50% in each case. There may be 25% overall variation upwards in the total number of man shifts. The allocation of man-shifts among the selected bidders shall be as follows: ● L1: 500 man-shifts per day (mandatory allocation) ● L2: 300 man-shifts per day, subject to matching the L1 rates ● L3: 200 man-shifts per day, subject to matching the L1 rates The detailed methodology for allocation shall be governed by Clause 4.12 of this document, subject to the above provisions.
4.	4.12.9	18	L1 bidder will be eligible for allocation of maximum	The 1,000 man-shifts per day for the call center shall

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			man-shifts of 600. Next, L2 will be asked if they are ready to undertake the work of a maximum 400 man-shifts at L1 rates. In case of refusal, L3 shall be asked the same and so on. In case, all bidders who quoted higher than L1 bidder refuse to undertake the work, L1 shall be asked the same	be allocated among the selected bidders as follows: • L1 bidder: 500 man-shifts per day (mandatory allocation) • L2 bidder: 300 man-shifts per day, subject to matching the L1 rates • L3 bidder: 200 man-shifts per day, subject to matching the L1 rates The detailed methodology for allocation: • The L1 bidder shall be awarded 500 man-shifts per day at the final discovered L1 price. • The balance 300 man-shifts per day shall ordinarily be offered to L2, subject to: ○ L2 agreeing to match the final discovered L1 price; OR ○ If L2 does not agree, DGGIT shall offer the 300 man-shifts per day share sequentially to L3, L4, etc., at the discovered L1 price. ○ This bidder may be called T2.

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				• The balance 200 man-shifts per day shall ordinarily be offered to next in line bidder in line after T2 , subject to: ○ Next bidder agreeing to match the final discovered L1 price; OR ○ If the next bidder does not agree, DGGIT shall offer the 200 man-shifts per day share sequentially to other bidders (say L4, L5 and so on, as the case may be)., at the discovered L1 price. • If no bidder (other than L1) agrees to match the L1 price, DGGIT reserves the right, at its sole discretion, to allocate the entire/portion balance seats to L1 at the discovered L1 price; OR Cancel that portion of the order • In the scenario, when only one bidder (other than L1) agrees to match L1 rates, then the seat allocation shall be 600 and 400 between the L1 and this other bidder.
5.	4.15.1	20	Performance Security: The successful bidder(s) shall furnish "Fixed Performance Security" to DGGIT valued at 5% of the contract value (calculated as "Monthly cost per 8 hour man shift)" * 300 call center seats * Total	Performance Security: The successful bidder(s) shall furnish "Fixed Performance Security" to DGGIT valued at 5% of the contract value [calculated as "Monthly cost per 8 hour man shift" * allocated man-shifts per day * Total

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			contract period (in months) within 15 days from the date of signing of contract in the form of Performance Bank Guarantee / NEFT / DD.	contract period (in months)] within 5 working days from the date of issuing of LoI, in the form of Performance Bank Guarantee / NEFT / DD.
6.	5.1.1 (a) Introduction, Board Scope of work	22	5.1.1. The broad scope of work including but not limited to, is as under: a. Establishing a state-of-the-art State Helpline Call Center in S.A.S. Nagar / Amritsar / Ludhiana / Jalandhar / Chandigarh primarily equipped for outbound call services, with provisions for inbound call facilities as well, if required later by the client. There shall be two additional call centers operating with a cumulative 1,000 man shifts per day with a minimum payment guarantee of 50% in each case. There may be 25% overall variation upwards in the total number of man shifts. The 1,000 man shifts shall be divided into the two call centres in the ratio of 60:40 (amongst L1 and L2 bidders) (methodology for division is covered in Clause 4.12).	Clause 5.1.1: The broad scope of work including but not limited to, is as under: a. Establishing a state-of-the-art State Helpline Call Center in any of the districts of S.A.S. Nagar / Amritsar / Ludhiana / Jalandhar / Chandigarh, primarily equipped for outbound call services, with provisions for inbound call facilities as well, if required later by the client. There shall be three (3) additional call centers operating with a cumulative capacity of 1,000 man-shifts per day, with a minimum payment guarantee of 50% in each case. There may be an overall variation of up to 25% in the total number of man-shifts, depending on operational requirements. The 1,000 man-shifts per day shall be allocated among the three selected bidders in the following manner: ● L1: 500 man-shifts per day ● L2: 300 man-shifts per day

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				• L3: 200 man-shifts per day The detailed methodology for allocation is provided under Clause 4.12 of this document.
7.	6.1.1 (Penalties) 1	48	Activity: Submission of fixed and variable PBG Target/Service level: 15 days from the issue of Lol / request for increase of CCEs Penalty for delays beyond target level : Rs. 200 per day for a delay of the first 5 days. Rs. 500 per day for delay after first 5 days	Activity: Submission of fixed and variable PBG Target/Service level: 5 working days from the issue of Lol / request for increase of CCEs. Penalty for delays beyond target level : Rs. 1,000 per day for a delay of the first 5 working days. Rs. 5,000 per day for delay after first 5 working days
8.	6.1.1 (Penalties) 2	48	Activity: Signing of contract Target/Service level: 15 days from the issue of Lol Penalty for delays beyond target level : Rs. 200 per day for a delay of the first 5 days. Rs. 500 per day for delay after first 5 days	Activity: Signing of contract Target/Service level: 7 working days from the issue of Lol Penalty for delays beyond target level : Rs. 1,000 per day for a delay of the first 7 working days. Rs. 5,000 per day for delay after first 7 working days
9.	6.1.1 (Penalties) 3	48	Activity: Go-Live including deployment of complete manpower and CCEs, CRM customization, deployment & integration (if required), hardware & software	Activity: Go-Live includes deployment of complete manpower and Customer Care Executives (CCEs), CRM customization, deployment and integration (if required),

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			deployment, etc. Target: 200 man-shifts per day within 15 days and the remaining man-shifts per day within 30 days from signing of the contract Penalty for delays beyond target level : Rs. 2,000 per day	hardware and software deployment, and related operational readiness. Target/Service level: Complete man-shifts per day (as per Lol) with complete infrastructure within fifteen (15) days from the date of issuance of the Letter of Intent (Lol). Penalty for delays beyond target level: a) Manpower Deployment Delay: A penalty of Rs. 2,000 per day per person shall be levied for each day. (b) Delay in infrastructure setup leading to delay in Go-Live: A penalty of Rs. 25,000 per day.
10.	Definitions 2.1.25	6	“Similar work” refers to the operations and management of a call center with a minimum 300 seat capacity in single shift or multi-shift or 24x7 mode, providing inbound / outbound voice-based citizen support services for at least one year for a government or Public Sector Undertaking or large private organization.	“Similar work” refers to the operations and management of a call center with a minimum 1,000-seat capacity in single shift or multi-shift or 24x7 mode, providing inbound / outbound voice-based citizen support services for at least one year for a government or Public Sector Undertaking or large private organization.

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11.	Technical Evaluation 4.3.3	13	Only those Bidders whose absolute technical score is 60 or more shall be considered by the DGGIT for further evaluation i.e. financial bid evaluation.	Only those Bidders whose absolute technical score is 70 or more shall be considered by the DGGIT for further evaluation i.e. financial bid evaluation.
12.	Technical Evaluation 4.3.2 (Sr. No. 1)	11	Organizational Financial Strength Average Annual Turnover (AT) in the following financial years - FY 2021-22, FY 2022-23 and FY 2023-24: • AT >= INR 25 crores, but < INR 50 crores : 10 marks; • AT >= INR 50 crores, but < INR 75 crores : 13 marks; • AT >= INR 75 crores : 15 marks	Organizational Financial Strength Average Annual Turnover (AT) in any three of the following four financial years - FY 2021-22, FY 2022-23, FY 2023-24 and FY 2024-25 : • AT >= INR 30 crores, but < INR 60 crores : 10 marks; • AT >= INR 60 crores, but < INR 90 crores : 13 marks; • AT >= INR 90 crores : 15 marks
13.	Technical Evaluation 4.3.2 (Sr. No. 2)	11	Past Experience (No. of Projects of “Similar Work”) Number of “Similar Works” within the following financial years - FY 2022-23, FY 2023-24 and FY 2024-25 with not less than 300 seats each: • 1 projects : 10 Marks • 2 projects : 13 Marks • 3 or more projects : 15 Marks	Past Experience (No. of Projects of “Similar Work”) Number of “Similar Works” within the following financial years - FY 2022-23, FY 2023-24 and FY 2024-25 with not less than 1,000 seats each: • 1 projects : 10 Marks • 2 projects : 13 Marks • 3 or more projects : 15 Marks

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14.	Technical Evaluation 4.3.2 (Sr. No. 3)	12	No. of successfully completed “Similar Work” in government /Public Sector Undertaking/ private organizations during the last five years ending 31.08.2025 as per following details:- 1 project of minimum Rs. 12 crore or 2 projects of minimum Rs. 9 crore each or 3 projects of minimum Rs. 6 crore each: 15 marks 2 projects of minimum Rs. 12 crore or 3 projects of minimum Rs. 9 crore each or 4 projects of minimum Rs. 6 crore each: 17 marks 3 projects of minimum Rs. 12 crore or 4 projects of minimum Rs. 9 crore each or 5 projects of minimum Rs. 6 crore each: 20 marks	No. of successfully completed “Similar Work” in government /Public Sector Undertaking/ private organizations during the last five years ending 31.08.2025 as per following details:- 1 project of minimum Rs. 24 crore or 2 projects of minimum Rs. 15 crore each or 3 projects of minimum Rs. 12 crore each: 15 marks 2 projects of minimum Rs. 24 crore or 3 projects of minimum Rs. 15 crore each or 4 projects of minimum Rs. 12 crore each: 17 marks 3 projects of minimum Rs. 12 crore or 4 projects of minimum Rs. 9 crore each or 5 projects of minimum Rs. 6 crore each: 20 marks
15.	Pre-qualification / Eligibility evaluation 4.2.2 (Sr. No. 3)	9	The bidder should have successfully completed “Similar Work” in government /Public Sector Undertaking/ private organizations during the last five years ending 31.08.2025 as per following details:- A. Annual cost of one similar work is not less than the amount equal to Rs. 12 crores. OR	The bidder should have successfully completed “Similar Work” in government /Public Sector Undertaking/ private organizations during the last five years ending 31.08.2025 as per following details:- D. Annual cost of one similar work is not less than the amount equal to Rs. 24 crores. OR

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			B. Annual cost of two similar works is not less than the amount equal to Rs. 9 crores each. OR C. Annual cost of three similar works is not less than the amount equal to Rs. 6 crores each.	E. Annual cost of two similar works is not less than the amount equal to Rs. 15 crores each. OR F. Annual cost of three similar works is not less than the amount equal to Rs. 12 crores each.
16.	Pre-qualification / Eligibility evaluation 4.2.2 (Sr. No. 4)	10	The Bidder must have an average annual turnover of above INR 25 crores in the following financial years - FY 2021-22, FY 2022-23 and FY 2023-24	The Bidder must have an average annual turnover of above INR 30 crores in any three of the following four financial years - FY 2021-22, FY 2022-23, FY 2023-24 and FY 2024-25
17.	Technical evaluation criteria 4.3.2 Sr No 4	12	CCE on payrolls of the bidder as on date of bid submission: Max Marks :15 ● ≥ 400 but < 500 : 10 marks ● ≥ 500 but < 750 : 13 marks ● ≥ 750 : 15 marks	CCE on payrolls of the bidder as on date of bid submission: Max Marks: 10 ● $\geq 1,000$ but $< 1,200$: 5 marks ● $\geq 1,200$ but $< 1,400$: 7 marks ● $\geq 1,400$: 10 marks
18.	Technical evaluation criteria 4.3.2 Sr No 5	13	Profit Making: Max Marks :15 Number of FYs for which the Bidder has been a profit-making entity in the following financial years - FY 2021-22, FY 2022-23 and FY 2023-24:	Profit Making: Max Marks: 10 Number of FYs for which the Bidder has been a profit-making entity in any three of the following four financial years - FY 2021-22, FY 2022-23, FY 2023-24

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			- Any one FY : 10 Marks - Any two FYs : 13 marks - All three FYs : 15 Marks	and FY 2024-25: - Any one FY : 5 Marks - Any two FYs : 7 marks - All three FYs : 10 Marks
19.	Technical evaluation criteria 4.3.2 Sr No 10		Newly added	The quality of the following onsite operational resources shall be evaluated: Project Manager - 1 Manager - 1 Supporting Document Required: CV along with copy of Degrees and Work Experience certificates. Max Marks: 10 Project Manager: For each year of additional relevant managerial experience beyond that specified in the tender: 1 mark (max 7 marks) Manager: For each year of additional relevant experience as “Team Lead”, beyond that specified in the tender: 1 mark (max 3 marks)
20.	6.1.1 (Penalties)	53	New Penalty	Activity: Manpower deployment of Trainer cum Team Lead / Manager / Project Manager.

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	Sr No 32			Target/Service Level: Resources whose CVs were submitted in the Technical Bid should join at the start of the project and remain deployed for a minimum period of six months Penalty for delays beyond the target level: Rs 2 lakhs for Project Manager, Rs. 1 lakh for Manager (except in case of resignation)
21.	6.1.1 (Penalties) Sr No 12	49	Activity: Manpower deployment - CCEs / Trainer / Team lead / Project Manager Target/Service level: 100% as per Lol / contract / subsequent increase or decrease request at all times Penalty for delays beyond the target level: Rs. 300 per day per CCE, Rs. 2,000 per day per Trainer cum Team Lead / Project Manager	Activity: Manpower deployment - CCEs / Trainer cum Team Lead / Manager / Project Manager Target/Service level: 100% as per Lol / contract / subsequent increase or decrease request at all times Penalty for delays beyond the target level: Rs. 300 per day per CCE, Rs 2,000 per day per resource (Trainer cum Team lead / Project Manager / Manager)