

Tender for State Helpline
DGGIT/Helpline/2025/2



Government of Punjab
Department of Good Governance and Information Technology
D-241, Phase 8B, Sector 74, S.A.S. Nagar - 160071
Corrigendum - 5

SN	Clause No and Title	Page No	Existing Clause	Revised Clause
1.	Definitions 2.1.25	6	“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.	“Similar work” refers to the operations and management of a call center with a minimum 400-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.
2.	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 1,000 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 2021-22 , FY 2022-23, FY 2023-24 and FY 2024-25 with not less than 400 seats each: ● 1 projects : 10 Marks ● 2 projects : 13 Marks ● 3 or more projects : 15 Marks

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3	Technical Evaluation 4.3.2 (Sr. No. 1)	11	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	Organizational Financial Strength: Average Annual Turnover (AT) in the following financial years - FY 2021-22, FY 2022-23 , FY 2023-24 and FY2024-25: ● AT >= INR 12 crores, but < INR 30 crores : 10 marks; ● AT >= INR 30 crores, but < INR 60 crores : 13 marks; ● AT >= INR 60 crores : 15 marks
4	Pre-qualification / Eligibility evaluation 4.2.2 (Sr No 4)	10	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	The Bidder must have an average annual turnover of above INR 12 crores in the following financial years - FY 2021-22, FY 2022-23, FY 2023-24 and FY 2024-25

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5	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. 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	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. 10 crore or 2 projects of minimum Rs. 7 crore each or 3 projects of minimum Rs. 5 crore each: 15 marks • 2 projects of minimum Rs. 10 crore or 3 projects of minimum Rs. 7 crore each or 4 projects of minimum Rs. 5 crore each: 17 marks • 3 projects of minimum Rs. 10 crore or 4 projects of minimum Rs. 7 crore each or 5 projects of minimum Rs. 5 crore each: 20 marks

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6	Technical evaluation criteria 4.3.2 Sr No 4	12	CCE on payrolls of the bidder as on date of bid submission: Max Marks: 10 ● >=1,000 but < 1,200 : 5 marks ● >=1,200 but < 1,400 : 7 marks ● >= 1,400 : 10 marks	CCE on payrolls of the bidder as on date of bid submission: Max Marks :10 ● >=400 but < 750 : 5 marks ● >=750 but < 1,000 : 7 marks ● >= 1,000 : 10 marks
7	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:- D. Annual cost of one similar work is not less than the amount equal to Rs. 24 crores . OR 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.	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. 10 crores . OR B. Annual cost of two similar works is not less than the amount equal to Rs. 7 crores each. OR C. Annual cost of three similar works is not less than the amount equal to Rs. 5 crores each.