

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 - 7

SN	Clause No and Title	Page No	Existing Clause	Revised Clause
1.	6.1.1 (Penalties) 3	48	Activity: Go-Live includes deployment of complete manpower and Customer Care Executives (CCEs), CRM customization, deployment and integration (if required), 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.	Activity: Go-Live includes deployment of complete manpower and Customer Care Executives (CCEs), CRM customization, deployment and integration (if required), hardware and software deployment, and related operational readiness. Target/Service level: a) Complete/partial (minimum 20% of contractual quantity) man-shifts per day (as per Lol) with basic necessary infrastructure (at least CRM including live dashboard, call recordings, live call listening, reports, manpower, counters, etc.) within fifteen (15) days from the date of issuance of the Letter of Intent (Lol) from any of the locations where the operations of the Service Provider are currently ongoing.

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				b) Complete man-shifts per day (as per Lol) with complete infrastructure within Forty Five (45) days from the date of issuance of the Letter of Intent (Lol) at the location in any of the districts of S.A.S. Nagar / Amritsar / Ludhiana / Jalandhar / Chandigarh. The complete Call Center setup must be located at a single location. 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.