

Dated: 14.09.2017

**RailTel Corporation of India Ltd  
(A Government of India Enterprise)**

**Plot No. 143, Sector 44, Institutional Area,  
Opposite to Gold Souk Mall,  
Gurgaon, Haryana- 122003  
Work: 0124-4236083  
Fax: 0124-4236084**

**Website: [www.railtelindia.com](http://www.railtelindia.com)**

**Corrigendum -I**

**Sub:** Request for proposals for “Supply, Installation, Integration, Testing & Commissioning of Contact Centre Solution for RailTel NOCs & Federated Help Desks of RailWire MSPs”

**Ref:** i) This office Tender No. RailTel/Tender/OT/CO/Project/2017-18/Contact Centre Solution/402 dated 21.08.2017

The last date of submission of Tender for “Supply, Installation, Integration, Testing & Commissioning of Contact Centre Solution for RailTel NOCs & Federated Help Desks of RailWire MSPs” issued vide this E- Tender Notice No: RailTel/Tender/OT/CO/Project/2017-18/Contact Centre Solution/402 dated 21.08.2017 is extended from **19.09.2017 to 27.09.2017 up to 15.00 Hrs. Tender will be opened at 15:30 Hrs. on 27.09.2017.**

With **reference** to the above mentioned open e-tender, pre-bid conference was held on **05.09.2017**. Based on the queries submitted/raised by prospective bidders and discussions held during pre-bid conference, following amendments to the tender conditions are being issued (Amended Clauses/amendments only are being published with the rest of the document remaining as it is). **The bids may be submitted in consideration of these amendments as mentioned below:**

- 1. Item no. 182, I. Recording and Quality functions Clause 3.6.1, Chapter-3:**  
Item no. 182 as mentioned above deleted.
- 2. Item no. 213, M. IP-Phone Clause 3.6.1, chapter-3 may be read as:**  
Support SIP 2.0, TCP/UDP/IP, PPPoE, RTP, HTTP, ARP/RARP, ICMP, DNS, DHCP, NTP, TFTP protocols.
- 3. Item no. 215, M. IP-Phone Clause 3.6.1, chapter-3:**  
Item no. 215 as mentioned above deleted.
- 4. Item no. 142, G. Supervisor Application Functions Clause 3.6.1, chapter-3 may be read as:**  
Supervisor should be able to terminate a login session of agents – Force logout of agents.
- 5. Clarifications against Item no. 162, H. Other Functions Clause 3.6.1, chapter-3:**

This is required for call tagging for records/actionable with some dispositions.

6. **Clarifications against Clause no. 2.2 - II and XIX, Scope of Work, chapter-3:**  
EMAIL and CHAT functionalities are not required in the scope of the solution and any reference to that in the scope of the tender may be ignored.
7. **Clarifications against Clause no. 2.2 - XIII ,Scope of Work, chapter-3:**  
Call interaction information will be kept on the online server for 3 months. Call recording information will be kept on the online server for 1 month.
8. **Item no. 15, C. Interactive Voice Response(IVR) Functions Clause 3.6.1, chapter-3:**  
Item no. 15 as mentioned above deleted.
9. **Clarifications against some general queries on call volume:**  
Inbound Call volume : 4000+ per day calls on an average.  
Busy Hour Call completion: 800 calls  
Call volume expected on IVR : 50 calls  
Total automated dialer call volume: 10 calls
10. **All other terms and conditions will remain same.**



**(Manoj Tandon)**  
**General Manager/DC**