

Corrigendum I

Sr. no.	Tender reference	Existing Clause	Revised Clause
1.	Section 2 Qualifying Requirements Sr. no. 3	<p>The Bidder should have minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e. (2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20).</p> <p><i>Documents Required</i> Copies of Certified Audited Balance sheet / Profit & Loss statements / Certificate from the statutory auditor / Certificate from CA.</p>	<p>The Bidder should have minimum turnover of Rs. 45 Crores in average during any of the last three consecutive financial years i.e. (2018-19, 2019-20, 2020-21). In case financial statement of FY 2020-21 is not audited then FY 2017-18, 2018-19, 2019-20) will be considered.</p> <p><i>In case of consortium, lead bidder should have minimum 50% turnover</i></p> <p><i>Documents Required</i> Copies of Certified Audited Balance sheet / Profit & Loss statements / Certificate from the statutory auditor / Certificate from CA.</p>
2.	Section 2 Qualifying Requirements Sr. no. 4	<p>The Bidder should have positive Net worth after tax during each of the last three consecutive financial years namely (2016-17, 2017-18, 2018-19) or (2017-18, 2018-19, 2019-20).</p>	<p>The Bidder should have positive Net worth after tax during each of the last three consecutive financial years namely (2017-18, 2018-19, 2019-20) or (2018-19, 2019-20, 2020-21).</p>
3.	Section 2 Qualifying Requirements Sr. no. 6	<p>The bidder should have executed projects for providing call center/ helpdesk / support desk services (telephonic) with minimum 160 manpower per project OR projects enabling Consumer Facilitation Centre/ Citizen Facilitation Centre (CFC) for rendering in-person /walk-in citizen services including providing software / infrastructure for any Central Govt./State Govt. / Semi-Govt. / Local Body/PSU / Private sector such as banking, insurance, finance, utilities etc. in India with any of the following experience during past 7 years up to the date of publishing the tender.</p> <p>a) One work order having annual value of contract not less than Rs. 24 Crores. OR</p> <p>b) Two work orders having annual value of contract not less than Rs. 15 Crores each. OR</p>	<p>The bidder (Single or Combined in case of consortium) should have executed projects for providing call center services with minimum 160 manpower per project in India, with any of the following experience, during past 7 years up to the date of publishing the tender:</p> <p>a) One work order having annual value of contract not less than Rs. 13 Crores.</p> <p>OR</p> <p>b) Two work orders having annual value of contract not less than Rs. 8 Crores each. OR</p> <p>c) Three work orders having annual value of contract not less than Rs. 7 Crores each.</p> <p><i>In case of Consortium, this clause is to be met collectively.</i></p>

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		c) Three work orders having annual value of contract not less than Rs. 12 Crores each.	
4.	Section 2 Qualifying Requirements	New Clause	<p>The bidder (Single or Combined in case of consortium) should have executed projects for providing Consumer/ Citizen Facilitation Centre (CFC) services [in-person/walk-in] in India, with any of the following experience during past 7 years up to the date of publishing the tender:</p> <p>a) One work order having annual value of contract not less than Rs. 11 Crores. OR</p> <p>b) Two work orders having annual value of contract not less than Rs. 7 Crores each. OR</p> <p>c) Three work orders having annual value of contract not less than Rs. 5 Crores each</p> <p>Documents Required Copy of Work Order / Agreement AND Client Certificate</p> <p><i>In case of Consortium, this clause is to be met collectively.</i></p>
5.	Section 3 I. Existing Setup Centralized Call Center	<p><u>Table- I Existing Call Load</u></p> <p>Call Data from Mar-18 to May-21 given (39 months)</p>	<p><u>Table- I Existing Call Load</u></p> <p>Call Data from Mar-18 to July-21 given (41 months)</p>
6.	Section 3 I. Existing Setup Centralized Call Center Average Pulse count (Per Annum) of existing Toll Free Numbers:	<p>Sr.no. 2 Secondary Toll Free number Avg. Pulse (Total per Annum): 78,37,663</p>	<p>Sr.no. 2 Secondary Toll Free number Avg. Pulse (Total per Annum): 83,82,414</p>
7.	Section 3 Existing Setup I. Centralized Call Center Table V	NIL	Complaints Statistics (Power Failure, Billing Complains & Other Complaints/Queries) are added in Table V.
8.	Section 4.1 Brief Scope of work Sr. no. 1	Establishment & Operation of Cloud based Call Center with seating arrangement of call center agents at 4 locations each one at bidder's premises	Establishment & Operation of Cloud based Call Center with seating arrangement of call center agents at minimum 2 locations in Maharashtra each one at bidder's premises

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		at MSEDCL Regional headquarter including services through various channels such as inbound calls, outbound calls, e-mail, social media, chat-bot, missed call etc. for the period of 5 years.	including services through various channels such as inbound calls, outbound calls, e-mail, social media, chat-bot, missed call etc. for the period of 5 years.
9.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers i. Call Center Setup Sr. no. i	Set-up an integrated Cloud based Call Center setup with seating arrangement at 4 locations for call center agents (each one in MSEDCL's Konkan, Pune, Aurangabad & Nagpur region) for MSEDCL with functionalities such as Inbound calls, Outbound calls, Social Media Management, Email/SMS Handling, Chat Support etc.	Set-up an integrated Cloud based Call Center setup with seating arrangement at minimum 2 locations in Maharashtra for call center agents for MSEDCL with functionalities such as Inbound calls, Outbound calls, Social Media Management, Email/SMS Handling, Chat Support etc.
10.	Section 4.2 Detailed Scope of Work B. Cloud Based Call Centers i. Call Center Setup Sr. no. ii	The call center setup at all four locations shall be integrated (with proper call load balancing) in such a way that they should be viewed as virtually one center accessible via MSEDCL Toll Free numbers.	The call center setup at all locations shall be integrated (with proper call load balancing) in such a way that they should be viewed as virtually one center accessible via MSEDCL Toll Free numbers.
11.	Section 4.2 Detailed Scope of Work C. Cloud Based Call Centers i. Call Center Setup Sr. no. iii	Bidder has to integrate its Cloud based call center solution with 4 nos. of call center locations and 134 no. of divisional CFCs of MSEDCL. Cloud based Centralized call centers must have the facility of diverting calls (in case of call overloading) to divisional CFCs. The agents at CFC (when agent is free), will also receive the calls from Call Centers.	Bidder has to integrate its Cloud based call center solution with all call center locations and 134 no. of divisional CFCs of MSEDCL. Cloud based Centralized call centers must have the facility of diverting calls (in case of call overloading) to divisional CFCs. The agents at CFC (when agent is free), will also receive the calls from Call Centers.
12.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers i. Call Center Setups Sr. no. v	Sufficient number of skilled & well trained Call Center Agents & Supervisors to be provided at all Call Center locations with 24x7x365 days availability. Adequate bench strength (to obviate attrition rate) must be maintained at all locations.	Sufficient number of skilled & well trained Call Center Agents & Supervisors to be provided at all Call Center locations (<i>for all LOBs viz. Inbound, Outbound, Social Media, Email, chat, etc.</i>) with 24x7x365 days availability. Adequate bench strength (to obviate attrition rate) must be maintained at all locations.
13.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers	Bidder shall provide a customized Portal to MSEDCL where all Call Center & CRM parameters & analytics shall be instantly displayed. Live Agent utilization, Average Call Handling, Call Abandoned Ratio, Live	Bidder shall provide a customized Portal to MSEDCL where all Call Center & CRM parameters & analytics shall be instantly displayed. Live Agent utilization, Average Call Handling, Call Abandoned Ratio, Live CCTV

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	i. Call Centers Setup Sr.no. xv.	CCTV footage of Call Center floor, etc. shall be made available on portal.	footage of Call Center floors (for at least 90 days) , etc. shall be made available on portal.
14.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers ii. Toll Free & Telephone Lines	The Quarterly payment of Toll Free numbers (Primary & Secondary) shall be given to the respective Telecom Service providers at Actual basis (based on number of calls). Whereas the fixed Quarterly payment of all Telephone Lines (SIP/PRI) shall be given to the Bidder as per the total cost quoted in the Price bid/LOA.	The Monthly payment of Toll Free numbers (Primary & Secondary) shall be given to the respective Telecom Service providers at Actual basis (based on number of calls). Whereas the fixed Monthly payment of all Telephone Lines (SIP/Hosted PRI) shall be given to the Bidder as per the total cost quoted in the Price bid/LOA.
15.	Section 4.2 Detailed Scope of works (A) Cloud based call Centers Sr. no. X Disaster Recovery	The bidder is required to have an effective Disaster Recovery system in place. In case of any breakdown of service due to Bidder's deliverables and IT infrastructure failure, the functions carried out from the affected location must be made operational at the same location or at the other location in the degraded mode as per the following matrix. Disaster Recovery Locations must be within the municipal limits of Mumbai/Navi Mumbai/Thane/Pune.	The bidder is required to have an effective Disaster Recovery system in place including sizing of all the Infrastructure requirements. Each call center location should work in Active-Active mode and each call center will act as Disaster Recovery center for the Other Call Centers. In case of any breakdown of service due to Bidder's deliverables and IT infrastructure failure, the functions carried out from the affected location must be made operational at the same location or at the other location immediately. Bidder should ensure SLA is not affected in Disaster Recovery Mode.
16.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers iv. Chatbot	Bidder should provide following indicative functionalities (two-way communications) in the chat-bot solution.	Bidder should provide following functionalities (two-way communications) in the chat-bot solution.
17.	Section 4.2 Detailed Scope of Work iv. Chatbot	NIL	Added: <ul style="list-style-type: none"> • Bidder to use Bots (RPA Platform) wherever possible to automate select bulk, repetitive and logic-based tasks. • Bidder to ensure that the platform integrates well with CFC specific workflows, processes, and existing systems.

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18.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers v. Training	i. MSEDCL will provide a 1-day training to the 1st batch of CCAs and other staff working on MSEDCL process at the facility arranged by the shortlisted bidder.	i. MSEDCL will provide training to the 1 st batch of CCAs (on Train the Trainer basis) and other staff regarding MSEDCL process at the facility arranged by the shortlisted bidder. <i>The duration of training will be mutually decided.</i>
19.	Section 4.2 Detailed Scope of Work A. Cloud Based Call Centers v. Training	NIL	Added: vii. In case of any new initiative by MSEDCL during the contract period, separate training will be provided by MSEDCL on Train the trainer basis.
20.	Section 4.2 Detailed Scope of Work B. CFC Sr.no. 6.	For Co-located divisions (at one location multiple divisions), additional one operator should be provisioned for every collocated division. Details given in Annexure I.	For Co-located divisions (at one location multiple divisions), additional one operator (Per shift) should be provisioned for every collocated division. Details given in Annexure I.
21.	Section 4.2 Detailed Scope of Work B. CFC Sr.no. 7.	NIL	Added: Bidder has to deploy centralized control structure (eg. Supervisors, Team Leaders, Trainers, Quality Manager, etc.) to manage and supervise CFCs & Single Point of Contact (SPOC) for all CFCs at MSEDCL Corporate Office.
22.	Section 4.2 Detailed Scope of Work B. CFC Sr.no. 12 (1)	Desktops (in 134 CFCs) <i>Min. Specifications: All in One Desktops, i3 (10th Gen)/AMD Ryzen 3 Processor, 8GB RAM, 256 GB SSD, 1TB HDD, Windows 10 & Office 2016+.</i>	Desktops (in 134 CFCs) <i>Min. Specifications: All in One Desktops, i3 (10th Gen)/AMD Ryzen 3 Processor, 8 GB RAM, 256 GB SSD, 1TB HDD, Windows 10.</i>
23.	Section 4.2 Detailed Scope of Work B. CFC Sr.no. 12 (7)	LAN Cabling and Networking Equipment (switch, etc.)	LAN Connectivity (wired/wireless) and Networking Equipment (switch, etc. if required)
24.	Section 4.2 Detailed Scope of Work C. CRM Sr.no. 3 (8)	Total number of users of the of the CRM shall be approx. 5837 (approx. 200 CCC Users, 435 CFC users, 4 Regions, 16 Zones, 46 Circles, 147 Divisions, 652 Subdivisions, 3837 Section & 500 third party centers (PROPOSED)).	Bidder CRM should be integrated (real-time) with MSEDCL CRM through APIs and access to Bidder's CRM will be limited to CCC & CFC users. At least one Administrative account to be given to MSEDCL.
25.	Section 4.2 Detailed Scope of Work	Bidder has to provide suitable connectivity at its own cost (with redundant links) with MSEDCL's cloud	Bidder has to provide suitable connectivity at its own cost (with redundant links from different service providers) with MSEDCL's

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	D. Connectivity & Cloud Hosting Sr. no. 2	for all Call Center agent locations for accessing CRM. The bidder will bear all the charges of connectivity under its scope such as rental, onetime cost, commissioning charges, N/w equipment rental charges and networking equipment at Bidder's locations. The cost of connectivity should be loaded on FTE cost. No separate payment will be given for connectivity.	cloud for all Call Center locations for accessing CRM. The bidder will bear all the charges of connectivity (if any) under its scope such as rental, onetime cost, commissioning charges, N/w equipment rental charges and networking equipment. The Bidder will be responsible for all the configuration requirements & coordination with existing MSEDCL vendors to meet the scope of RFP. The cost of connectivity should be loaded on FTE cost. No separate payment will be given for connectivity.																		
26.	Section 4.2 Detailed Scope of works (E) Service Level Agreement <i>a. Call Center</i>	NIL	Added Table: vii. Social Media/ Email/EM Helpdesk/Chatbot: <table><tr><td>Objective</td><td>To ensure that prompt response to consumers are provided by Bidders for Social/ Email/EM Helpdesk/Chatbot interactions on each day</td></tr><tr><td>Definition</td><td>This is measured by tracking the time stamp of each reply given in the Social Media/Email/EM Helpdesk/Chatbot. MSEDCL will take review on</td></tr><tr><td>MeasurementInterval</td><td>Daily</td></tr><tr><td>ReportingPeriod</td><td>Monthly</td></tr><tr><td>Measurement for Service Level</td><td>%age responses beyond approved timeline</td></tr></table>	Objective	To ensure that prompt response to consumers are provided by Bidders for Social/ Email/EM Helpdesk/Chatbot interactions on each day	Definition	This is measured by tracking the time stamp of each reply given in the Social Media/Email/EM Helpdesk/Chatbot. MSEDCL will take review on	MeasurementInterval	Daily	ReportingPeriod	Monthly	Measurement for Service Level	%age responses beyond approved timeline								
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27.	Section 4.2 Detailed Scope of works (E) Service Level Agreement <i>g. Penalty Schedule</i>	NIL	Added Table: <table><tr><th colspan="3">Service Level (for Social Media /Email/EM Helpdesk):</th></tr><tr><th>S.No.</th><th>% of delayed response</th><th>Penalty</th></tr><tr><td>1.</td><td>>= 98% interactions attended within 30 mins.</td><td>NIL</td></tr><tr><td>2.</td><td>>=95% but < 98% interactions attended within 30 mins.</td><td>5 % of billed value of one day</td></tr><tr><td>3.</td><td>>= 90% but < 95% interactions attended within 30 mins.</td><td>10% of billed value of one day</td></tr><tr><td>4.</td><td>< 90% interactions attended within 30 mins.</td><td>25 % of billed value of one day</td></tr></table>	Service Level (for Social Media /Email/EM Helpdesk):			S.No.	% of delayed response	Penalty	1.	>= 98% interactions attended within 30 mins.	NIL	2.	>=95% but < 98% interactions attended within 30 mins.	5 % of billed value of one day	3.	>= 90% but < 95% interactions attended within 30 mins.	10% of billed value of one day	4.	< 90% interactions attended within 30 mins.	25 % of billed value of one day
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28.	Section 4.2 Detailed Scope of works (E) Service Level Agreement <i>g. Penalty Schedule</i>	NIL	Added Table: <table><tr><th colspan="3">Service Level (for Chatbot):</th></tr><tr><th>S.No.</th><th>% of delayed response</th><th>Penalty</th></tr><tr><td>1</td><td>> 90% chats attended within 60 seconds. If Consumer not satisfied then call to consumer within 30 mins.</td><td>Nil</td></tr><tr><td>2</td><td><90% chats attended within 60 seconds. If Consumer not satisfied then call to consumer within 30 mins.</td><td>5% of billed value of one day</td></tr></table>	Service Level (for Chatbot):			S.No.	% of delayed response	Penalty	1	> 90% chats attended within 60 seconds. If Consumer not satisfied then call to consumer within 30 mins.	Nil	2	<90% chats attended within 60 seconds. If Consumer not satisfied then call to consumer within 30 mins.	5% of billed value of one day						
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29.	Section 4.2 Detailed Scope of works (E)Service Level Agreement <i>g. Penalty Schedule</i>	SLA Penalties are applicable on quarterly Billed Value/amount (all instances)	SLA Penalties are applicable on Monthly Billed Value (all instances)																		
30.	Section 4.2 Detailed Scope of works (E) Service Level Agreement <i>a. Call Center</i>	Objective: To measure the quality of calls being handled by the agents and ensure that certain standards are adhered to during the calls with respect to quality of information provided, diction, language, politeness, etc.	Objective: To measure the quality of calls/interactions being handled by the agents and ensure that certain standards are adhered to during the calls with respect to quality of information provided, diction, language, politeness, etc. <i>Interactions means all channels of communications.</i>																		

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	v. Call Quality Score	Definition: This is measured by scoring a random sample of calls on pre-defined parameters, as mentioned in Section 5 (Template for Submitting the proposal).	Definition: This is measured by scoring a random sample of calls/interactions on pre-defined parameters, as mentioned in Section 5 (Template for Submitting the proposal).
31.	Section 5 Template for Submitting the Proposal.	NIL	Added: 3.8. Bidder will have to submit quality assurance plan in Call Center Solution document for measurement of call quality score which will be approved by MSEDCL. 3.9. Security Risk Assessment should be part of the solution document to be submitted by bidder.
32.	Section 6 Technical Information Form Sr no. 19	Connectivity (10 Mbps Point to Point Link) with Data Center & Disaster Recovery Center	Bidder has to provide two end to end Active-Active P2P links (from different ISPs) with at least 10 Mbps bandwidth at MSEDCL AWS cloud/GPX location for seamless access of CRM. Data-in charges, Data-out charges, Rackspace, Power-supply, Router, Cross connect charges, Port charges on AWS GPX switches, visit charges (if any) & any other requirements for successful delivery of connectivity are the responsibility of the Bidder.
33.	Section 7 Contract Terms & Conditions (8) SIGNING OF THE CONTRACT	The successful bidder shall be required to execute an agreement within a period of 10 days of the receipt by him of the notification of acceptance of tender.	The successful bidder shall be required to execute an agreement within a period of 15 days of the receipt by him of the notification of acceptance of tender.
34.	Section 7 Contract Terms & Conditions (12) Performance Security Deposit	To ensure performance of the contract and due discharge of the contractual obligations, the successful Service provider will have to provide security deposit of 10% of the contract value.	To ensure performance of the contract and due discharge of the contractual obligations, the successful Service provider will have to provide security deposit of 4% of the Total contract value.
35.	Section 7 Contract Terms & Conditions (22) Payment Terms	Consolidated Quarterly Invoices for all activities under the contract should be submitted in the name of Chief General Manager (IT), Corporate Office, MSEDCL.	Consolidated Monthly Invoices for all activities under the contract should be submitted in the name of Chief General Manager (IT), Corporate Office, MSEDCL.
36.		Quarterly (all instances)	Monthly (all instances)

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37.		1/4 th	1/12 th of Annual Cost
38.		1/20 th	1/60 th of Total Cost
39.	Section 7 Contract Terms & Conditions (32) FORCE MAJEURE	Any delays in or failure of the performance of either party hereto shall not constitute default here under or give rise to any claims for damages, if any, to the extent such delays or failure of performance is caused by occurrences such as Acts of God or the public enemy expropriation or confiscation of facilities by Govt./authorities, compliances with any order or request of any Government authorities, acts of war, rebellion or sabotage or fires, floods, explosions, riots or strikes.	Any delays in or failure of the performance of either party hereto shall not constitute default here under or give rise to any claims for damages, if any, to the extent such delays or failure of performance is caused by occurrences such as Acts of God, Pandemic/Epidemic or the public enemy expropriation or confiscation of facilities by Govt./authorities, compliances with any order or request of any Government authorities, acts of war, rebellion or sabotage or fires, floods, explosions, riots or strikes.
40.	Section 7 Contract Terms & Conditions (33) ARBITRATION:	<p>33.1. Any dispute or difference of any nature whatsoever, any claim, cross-claim, counter-claim or set off of MSEDCL / Bidders against omission or on account of any of the parties hereto arising out of or in relation to this Contract shall be referred to the Sole Arbitration of Executive Director (B&R) of MSEDCL as the case may be or to some officer of MSEDCL who may be nominated by Executive Director (B&R).</p> <p>33.2. In the event the Arbitrator being unable or refusing to act for any reason whatsoever, the Executive Director (B&R) of MSEDCL shall designate another person to act as an Arbitrator in accordance with the terms of the said Contract/Agreement. The Arbitrator newly appointed shall be entitled to proceed with the reference from the point at which it was left by his predecessor.</p> <p>33.3. It is known to the parties herein that the Arbitrator appointed hereunder is an employee of the MSEDCL.</p> <p>33.4. The award of the Arbitrator so appointed shall be final, conclusive and binding on all the parties to the contract and the law applicable to</p>	<p>33.1. All disputes or differences between the parties under or in connection with this Agreement or any breach thereof shall be sought to be referred to the Chief General Manager(IT).</p> <p>33.2. If such differences or disputes as between the parties cannot be settled through Chief General Manager (IT) within 180 days of such disputes, they shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modification thereof from time to time.</p> <p>33.3. The language of the arbitration shall be English and the place of arbitration shall be Mumbai only.</p> <p>33.4. Notwithstanding the existence of any dispute referred to arbitration, the parties shall continue to perform their obligations under this Agreement.</p>

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		<p>arbitration proceedings will be the Arbitration and Conciliation Act, 1996 or any other enactment in replacement thereof.</p> <p>33.5. The language of the proceedings will be in English and the place of proceedings will be Mumbai.</p> <p>33.6. The parties hereby agree that the Courts in the city of Mumbai alone shall have jurisdiction to entertain any application or other proceedings in respect of anything arising under this Agreement and any Award or Awards made by the Sole Arbitrator hereunder shall be filed, if required, in the concerned Courts in the City of Mumbai alone.</p>	
41.	Price Bid	NA	Price Bid updated to include additional manpower cost of co-located CFCs.