

Tender for
Providing Customer Care Services & establishment of
CFCs at all O&M Divisions of MSEDCL
Tender No: CGM/IT/CCS/2021/1 Ver 3.0

ERRATA

Date: 20-Aug-2021

Sr. no.	RFP Reference	Existing Value	Revised Value
1.	Price Bid B. Toll Free & Telephone lines (PRI/SIP) (i)Toll Free Services Heading	Number of inbound Minutes for 5 yrs (approx.) [Column name: B] Monthly Fixed Cost (incl. GST) (in Rs.) [Column name: C] Per Minute Rate (incl. GST)(in Rs.) [Column name: D] Total Cost for 5 yrs (incl GST)(in Rs.) [Column name: D= Bx(C+D)]	Number of inbound Minutes for 5 yrs (approx.) [Column name: B] Per Minute Rate (incl. GST) (in Rs.) [Column name: C] Monthly Fixed Cost (incl. GST) (in Rs.) [Column name: D] Total Cost for 5 yrs. (incl. GST) (in Rs.) [Column name: E=(BxC)+(Dx60)]
2.	Price Bid B. Toll Free & Telephone lines (PRI/SIP) (ii) Telephone Lines (Hosted PRI/SIP) : Heading	Type (PRI/SIP) [Column name: A] Qty [Column name: B] No. of Months [Column name: C] Monthly Rate [Column name: D] Total Cost for 5 yrs (incl GST) (in Rs.) [Column name: D= BxCxD]	Type (PRI/SIP) [Column name: A] Qty [Column name: B] Total Cost formula revised to include 60 months & "No. of Months" Column name deleted Monthly Rate [Column name: C] Total Cost for 5 yrs (incl GST) (in Rs.) [Column name: (D= BxCx60)]
3.	Price Bid C. Integrated Consumer Facilitation Centers) (b)CFC Operation cost for Other Areas CFC: 91 nos. (1 shift)	Unit: Lump Sum	Unit: Seat-Month
4.	Section 4 Scope of Work 4.2 Detailed Scope of Work	- Ease of Access to all consumer related information via touchscreen / Kiosks.	- Ease of Access to all consumer related information.

	B. Consumer Facilitation Center (CFC). Sr.no. 1		
5.	Section 4 Scope of Work 5.2 Detailed Scope of Work B. Consumer Facilitation Center (CFC). 25. Indicative list of In-person Customer Service to be provided by bidder at each CFC. (D)	D. Self Service through Kiosk: (i.) Duplicate Bill Printing. (ii.) Online Payment with receipt. (iii.) Token Dispenser. (iv.) Online A1/Name Change Form filling. (v.) Complaint registration. (vi.) Form printing (A1/Name Change/Load Extn.) (vii.)Cheque deposit with Ack. receipt. (viii.) Status Check for applications. (ix.) Feedback / Satisfaction Survey	Clause deleted
6.	Section 23 Checklist	Nil	Added: 4. Technical Information Form as per Section 6*.