

Dated: June 10, 2017

Corrigendum No 1 to : "BID/MONITORING/2017/0009". *Selection of a BPO agency to provide Call Centre and Desk Verification services to NSDC*

With reference to the captioned subject matter, NSDC has issued Corrigendum to the Bid document, details are as under: -

Corrigendum

S. No	Reference Page/ Paragraph in the Bid / Tender	Existing Clause	Corrigendum (Clause to be read as)																																																								
Pre Bid meeting																																																											
1	Page 32,	<p>Relevant Experience (refer S.NO 1 of the Technical Qualification Criterion)</p> <p>The bidder is required to provide documentary evidence of its relevant past experience for the various parameters identified in the table below.</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Past Experience</th> <th>Score</th> <th>Min Score</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Implementing and Managing Call Centre operations for any client in India with over 100 FTEs (for each client) during the last 5 years on the date of publication of RFP</td> <td></td> <td>6</td> </tr> <tr> <td></td> <td>3 or more clients</td> <td>10</td> <td></td> </tr> <tr> <td></td> <td>2 clients</td> <td>8</td> <td></td> </tr> <tr> <td></td> <td>1 clients</td> <td>6</td> <td></td> </tr> <tr> <td></td> <td>Nil Client</td> <td>0</td> <td></td> </tr> <tr> <td>B</td> <td>Should have experience in</td> <td></td> <td>6</td> </tr> </tbody> </table>	S.No	Past Experience	Score	Min Score	A	Implementing and Managing Call Centre operations for any client in India with over 100 FTEs (for each client) during the last 5 years on the date of publication of RFP		6		3 or more clients	10			2 clients	8			1 clients	6			Nil Client	0		B	Should have experience in		6	<p>Relevant Experience (refer S.NO 1 of the Technical Qualification Criterion)</p> <p>The bidder is required to provide documentary evidence of its relevant past experience for the various parameters identified in the table below.</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Past Experience</th> <th>Score</th> <th>Min Score</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Implementing and Managing Call Centre operations for any client in India with over 100 FTEs (for each client) during the last 5 years on the date of publication of RFP</td> <td></td> <td>8</td> </tr> <tr> <td></td> <td>3 or more clients</td> <td>12</td> <td></td> </tr> <tr> <td></td> <td>2 clients</td> <td>10</td> <td></td> </tr> <tr> <td></td> <td>1 clients</td> <td>8</td> <td></td> </tr> <tr> <td></td> <td>Nil Client</td> <td>0</td> <td></td> </tr> <tr> <td>B</td> <td>Should have experience in</td> <td></td> <td>4</td> </tr> </tbody> </table>	S.No	Past Experience	Score	Min Score	A	Implementing and Managing Call Centre operations for any client in India with over 100 FTEs (for each client) during the last 5 years on the date of publication of RFP		8		3 or more clients	12			2 clients	10			1 clients	8			Nil Client	0		B	Should have experience in		4
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For National Skill Development Corporation

Managing Director & CEO