

**Corrigendum to RFP For Hiring of Consultancy Services for Call Centre & Help Desk service, Project Implementation Unit - Directorate of Marketing (DoM) under SMART Project**

RFP Ref. No. SMART/PCMU/DoM/CS/59/2023-24 dated 30.08.2023.

Date: 15/09/2023

With reference to RFP Ref No. SMART/PCMU/DoM/CS/59/2023-24 dated 30.08.2023 published on project website <https://www.smart-mh.org/> and subsequent queries submitted by prospective bidders against RFP, in response to that PIU-DoM has made following amendments to the above referred RFP document with immediate effect.

Sr. No.	RFP Clause No. and page No.	Clause as per RFP	Clause Revised as
1	21.1 – Part A – Point 4 ( Page 24)	<b>Mandatory Criteria</b> The average turnover from consultancy related business shall not be less than Rs 3 crores in the last three financial years (FY 2020-21 to 2022-23). <i>(In case of JV/Consortium, lead firm should fulfil this criteria independently)</i>	<b>Mandatory Criteria</b> The average turnover from consultancy related business shall not be less than Rs 3 crores in the last three financial years (FY 2020-21 to 2022-23). <i>(In case the financial audit process of FY 2022-23 is not completed, period FY 2019- 20 to FY 2021-22 will be considered)</i> <i>(In case of JV/Consortium, lead firm should fulfil this criteria independently)</i>
		<b>Documents Required:</b> Annual Financial Audited statements by a Chartered Accountant Firm of last three FY – from 2020-21, 2021-22 and 2022-23 to be enclosed; Any relevant supporting document	<b>Documents Required:</b> Annual Financial Audited statements by a Chartered Accountant Firm of last three FY – from 2020-21, 2021-22 and 2022-23 to be enclosed; Any relevant supporting document <i>(In case the financial audit process of FY 2022-23 is not completed, the Audited Financial Statements for period of FY 2019 - 20 to FY 2021-22 to be enclosed.)</i>

Sr. No.	RFP Clause No. and page No.	Clause as per RFP	Clause Revised as		
			No	Particulars	Points
2	21.1 – Part-B (i) (Page 25)	Specific experience of the Consultant (as a firm) relevant to the Assignment: 20 Points	(i)	Specific experience of the Consultant (as a firm) relevant to the Assignment:	
			a)	Experience of carrying out study/ preparation of roadmap or implementing strategy for establishing a call centre & help desk or call centre based grievance redressal management system: 05 points for each eligible assignment.	10
			b)	Experience of supporting Implementation of establishing a call centre & help desk or call centre-based grievance redressal management system: 05 points for each eligible assignment.	10
				<b>Total Points of Criteria (i)</b>	<b>20</b>

Note: - In case of any change or update in the RFP, the same will be published on the project website [www.smart-mh.org](http://www.smart-mh.org).

Sd-  
Head PIU-DoM &  
Director of Marketing,  
Maharashtra State, Pune