



Assam Inland Water Transport Development Society
(An Autonomous Body under the Transport Department, Government of Assam)
3rd floor, Directorate of Inland Water Transport, Ulubari, Guwahati-7:: email:dir.iwtds as@gov.in::Tel:+91361-2462677

Notice No. AIWTDS/157/2019/119

Dated: Guwahati, 3rd Jan'2023

Corrigendum-I

In reference to the tender notification no. AIWTDS/157/2019/100 dated 19.12.2022 and RFQ Reference No. IN-IWT-325885-NC-RFQ for "Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System", certain amendments enclosed as **Annexure-A**, have been incorporated in the RFQ document. Bidders are requested to take the note of these amendments prior to the submission of quotation.

Annexure B contains the replies to the pre-bid queries sent by prospective bidders.

Enclosed: Annexure-A

Annexure-B

(Partha Pegu, ACS)

Additional State Project Director,
Assam IWTDS Society

Memo No. AIWTDS/157/2019/119-A

Dated: Guwahati, 3rd Jan'2023

Copy for favour of kind information to:

- i) The Director, Inland Water Transport, Assam, Ulubari, Guwahati-7.
- ii) OSD to the State Project Director, AIWTD Society, for appraisal to the SPD, AIWTD.
- iii) For uploading in e portal of Govt. of Assam viz. www.assamtenders.gov.in , AIWTD Society Website: www.aiwtdsociety.in & DIWT, Assam website: www.iwtdirectorate.assam.gov.in

Additional State Project Director,
Assam IWTDS Society



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Annexure-A

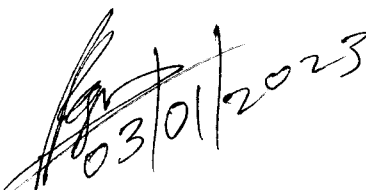
Corrigendum No.-I

RFQ No.: IN-IWT-325885-NC-RFQ

Assignment Title : “Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System”

Clause Reference	Existing	Modified
ITQ Section-A Point 3 (a)	The Bidder must have successfully completed at least one similar World Bank funded grievance management system as per the guidelines and approval of the authorized Govt. agencies under any state govt. /Central Govt. /PSU.	The Bidder must have successfully completed at least one similar grievance management system as per the guidelines and approval of the authorized Govt. agencies under funding of EAP/ State govt. /Central Govt. /PSU.
ITQ Section-A Point 3 (b)	The Bidder must have at least 2 years of experience in providing support for similar call centre and grievance management system for any state govt. /central Govt. /PSU. Details of the Services executed by the firm should be furnished along with the experience certificates/Client certificate.	The Bidder must have at least 1 year of experience (ongoing or completed) in providing support for similar call centre OR grievance management system for any EAP/State Govt. /Central Govt. /PSU. Details of the Services executed by the firm should be furnished along with the experience certificates/Client certificate
Section C, 1- Activity Schedule Point 2(A) (a)	Set up of Physical Server at Department and State Data Centre based call Centre with toll free number, through What's App, Email and other social media like twitter, Facebook etc Including all accessories like IP Phone, Handset, Compatible PC System etc which will be integrated with the software.	Set up of Physical Server at Department and State Data Centre based call Centre with toll free number, through What's App, Email and other social media like twitter, Facebook etc Including all accessories like IP Phone, Handset, Compatible PC System etc which will be integrated with the software. <u>Server Configuration:</u> Intel Xeon Bronze 3204 1.92G, 6C/6T, 9.6GT/s, 8.25 Cache, 16GB RDIMM/1TB x 2, 7.2K RPM Sata 6Gbps 512n Hot-Plug, Raid 0-5, Link n Rack ,Warranty 3Yr . In case of server crash data recovery option should be incorporated. Standard PIT (Point in time) recovery option has to be adopted by successful bidder. Operation and Maintenances: By successful bidder for any further enhancement and modification within contract period.

Section C, 1- Activity Schedule Point 2(A) (g)	SMS Notification, Email Notification, What's app Notification, Facebook responses, Twitter responses with SR number generation with SLA and Resolution message through mention medium should to communicated accordingly.	SMS Notification, Email Notification, What's app Notification, Facebook responses, Twitter responses with SR number generation with SLA and Resolution message through mention medium should to communicated accordingly. The Notification API Payment to be made by bidder will be reimbursed by Assam IWTD Society on actual basis on submission of bills for reimbursement by the vendor.
4.ARCHITECTURAL REQUIREMENTS (b)Hardware requirement:	3 nos of Compatible Computer system with all accessories. All in one Desktop Processor(CPU): Intel Core i5, RAM size (GB): 16, SSD Capacity (GB): 512, Operating System (Factory Pre-Loaded): Windows 10 Professional , Original Microsoft office, With AIO three years warranty---- 3 nos.	3 nos of Compatible Computer system with all accessories. i) All in one Desktop- Configuration : Processor(CPU) Intel Core i5, RAM size (GB): 16, SSD Capacity (GB): 512, Operating System (Factory Pre- Loaded): Windows 10 Professional , Original Microsoft office, With AIO three years warranty ---- 1 (one) no. ii) Laptop - Configuration: Processor(CPU) Intel Core i5, RAM size (GB): 16, SSD Capacity (GB): 512, Operating System (Factory Pre- Loaded): Windows 10 Professional , Original Microsoft office, With AIO three years warranty. ----- 2 (two) nos.


 (Partha Pegu, ACS)
 Additional State Project Director,
 Assam IWTD Society

Annexure B**Reply to bidders queries :**

RFQ No.: IN-IWT-325885-NC-RFQ

Assignment Title : "Selection of Agency for Design, Development, Implementation, Training and Support of Online Grievance Management System, Call Centre, Tracking System Cum Customer Relationship Management System".

Sl No.	Reference	As stated in Tender Document	Bidder's Prebid query/ request	Reply to Queries
1	Section A (3a), Page No.4	The Bidder must have successfully completed at least one similar World Bank funded grievance management system as per the guidelines and approval of the authorized Govt. agencies under any state govt. /Central Govt. /PSU.	1. Please consider projects executed for the State Govt./ Central Govt./ PSU	Please Refer Corrigendum no.- 1.
			2. Amend the clause to "The Bidder must have successfully completed at least one IT Development projects funded by external agency like ADB/World Bank/JICA or equivalent under any state govt. /Central Govt. /PSU."	
			3. Please allow Grievance Management System or Similar Project experience in Govt agencies under any State Govt./ Central Govt./ PSU.	
2	Section A, Point 3 (b)	The Bidder must have at least 2 years of experience in providing support for similar call centre and grievance management system for any state govt. /central Govt. /PSU. Details of the Services executed by the firm should be furnished along with the experience certificates/Client certificate.	1. To consider ongoing projects providing support for similar call centre and grievance management system for any state govt. /central Govt. /PSU. 2. Amend the clause to "The Bidder must have at least 2 years of experience in executing IT & IT Enabled Services & Must have the experience of at least one similar call	Please Refer corrigendum no 1.

			centre and grievance management system for any state govt. /central Govt. /PSU.	
			3. To include "Details of the Services executed by the firm should be furnished along with the Work Order & Agreement /Extension Order / Experience certificates/Client certificate".	
4	Section C, Point 3	Task: 6 - Deployment of Physical Server at Department and State Data Centre Based Call centre.	Do we need to provide manpower for call centre ? if yes kindly provide the number of manpower to be provided?	As pre RFQ (Please refer Section C, 4- Architectural Requirements, 9- Manpower Deployment Model.
5	Section C, Point 2(A) (a)	Set up of Physical Server at Department and State Data Centre based call Centre with toll free number, through What's App, Email and other social media like twitter, Facebook etc Including all accessories like IP Phone, Handset, Compatible PC System etc which will be integrated with the software	Request to Fix the Server Configuration.	Please Refer corrigendum no 1.
6	Section C, Point 2(A) (g)	SMS Notification, Email Notification, What's app Notification, Facebook responses , Twitter responses with SR number generation with SLA and Resolution message through mention medium should to communicated accordingly.	Request to change it to the Payment to be made on actual Basis.	Please Refer corrigendum no 1.

[Signature]
10/03/2022

(Partha Pegu, ACS)
Additional State Project Director,
Assam IWTD Society