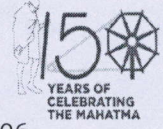




JAIPUR VIDYUT VITRAN NIGAM LIMITED
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प्रभास्मि शशि सूर्ययोः

No. JPD/SE(IT)/TN-92/ F./ D. 853

Dated 08.10.2021

Clarification for Tender TN-92

In the tender "Customer Relationship Center system on SAAS (System As A Service) Basis" Under TN-92, the following clarifications are made in the RFP as under:

S. No.	Clause No.& Page No	Existing Clause	Clarification
1	Clause No. 6.1.3 Point no:15 Page No. 53	Web Based CCTV System both at Call Center and at Sub-Divisional Upbhokta Sewa Kendra.	Web Based CCTV System at Call Center only
2	Clause No 6.5.1 Page no. 73	Note: - Display board will be provided by vendor in each USK locations, indicating services provided by USK. Design shall be approved by SE(IT). The USK will remain operative from 9.00 AM to 6.00 PM. In case of essential/ emergency requirement, the USK shall remain open with approval from concerned sub divisional O&M officer/ officials.	Note: - Display board will be provided by vendor in each USK locations, indicating services provided by USK. Design shall be approved by SE(IT). The USK will remain operative from 9.00 AM to 6.00 PM. Weekly Off on Sundays and on National Holidays are allowed. In case of essential/ emergency requirement, the USK shall remain open with approval from concerned sub divisional O&M officer/ officials.

A.S. Kamlanker
8.10.2021

(A.S. Kamlanker)
Superintending Engineer (IT)

Copy forwarded to AO(IT&RE), Jaipur Discom, Jaipur for information and necessary action.

A.S. Kamlanker
8.10.2021

Superintending Engineer (IT)

AS *AS*