



**Office of the Superintending Engineer (IT)  
Jaipur Vidyut Vitran Nigam Ltd.**

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No. JPD/SE(IT)/F TN 44 /D.

628

Date: 30-10-12

**ADDENDUM/CORRIGENDUM- 2 / TN-44**

**Technical specification for TN-44:** To establish and operate 24x7 Customer Complaint Centre (CCC) on BDDR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to "No - Current Complaint".

The addendum/corrigendum in the above technical specifications is issued as under.

**AMENDMENTS**

1. **SECTION-II TERMS & CONDITIONS point 43 LIQUIDATED DAMAGES AND PENALTY B. PENALTY DN ACCOUNT OF OPERATIDNAL DEFICIENCIES Table 2 (Page No.52):** following clauses in table is amended as below

10.	a) Agent desktop PC, desktop telephone or headset not working b) CUG mobile switched off	Rs 500 per device per instance	JVVNL supervisor report
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2. **SECTION-III-PART-III SCOPE OF WORK's 4.1, III. DEPLOYMENT OF MANPOWER B) Other staff at call center 1. Manager (9.00 am to 6.30 pm): (Page 76):** may be read as: One manager is required to be present at call center from 9:00 am to 6:30 pm. to monitor and control the entire call center activity. He will interact between JVVNL and Call Center executives and FRT.

3. **Section-II: TERMS & CONDITIONS 36.PRICE point 5** may be read as: The prices quoted in BOQ.xls should be inclusive of all service tax and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offer (MS Word Format). These rates of applicable taxes and Govt. Levies shall be revised as and when updated.

4. **Section-III-PART-iii:SCOPE OF WORK clause 3(ii) (Page 67)** may be read as :The call center will

have all infrastructure like one desktop (with 17" TFT monitor) for each call center staff, internal networking, CCTV, ISDN PRI supporting PBX for branching internal telephone lines, electric fittings, auxiliary power supply (Online UPS) and Diesel generator, trained manpower, AC, smoke and fire detection / alarming system, fire extinguishers etc. The Electricity for operation for CCC will be provided free of cost by JVVNL.

### **ADDENDUM**

Manufacture's Authorization Form appended as below:

### **MANUFACTURE'S AUTHORIZATION FORM**

No. \_\_\_\_\_

dated

To

**The Superintending Engineer (IT),  
Jaipur Vidyut Vitran Nigam Limited,  
Old Power House, Bani park,  
Jaipur – 302006**

Dear Sir:

Tender No.

We \_\_\_\_\_ who are established and reputable manufacturers of (name and descriptions of goods offered) having factories at \_\_\_\_\_ (address of factory) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a bid, and sign the contract with you for the goods manufactured by us against the above Tender No..

We hereby extend our full guarantee and warranty for additional 2 years as per the conditions of the tender for project of Customer Complaint Center by the above firm against this Tender



Yours faithfully,

(Name) (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Bidder in its bid.

(The item or items for which this is required should be specified by Purchaser.)

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P.K.JAMINI 30/10

Superintending Engineer (IT)