

Corrigendum on RFP No. KSH/1/2025 for selection of agency for Operation, Management and Maintenance of Odisha's Digital Mobile Based Extension Service - Krushi Samrudhi Helpline

Sl. No.	Reference	Existing Clause in RFP	Corrigendum made
1	Page: 10 Heading: Fact Sheet (Section 7 & 8)	This project includes deliverables relating to operation, management and maintenance of Krushi Samrudhi Helpline for a period of 3 years	This project includes deliverables relating to operation, management and maintenance of Krushi Samrudhi Helpline for a period of 3 years which can be extendable by up to 2 years on satisfactory performance as approved by DA&FE
2	Page: 15 4.4.3 Bid Security, EMD	The bidders are required to submit Bid Security amounting to Rs.0.75 Crore in the shape of Bank Draft/ Bank Guarantee from Scheduled Bank favouring Director, IMAGE, Siripur, Bhubaneswar.	The bidders are required to submit Bid Security amounting to Rs.0.75 Crore in the shape of Bank Draft from any Scheduled Bank favouring Director, IMAGE, Siripur, Bhubaneswar.
3	Page: 19 5.1 (i) Prequalification criteria	The bidder must have executed/in the process of execution of similar nature project involving ICT, call centre management (with Interactive Voice Response systems, engaging with the rural population by periodically disseminating/ exchanging information to/with them) & monitoring of entire operation for any Government Department / Government Agency / PSU in India during the last 5 years as on Date 31.12.2024 and value specified below - 1 project not less than ₹16 Cr. OR - 2 projects not less than ₹12 Cr. each OR - 3 projects not less than ₹8 Cr. each	The bidder must have executed/in the process of execution of similar nature project involving ICT, call centre management (with Interactive Voice Response systems, engaging with the rural population by periodically disseminating/ exchanging information to/with them) & monitoring of entire operation for any Government Department / Government Agency / PSU in India during the last 5 years as on Date 31.12.2024 and value specified below - 1 project not less than ₹20 Cr. OR - 2 projects not less than ₹15 Cr. each OR - 3 projects not less than ₹10 Cr. Each
4	Page: 20 5.2 (a) Technical Evaluation (Supporting Documents)	A. The bidder should have its operational Call/Contact Centers available in India. <ul style="list-style-type: none"> • Centre with more than or equal to 200 full time employees - 10 marks • Centre with less than 200 but more than 100 full time employees– 7 marks. • Centre with 100 full time employees– 5 marks. B. Software Development Centre: 5 marks	- The Bidders should have an office in Odisha even if don't have a Call Centre. - Details of the address and address proof. - Self-certified copy of the latest EPF combined challan cum return along with details of subscribers.

5	Page: 21 5.2 (e) Technical Evaluation	The bidder should have previous experience in successfully implementing similar nature of project involving ICT, call centre management (with Interactive Voice Response systems, engaging with the rural population by periodically disseminating/exchanging information to/with them) & monitoring of entire operation, of value not less than Rs. 20 Lakhs [5 marks will be awarded for each project]	The bidder should have previous experience in successfully implementing similar nature of project involving ICT, call centre management (with Interactive Voice Response systems, engaging with the rural population by periodically disseminating/exchanging information to/with them) & monitoring of entire operation, of value not less than Rs.2.00 Crore [5 marks will be awarded for each project]
6	Page: 21 5.2 (f) Technical Evaluation	<p>Prior experience of the agency of working with any of the Department of Agriculture / Panchayati Raj / Rural Development / Fisheries and Animal Resources Department/ ST & SC Development/ Water Resource Department / Cooperation of any State/UT Government in India in the last 3 years, as on 31/03/2021. Minimum value of the project should be INR 50 lakhs.</p> <ul style="list-style-type: none"> • Experience of working with any 1 of the listed departments - 3 marks • Experience of working with any 2 of the listed departments - 6 marks • Experience of working with more than 2 of the listed departments - 10 marks 	<p>Prior experience of the agency of working with any of the Department of Agriculture / Panchayati Raj / Rural Development / Fisheries and Animal Resources Department/ ST & SC Development/ Water Resource Department / Cooperation of any State/UT Government in India in the last 3 years, as on 31/03/2024. Minimum value of the project should be INR 50 lakhs.</p> <ul style="list-style-type: none"> • Experience of working with any 1 of the listed departments - 3 marks • Experience of working with any 2 of the listed departments - 6 marks • Experience of working with more than 2 of the listed departments - 10 marks

Addendum:-

Sl. No.	Reference added	Addendum Clause
1	Page: 41 7.14- Third Party Evaluation	The Agency to get a third party evaluation conducted by an external agency, approved by DA&FE, before the completion of their contract.


 Director, IMAGE