

Date: 05<sup>th</sup> October, 2019

**Corrigendum No. 6 for Setting up of Emergency Response Centre, Tender Document No 06 dated, 23rd August, 2019.**

Sr. No	RFP Page	RFP Clause	Existing Provision in RFP	Amendment (Modification, Deletion or Addition) to RFP
1	4	Notice Inviting Tender	<p>Timeline</p> <p>Date and Time for Submission of Tender Documents: <b>10th October, 2019</b>, 05:00 PM</p> <p>Date and Time for Opening of Technical Proposal: <b>11th October 2019</b>, 11:00 AM</p> <p>Date and Time for Submission of Technical Presentation: <b>11th October 2019</b>, 02:00 PM</p> <p>Date and Time for Opening of Financial Proposal: <b>11th October 2019</b>, 5:00 PM</p>	<p>Revised Timeline</p> <p>Date and Time for Submission of Tender Documents: <b>14th October, 2019</b>, 11:00 AM</p> <p>Date and Time for Opening of Technical Proposal: <b>14th October 2019</b>, 01:00 PM</p> <p>Date and Time for Submission of Technical Presentation: <b>14th October 2019</b>, 03:00 PM</p> <p>Date and Time for Opening of Financial Proposal: <b>15th October 2019</b>, 2:00 PM</p>
1	36	SECTION 5 – TECHNICAL SPECIFICATIONS		Additional items have been added specification of which is also shared. The quantities of some of the items have been changed. Please bid accordingly.
2	12	Annexure 5- Financials		Bidder to quote prices for all equipment listed in the RPF & corrigenda in a single finance bid, in the format supplied in the RFP. All T&C of RFP will be applicable.

Required items	Specifications	Qty to supplied
GPS Data using API hosting	Web App –Intel® Xeon® Gold 5222 Processor 16.5M Cache, 3.80 GHz ,4 Core- 64 (16*4) GB RAM, 600 GB Hard disk OS: windows 2016 standard License. Certification for Linux & Windows; All required device drivers for System Configuration and Server Management. (Five years warranty),	1
GPS data Server with HA (Primary/Secondary)	2 * Intel® Xeon® Gold 5222 Processor 16.5M Cache, 3.80 GHz, 4 Core, 64GB (16*4) RAM, 600 GB HDD (7.2K RPM) , OS: windows 2016 standard License. Database: Core based MS SQL 2016 Standard License. Certification for Linux & Windows; All required device drivers for System Configuration and Server Management. (Five years warranty),	2
GPS data processing server with HA (Primary/Secondary)	2 * Intel® Xeon® Gold 6244 Processor (24.75M Cache, 3.60 GHz), 8 Core, 128GB (16*8) RAM, 1 TB HDD x 3 (RAID5), Maximum Sustained Transfer Rate Up to 249 MB/s , OS: windows 2016 standard license. Database: Core based MS SQL 2016 Standard License. Certification for Linux & Windows; All required device drivers for System Configuration and Server Management. (Four years warranty),	2
Contact center Communication Box to Handle min 360 Channels with integration and Customization as per the requirement	Contact Center communication box must be mentioned in Gartner’s Magic Quadrant Report for at least 3 consecutive years. Number of agents 130 agents. No of channels - 360 Number of Supervisors 13 supervisors Number of admin – 1 admin Number of ACD – 120 Number of Wallboard - 2 Number of IVR channels - 200 8 server’s setup with the below specification Dual Intel® Xeon® Processor E5-2697 v4 series, Quad Core Processor, 64 GB RAM, 3 * 2 TB SAS with 7.2 K+ hard disk with RAID-5, Inbuilt Dual NIC port with motherboard, Dual	8

	<p>Power point, PCI-e slot. Only Industry Grade Machine from IBM, HP, Dell. Ethernet Adapter at least 2 port per controller.</p> <p>Features Description</p> <p>Call Server</p> <ul style="list-style-type: none"> <li>- Optimized Call Server that routes call on the network for dynamic CTI based systems. Applicable as per each setup</li> <li>- Resource Adapter facilitates communication between Java EE application and EIS. Applicable as per each setup</li> <li>- Extensive trunk feature allows for multiple lines per user as required by business. Indicated trunk value is maximum suggested mount. Applicable as per number of trunks (Channels)</li> <li>- Comprehensive extension feature allows for unique line extensions assignment to each user as per business requirements. Indicated extension value is maximum suggested mount. Applicable as per agents</li> </ul> <p>Application Server</p> <ul style="list-style-type: none"> <li>- Advanced Application Server for efficient execution of application and with features for maximum scalability. Applicable as per each setup</li> <li>- Manual Dial Feature facilitates dialing capability from screen as per requirement by user. Applicable as per each setup</li> <li>- Feature allows hang up and hold functionality as per requirement by user. Applicable as per each setup</li> <li>- CTI feature provides instant screen-pop as the call is connected and feature allows disposition assignment to sessions. Applicable as per each setup</li> <li>- Feature provides ability to monitor availability and breaks of agents in contact centre. Applicable as per each setup</li> <li>- Feature allows real time monitoring of campaign performance and agent productivity. Applicable as per each setup</li> <li>- Reporting feature allows choosing reports from more than 200 reporting templates as per requirement of the user. Applicable as per each setup</li> <li>- Feature allows dynamic multiple contact list management with weightage and priority settings as per requirements. Applicable as per each setup</li> </ul>	
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	<ul style="list-style-type: none"> <li>- Feature allows the ability to engage in multiple campaigns at the same time. Applicable as per each setup</li> <li>- Disposition management feature provides the ability to set and assign various outcomes of a call as per business requirements. Applicable as per each setup</li> <li>- Feature provides the ability to create users and manage user privileges dynamically as per business requirements. Applicable as per each setup</li> <li>- Feature allows establishing up to five-party conference at any given time. Applicable as per each setup</li> <li>- Internal Chat feature allows the agents to chat with the supervisor while on a call. Applicable as per each setup</li> <li>- Internal Chat feature allows the agents to chat with other agents while on a call. Applicable as per each setup</li> <li>- Feature allows managing and monitoring various breaks of the agents. Applicable as per each setup</li> <li>- Feature provides ability to schedule and manage call-backs to the customers. Applicable as per each setup</li> <li>- Node flow feature provides the ability to dynamically structure the flow of the business processes. Applicable as per setup</li> <li>- Reporting feature allows for scheduling business reports as per requirements. Applicable as per each setup</li> <li>- Feature allows the ability to set user presence as per requirements by the user. Applicable as per each setup</li> </ul> <p>Agent Login</p> <ul style="list-style-type: none"> <li>- Agent module with advanced features allows campaign selection and telephony channel selection for inbound or outbound processes as per business requirements. Applicable as per each agent</li> <li>- Feature allows the agent to put a live call on hold as per agent requirements. Applicable as per each agent</li> <li>- Feature allows the agent to transfer a live call to other user or supervisor as per agent requirements. Applicable as per each agent</li> </ul>	
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	<ul style="list-style-type: none"> <li>- Feature allows the agent to manually dial calls directly from the screen or telephone as per agent requirements. Applicable as per each agent</li> <li>- Feature allows the agent to enter into a conference with other users, supervisor, or any third party as per requirements. Applicable as per each agent</li> <li>- Feature allows the agent to terminate the call from the screen or telephone as per requirements. Applicable as per each agent</li> <li>- Feature allows the agent to transfer a call to any third-party or to the IVR as per requirements. Applicable as per each agent</li> <li>- Feature allows the agent to login/logout of the system. Applicable as per each agent</li> <li>- Feature allows the agent to receive calls on the mapped telephone extension. Applicable as per each agent</li> </ul> <p>Administrator Login</p> <ul style="list-style-type: none"> <li>- Administrator module allows for easy setup management, definition of business procedures, and user management. Applicable as per administrator</li> <li>- Administrator feature to define parameters for campaign, queues, and group management as per business requirements. Applicable as per administrator</li> <li>- Administrator feature to configure media context and routing as per business requirements. Applicable as per administrator</li> <li>- Administrator feature to manage and assign user privileges. Applicable as per administrator</li> <li>- Feature provides ability to change and manage voice prompts dynamically as per business requirements. Applicable as per administrator</li> </ul> <p>ACD</p> <ul style="list-style-type: none"> <li>- Automatic Call Distributor is an integrated module providing state-of-the-art inbound call routing capabilities to multiple agents based on business rules applicable as per inbound agent</li> <li>- Dynamic routing feature providing multiple incoming number identification functionality as per business requirements. Applicable as per ACD Components</li> <li>- Routing Customer calls based on Caller line identification. Applicable as per ACD Components</li> <li>- Telephony feature allowing for call forwarding on a trunk. Applicable as per inbound</li> </ul>	
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	<p>agents</p> <ul style="list-style-type: none"> <li>- Dynamic routing feature allowing for multiple protocols as per business requirements to optimize agent productivity. Applicable as per inbound agents</li> <li>- Multiple queue support feature providing flexibility in handling multiple incoming processes as per business requirements. Applicable as per inbound agents</li> <li>- Feature providing estimated waiting time or queue position announcement for heightened customer service. Applicable as per setup</li> <li>- Routing feature providing functionality for calls to be routed based on defined agent skills. Applicable as per ACD Components</li> <li>- Routing feature providing functionality for calls to be routed based on defined agent skills in relation to territory. Applicable as per ACD Components</li> <li>- Feature allowing agents to seamlessly set a welcome message to incoming calls prior to customer engagement enabling heightened preparation prior to contact. Applicable as per inbound agent</li> <li>- Feature allowing for dynamic routing based on language and skill selected by user. Applicable as per inbound agent</li> </ul> <p>Voice logger</p> <ul style="list-style-type: none"> <li>- Intuitive Voice logger provides secure real time recording module in various recording formats and applicable as per agent</li> <li>- Voice logger Feature allowing recording in codec format to optimize space and quality requirements. Applicable as per agent</li> <li>- Feature to provide the ability to search through recorded database based on filtered parameters. Applicable as per agent</li> <li>- Feature to compress voice recording in mp3 format as per business requirements. Applicable as per agent</li> <li>- Feature to allow scoring of each voice log session for quality management. Applicable as per agent</li> <li>- Feature to allow automatic storage of recorded voice logs. Applicable as per agent</li> </ul> <p>Supervisor Login</p> <ul style="list-style-type: none"> <li>- Supervisor module allows for in- depth monitoring and management of operational processes and applicable as per supervisor basis</li> </ul>	
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	<ul style="list-style-type: none"> <li>- Feature for supervisor monitoring to login and logout of users. Applicable as per supervisor</li> <li>- Feature for supervisor to quietly listen into customer interactions of agents in real time. Applicable as per supervisor.</li> <li>- Feature for supervisor to quickly takeover a call interaction from agents in real-time. Applicable as per supervisor.</li> <li>- Supervisor feature to impart instructions to agents without alerting customer. Applicable as per supervisor</li> <li>- Supervisor feature to engage in conference with agents and customers in real-time. Applicable as per supervisor</li> <li>- Supervisor feature to terminate login session of agents as per supervisor requirements. Applicable as per supervisor</li> <li>- Supervisor feature to monitor agent customer interactions in real-time. Applicable as per supervisor</li> <li>- Supervisor feature allowing quick and easy downloading of recorded agent sessions. Applicable as per supervisor</li> <li>- Supervisor feature allowing quick and easy listening of recorded agent sessions. Applicable as per supervisor</li> <li>- Supervisor feature to assign agents between queues as per requirements. Applicable as per supervisor</li> <li>- Supervisor feature to manage call backs, redefining schedules and assignments to agents. Applicable as per supervisor</li> <li>- Supervisor feature to act as agent as per business requirements. Applicable as per supervisor</li> <li>- Supervisor feature to assign scores to agent's performance for quality management. Applicable as per supervisor</li> <li>- Supervisor feature to monitor agents and/or customers through state-of-the art graphical user interface. Applicable as per Supervisor</li> <li>- Supervisor feature providing a graphical dashboard for quick and easy monitoring of productivity. Applicable as per supervisor</li> </ul> <p>Screen Pop application</p>	
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	<ul style="list-style-type: none"> <li>- Comprehensive screen pop up module providing real time access to information through rapid triggers and in-depth definition of information parameters. Applicable as per set-up basis</li> <li>- Basic screen pop feature providing immediate and updated information to agents. Applicable as per setup</li> <li>Voice Logger Archiving – Voice logger Archival Duration – 4 years</li> <li>Reporting Server Module – Reporting server duration – 4 years</li> <li>CRM integration - URL based CRM integration module to API providing flexibility with inherent systems and applicable as per set-up basis</li> <li>Blacklisting - Internal Blacklisting module allows for secure filtration of unwanted numbers, minimizing wasted calls while maximizing office productivity and applicable as per set-up</li> <li>Executive Workbench <ul style="list-style-type: none"> <li>- Module allowing for agents to undertake blended features allowing for greater optimization of business processes, Blending module required and applicable as per executive basis</li> <li>- Feature to allow quick agent login from web based interface. Applicable as per agent</li> <li>- Feature for screen pop application to display customer information to agent instantly as call is received. Applicable as per agent</li> <li>- Feature to allow agents to update customer details in real- time. Applicable as per agent</li> <li>- Feature to allow agents to update customer details in real- time. Applicable as per agent</li> <li>- Feature to allow agents to define call back sessions as self-call back. Applicable as per agent</li> <li>- Feature to alert agents on missed calls. Applicable as per agent</li> </ul> </li> <li>Blending Voice - Advanced Blending module allows for multi-purpose communication and interaction with customers and applicable as per set-up</li> <li>IVR <ul style="list-style-type: none"> <li>- Interactive Voice Response is a customer centric module providing advanced agent-less interaction and customization for multiple incoming call support applicable as per inbound agent</li> <li>- IVR feature allowing functionality for Dual Tone Multi Frequency signalling. Applicable as</li> </ul> </li> </ul>	
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	<p>per IVR channel</p> <ul style="list-style-type: none"> <li>- Feature to provide multiple language interactive response for heightened customer interaction. Applicable as per IVR channel</li> <li>- Feature to allow date prompting from text for dynamic customer interaction. Applicable as per IVR components</li> <li>- Feature allowing DB connection for interactive voice response allowing for increased information access. Applicable as per IVR components</li> <li>- Feature allowing web-service access to interactive voice response engagements. Applicable as per setup</li> <li>- Conference with IVR</li> <li>- Office Hour for predetermined office timings calibration of processes and applicable as per set-up</li> <li>Customer Priority - Feature allowing for routing of preferred customers for priority engagement.</li> <li>Stats Wallboard <ul style="list-style-type: none"> <li>- Stats wallboard for one users</li> <li>- Stats manager for in-depth management of business processes</li> </ul> </li> <li>Dispose and Dial API</li> <li>Dispose and dial API</li> <li>Redundancy (Hot Standby)- The auto-failover allows your systems to run without any Interruption with high uptime. When the server breaks down the backup server automatically takes control and provides services. Applicable as per set-up basis</li> <li>Platinum support – 24*7*365 for 1 year</li> <li>Implementation – Implementation of the all the above software features</li> </ul>	
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Desktop (Core i3)	Windows-Desktop having Intel i3 7th Gen Processor; Intel Chipset or equivalent chipset; 4 GB DDR-4 or higher expandable up to 32 GB; Integrated sound and graphics controller, Gigabit Ethernet controller; 1 TB GB or higher SATA HDD 7200 rpm; Dual layer DVD writer; 104 Keys OEM Keyboard and OEM Optical Scroll Mouse with Mouse pad; SFF chassis with suitable power supply; 19.5" or higher LED Monitor with TCO 06 Certified; PCI Graphics Card with Dual monitor support HDMI or VGA; Preloaded with Windows 10 Professional(64 bit), all necessary Plug-ns/utilities and driver software, bundled in CD/DVD Media. (Four years Warranty)	41
Laptop	Intel Core i3 7th Generation processor or above. 4 GB Of Memory. 1TB or higher Hard disks, have TPM 1.2 OR higher. Gigabit LAN/WL/BL/Web Camera/ USB ports/HDMI/SD-MMC slot. 11.6" to 14" Inch display. 5 hour battery backup. Backpack Complete cover with Accidental Warranty. Genuine Windows® 10 Professional 64bit with Media Kit (English) or above. Office Home & Business 2016 with Media Warranty: Comprehensive 5 years onsite warranty. Post installation, 4-year product warranty should reflect in the support web site of the OEM.	20

**N.B.:- The amendments mentioned above are to be treated as amendments in the terms & conditions of the above tender reference. All other terms & conditions remain unchanged.**