



**PASCHIM GUJARAT VIJ COMPANY LTD.**  
**Registered & Corporate Office, Laxminagar, Nana**  
**Mava Main Road,**  
**Rajkot- 360004**  
**Phone No. 0281-2380425, 2380427**  
**Fax No. 0281-2380428**



**TENDER NO. PGVCL/PROJECT/R-APDRP/CCC-A/77**

**Amendment no.1**

Bidders are requested to note that following amendments are made for the tender.

**1) Last date of submission of offer and other details:**

The REVISED schedule of the tender is as under.	
On line ( e-tendering ) tender / offer submission last date up to 18:00 hours only (This is mandatory )	13-12-2021
Physical submission of all the relevant Documents, last date up to 18:00 hours. By RPAD or SPEED POST only	15-12-2021
Date of opening of Tender fee, EMD cover physical as well as on – line opening at 11.00 Hours if possible.	18-12-2021
Date of Opening of Technical Bid physical as well as online at 11.00 Hours (if possible)	20-12-2021
Date of on – line opening of Price bid, (if possible), at 11.00 Hours	24-12-2021

**2) Amendment in SECTION-II: QUALIFYING REQUIREMENTS**

Ref Clause Number	Existing Condition in Tender	Amendment/Clarification
Page no-21-Clause No. ( a ) of Experience	The agency must have worked with any of the utility (Power/Telecom/banking/corporation sectors) company or any infrastructure (rail/road/port/airport) company in India in providing services for automated and integrated Customer Care Centre/Call Centre, in the last	The agency must have worked with any of the utility (Power/Telecom/banking/corporation sectors/ <b>Health/Emergency Services</b> ) company or any infrastructure (rail/road/port/airport) company in India in providing services for automated and

**Signature of Tenderer**

**Company's Round Seal**

**Date**

**Place**

	<p>three financial years with 30 persons in a day for at least 1 year successfully. The team personnel proposed for this project should preferably have relevant Voice call handling and workflow handling experience for various types of calls in Electric Power /Telecom/banking/corporation sectors utility. They should be able to speak fluently in Gujarati, Hindi, as well as English and also in any other local dialects politely.</p>	<p>integrated Customer Care Centre/Call Centre, in the last three financial years with 30 persons in a day for at least 1 year successfully. The team personnel proposed for this project should preferably have relevant Voice call handling and workflow handling experience for various types of calls in Electric Power /Telecom/banking/corporation sectors/Health/Emergency Services utility. They should be able to speak fluently in Gujarati, Hindi, as well as English and also in any other local dialects politely.</p>
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This amendment is to be duly signed and sealed and to be submitted along with technical bid. Other terms and conditions for tender remain unchanged.

Chief Engineer (Project),  
PGVCL, Corporate Office, Rajkot

<b>Signature of Tenderer</b>	<b>Company's Round Seal</b>	<b>Date</b>	<b>Place</b>
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