

Date: 11 August 2022

### CORRIGENDUM -I

It is notified to all concerned parties that with reference to our Tender Ref. No. RFP IIITB/EHRC/2022/IVR-01, dated 27-Jul-2022 for the setting of **IVR Platform for National Tele-Mental Health Initiative** the following changes are made in specifications w.r.t Tender.

Ser	Page No	Reference	Earlier Statement	Revised Statement
1.	19	2.8 Expected Call Volumes	Approximately 25% of incoming calls could trigger outbound calls	Approximately 25% of incoming calls could trigger outbound calls; each outbound call of about 15 mins on the average
2.	23	Sec 3.1 Item 1 e iii.	Availability or non-availability of VNO license with the bidder	Availability or non-availability of ISP/VNO or equivalent license with the bidder
3.	32	5. Agreements and Agencies	The Quote given by Bidder should be valid for a period of five years. The initial contract is expected to be signed for twelve months to be renewed on yearly basis based on the service quality and satisfactory performance of the Bidder, besides any other factors like funds availability and approvals, guidance from government stakeholders and agencies.	The Quote given by Bidder should be valid for a period of five years. The contract period will be 5 years, with Purchase Orders issued annually, based on the service quality and satisfactory performance of the Bidder, besides any other factors like funds availability and approvals, guidance from government stakeholders and agencies.
4.	32	Sec 5 - Agreements and Agencies	the signing of agreements for services and commercials will be done as per the table below:	the signing of agreements for services and commercials will be between the Selected Bidder and IIITB. No separate agreements with states will be needed.
5.	32	Sec 5 - Agreements and Agencies The table on page 32 items 4 and 5, column " Agreement Signing Agencies/ Organizations"	1. Respective State Health Departments 2. Selected Bidder	1. IIIT Bangalore 2. Selected Bidder
6.	33	Table under Sec 6.1 (Payment Terms), Column "Payment Frequency", items 4, 5, 6	Based on an agreement with the states	Quarterly or Monthly based on an agreement between Selected Bidder and IIITB

7.	33	Footnote to table under Sec 6.1 (Payment Terms)	*Payment frequency and other payment terms to be discussed and decided by respective state government departments or agencies.	Payment terms are net 60 days
8.	51	Section 8.35 (Taxes and Duties)	The prices quoted by the Bidder shall include all costs such as, taxes, levies, cess, excise, Octroi and custom duties, installation, commissioning, insurance if any, etc. as applicable in India, that need to be incurred. The Bidder has to quote the GST, Cess and any other applicable taxes in separate columns. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to IITB.	The prices quoted by the Bidder should exclude any GST. However, the prices quoted should include any other levies, cess, excise, Octroi and custom duties, installation, commissioning, insurance if any, etc. as applicable in India, that need to be incurred. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to IITB.
9.	62	<b>Annexure 9:</b> Commercial Bid Form	C) Non-recurring cost for TMC Maintenance and Support	C) Recurring cost for TMC Maintenance and Support
10.	62-63	<b>Annexure 9:</b> Commercial Bid Form, under current sub-heading C) Non-recurring cost for TMC Maintenance and Support”, entry under “Unit” column corresponding to Ser#5 of Table for “Operating Telephony costs – Inbound”	Per Call per year	Per Call Or Per Call minute (Bidder to specify the option being used for the quote)

11.	62-63	Annexure 9: Commercial Bid Form, under current sub-heading “C) Non-recurring cost for TMC Maintenance and Support”, entry under “Unit” column corresponding to Ser#6 of Table for “Operating Telephony costs – Outbound ”	Per Call per year	Per Call Or Per Call minute (Bidder to specify the option being used for the quote)
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**Due Date & Time for Submission of Tender remains unchanged.**

All other terms and conditions of the tender remain unchanged.

Bidders, who have already submitted their bids prior to the issue of this Corrigendum-I, need to submit again.

Head, EHRC  
IIIT Bangalore