



Uttarakhand Livestock Development Board

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GSTIN: 05AABFU8674M1ZK

Letter No. 39/ULDB/Store/DAH Toll Free/2019-20

Dated: 16th April 2020

CORRIGENDUM FOR CLARIFICATION/ AMENDMENT

Bid Ref. No. 3661/ULDB/Store/DAH Toll Free/2019-20 Dated 20th March 2020 and Amendment Letter No. 08/ULDB/Store/DAH Toll Free/2019-20 Dated 3rd April 2020.

Based on queries received from prospective bidders kindly find below mentioned clarification/ amendment in Bid Ref. No. 3661/ULDB/Store/DAH Toll Free/2019-20 Dated 20th March 2020:

1. **Call Center Location:** Call Center Location will be anywhere in India but the Personnel deputed should have Graduate Degree in Life Science and should be well versed with English, Hindi and regional language speaking.
2. **Call Center Space and Recurring Expenditure:** All expenditure for 24x7 Toll Free No. including call center space, computer hardware, software and other ancillaries required for 24x7 Toll Free No. of Department of Animal Husbandry, Uttarakhand will be borne by the successful bidder.
3. **Average Handling Time and Expected Volume of Calls:** After receiving the call on the toll free number, the information will be collected by the representative of the External Source Agency at the Help Center regarding the general information/ complaint of the complainant, such as name, address and complaint. On the basis of the complainant's general information/ complaint, the complaint will be forwarded immediately to the officer concerned through which the information / complaint is to be redressed. Average Handling Time will depend on nature of call received. The successful bidder will arrange 1 personnel each for 3 shifts in a day for providing 24x7 Hrs. Toll Free Services to the farmers/ livestock owners.
4. **Presentation on Strategy and Methodology proposed to be adopted for fulfilling the Scope of Work desired in Bid Document:** The date and time for Presentation on Strategy and Methodology proposed to be adopted for fulfilling the Scope of Work desired in Bid Document will be intimated by ULDB after opening of Technical Bid. Detail on Strategy and Methodology proposed will be submitted along with Technical Bid.

All other terms and conditions will remain same as mentioned in Bid Ref. No. 3661/ULDB/Store/DAH Toll Free/2019-20 Dated 20th March 2020.

Chief Executive Officer

Uttarakhand Livestock Development Board