

Addendum 1 – dated 26 October 2021

Sr. No.	Clause in RFQ	Clarifications / Changes made
1	Annexure 02 – Eligibility Criteria B1. The Bidder must have registered a turnover of Rs. 500 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies)	Annexure 02 – Eligibility Criteria B1. The Bidder must have registered a turnover of Rs. 500 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies) For MSME / Startup Bidder: The Bidder must have registered a turnover of Rs. 250 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2018-19, 2019-20 and 2020-21* (Not inclusive of the turnover of associate companies)
2	Annexure 02 – Eligibility Criteria C6. The bidder should have a minimum each yearly gross revenue from its Contact Centre operations based in India of Rs. 250/- crore during last three financial years, i.e. FY 2018-19, 2019-20 and 2020-21.	Annexure 02 – Eligibility Criteria C6. The bidder should have a minimum each yearly gross revenue from its Contact Centre operations based in India of Rs. 250/- crore during last three financial years, i.e. FY 2018-19, 2019-20 and 2020-21. For MSME / Startup Bidder: The bidder should have a minimum each yearly gross revenue from its Contact Centre operations based in India of Rs. 125/- crore during last three financial years, i.e. FY 2018-19, 2019-20 and 2020-21.
3	Annexure 02 – Eligibility Criteria C7. The bidder should have obtained ISO/IEC 27001:2017 certification.	Annexure 02 – Eligibility Criteria C7. The bidder should have obtained ISO/IEC 27001:2013 or higher version certification.

All other Terms & Conditions are same as per our RFQ No. BCC/CX/113/CC/01 dated 8th October 2021 for Selection of service provider for setting up & management of contact centre operations on managed services model.