

<b>CORRIGENDUM 1</b>		Change in Scope of work of the tender	
<b>Date:</b>		17.12.2024	
<b>BRPL NIT NO:</b>		CMC/BR/24-25/FK/CR/KB/1230	
<b>Work:</b>		PROVIDING CALL CENTER SERVICES IN BRPL	
Sl.No	NIT Clause Reference	Tender Description	Revised Tender Description / BRPL Comments
1	Section - V, Scope of work page no 65 , point no 6	6. Head count (rampup up / down) will be intimated 15 days in advance for necessary arrangements including hiring, training and certification.	Head count (rampup up / down) will be intimated 15 days for technical skill rampup & any ramp down and for multiskilled agents ramp up , 30 days advance notice will be given for necessary arrangements including hiring, training and certification.

Bidder's Seal & Signature