



Addendum-2; Dated 22nd August 2024

RFP REF NO: IGSSL/81/2024-25 dated 19/07/2024

The company hereby notifies all the bidders regarding extension of last date of bid submission and modified Criteria, considering the following details:

Existing Criteria / Condition as prescribed in the RFP / addendum	Modified Criteria / Condition
23rd August 2024 before 11:59 hrs. IST (as per addendum issued on 16/8/2024)	30th August 2024 before 11:59 hrs. IST
The bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre etc. with same OEM, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking/NFBC. – Copy of the order and / or Certificate of completion of the work to be submitted. The Bidder should also furnish user acceptance report	The Bidder/OEM should have experience of providing and implementing at least 4 (Four) projects/solution of Contact Centre etc. with same OEM, 2 (Two) out of 4 (Four) should be in BFSI. Copy of the order and / or Certificate of completion of the work to be submitted. The Bidder/OEM should also furnish user acceptance report.

Indbank Global Support Services Limited

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