

CORRIGENDUM-2

Subject: Corrigendum to RFP for Contact Centre Services (GeM Bid No: GEM/2025/B/6090956)

With reference to the Request for Proposal (RFP) for **Contact Centre Services** (GeM Bid No: GEM/2025/B/6090956), the following corrigendum is hereby issued:

S. No.	Page No.	Clause Reference	Clause as per RFP	Read As
1	28	B. Infrastructure and Technology	<i>The successful bidder is required to transfer all the hardware components including servers, routers and storage etc. at Rs. 1 per asset to FSSAI at the end of the contract. In case of early termination, the successful bidder is required to transfer the hardware components at book value to FSSAI. Book value will be calculated as per straight line depreciation method.</i>	Omitted. The successful bidder shall submit the relevant data at the conclusion of the contract.

All other terms and conditions of the RFP remain unchanged.

This corrigendum shall be treated as part of the RFP.

Pankaj Azad
Deputy Director, GA-CPU