

**TECHNICAL CORRIGENDUM – 1**  
**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR**  
**Empanelment of Partner for Control Room Service Provider for Government Business Functions**  
**EOI NO.: EOT/COM/22-23/00050 DATED 27-09-2022**

SI NO	RFP Document Reference		Content of the RFP requiring clarification	Response from WBEIDC / To be read as
	Section No.	Page No.		
1.	Brief Description of Work	1	Providing Call Centre Service	Providing Control Room Service
2.	3.1 (Scope of Work)	5	The bidder will arrange a cloud telephony system having a single public number with at least 2 nos. tele-callers who will work behind this primary number and all stakeholders will call this number for resolution of their issues.	The bidder will arrange a cloud telephony system having a single public number with at least 2 nos. tele-callers or as required for the volume of the work, who will work behind this primary number and all stakeholders will call this number for resolution of their issues.
3.	4.3 (Eligibility Criteria)	6	Documents to be submitted- Work order along with Completion Certificate has to be submitted.	Documents to be submitted- Work order has to be submitted

**THE ABOVE CORRIGENDUM IS A PART OF ORIGINAL TENDER DOCUMENT**