

INDIAN HIGHWAYS MANAGEMENT CO. LTD

Sub – RFP for 24x7 Helpline (Call Centre) for Road Users on National Highways-2015

Corrigendum – 1

Sr.No	Reference	Existing text in the RFP	To be read as
1	Clause 23 (a) Section - III	The Performance security shall be valid for a period of 66 months.	The Performance security shall be valid for a period of 30 months.
2	Clause 2 Section-IV	a. Inbound channels : Telephone, mobile, e-mail, SMS B. Outbound channels : Telephone, e-mail, SMS	a. Inbound channels : Telephone, mobile b. Outbound channels : Telephone, e-mail, SMS
3	Clause 3 (g) Section - IV	The service provider shall extent or necessary assistance towards this end.	The service provider shall extend all necessary assistance towards this end.