

Corrigendum

Tender Notification

NIT NO: RINFRA/MDB/2018-19/062

(For Toll Free Helpline for Customer Service of Mumbai Discom).

The requirement has been revised as follows:

- One Toll Free no. will be Primary & the other one will be Secondary.
- In case the Primary Toll Free no. goes down, mechanism should be available to auto-forward the calls to the Secondary Toll Free no. without any / miniscule downtime.
- Service providers so selected for Primary & Secondary toll free nos., will not be of the same service provider.

Connectivity specs

Number of concurrent sessions	: min. 120 with provision for upward & downward scalability
Service	: SIP-T
Codec	: G.729 (& also G711)
SIP Trunk line should delivered to	: TATA Communication building, Rack no. C-10, IDC-2 , TOWER –A

Note: SIP PRI has to be delivered to the above rack via RJ45 ethernet connection

Commercials should be submitted in below format:

	Option 1	Option 2	Option 3	Option 4
One time Registration Charges				
Monthly Rental (Rs.)				
Free Usage (Rs.)				
Call Charges per minute (Rs.) - Local & STD				
SIP carrier charges per month per channel				
Outgoing Calls charge per minute (Rs.) Local & STD				

Last date for submission of online bid documents

This has been extended to 25th Oct 2018

The other terms & specifications as mentioned in the tender document remain unchanged.