



## **KERALA STATE ROAD TRANSPORT CORPORATION**

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No. S001-ITD01/23/2024-ITDIV -KSRTC-HQ

Date: 03.07.2025

### **CORRIGENDUM / ADDENDUM – 1**

<b>Tender ID :</b>	<b>2025_KSRTC_764815_2</b>
<b>Tender Reference Number :</b>	<b>ITD01/23/2024</b>
<b>Tender Title :</b>	<b>Call Center Communication as a Service (CCaaS) Model in Three Shifts (24x7) for a period of 3 years.</b>

Additional communication channels such as WhatsApp, SMS, IVR voice services, and surveys will be charged on an actual cost basis. KSRTC will release the payment accordingly, based on the actual expenses incurred.

**Tender Inviting Authority**