

INDIAN HIGHWAYS MANAGEMENT CO.LTD

24x7 Helpline (Call Centre) for Road Users on National Highways-for Delhi and Chandigarh Zone

Clarifications to bidders' queries

Sr.No.	Reference	Clause in the RFP	Details(Queries)	Remarks(Response)
1	Section-III 3.(b) ELIGIBILITY CRITERIA:	The Bidder should have at least three years' experience of providing Call Centre Service(s) as on the last date of bid submission. In addition, the Call Centre(s) of the bidder should have handled calls from all the States/Union Territories in the Zone(s) for which bidding	Is bidder should have experience of similar sector or it could be from any other and what would be the Supporting document you will require.	As per RFP
2	Section-III 3.(e) ELIGIBILITY CRITERIA:	The Bidder should have carried out at least 2 (Two) case studies on the following	There is statement under eligibility criteria that bidder should have carried out case study, that means what is its exposure or you are asking for case study in hard/soft copy ?	Experience in case study required as per RFP Clause 3 (e) of Section- III. Bidders are Required to submit duly filled form T-5 , Along with the case study documents.
3	Section-IV Scope of Work/ 3 (a)	A total number of six Call Centers are to be set up in the country – one each in the Eastern, Western, North-Eastern and Southern parts of the country (exact locations to be decided by the selected Agency with the approval of IHMCL) – and one each at/ adjoining Delhi and Chandigarh	Call center like us who are based at Bhopal and getting and handling calls from across India, should have call center(running) at Zones (Delhi and Chandigarh) or it could be established after the tender.	The successful bidder is required to establish call centre in the zone for which he is selected i.e. in or adjoining Delhi/Chandigarh. If the selected bidder already has a call centre in the area, the same facility can be used; otherwise, call centre will have to be established within stipulated timelines.
4			We have been awarded the work of two zones . Can we re-bid for Delhi and Chandigarh zones? If yes, do we need to submit technical documents ?	Fresh bid documents including fresh Technical bid, are required to be submitted For Delhi and Chandigarh Zones.