

INDIAN HIGHWAYS MANAGEMENT CO. LTD

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

Corrigendum – 2

Sr.No	Reference	Existing text in the RFP	To be read as
1	Section- II Schedule of important events/activities	Last date/time for submission of bids : 09.02.2015 (Monday) / 1600 hrs	Last date/time for submission of bids : 13.02.2015(Friday) / 1600 hrs
2	Section-III Clause 1 (d)	Any bidder / consortium may bid for as many zones as desired but any single bidder/consortium can be awarded work of maximum 2 zones out of 6.	Any bidder / consortium may bid for as many zones as desired but IHMCL reserves the right to award work of maximum 2 zones out of 6 to a single bidder/consortium.
3	Section – III Clause 3 (b)	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 four regions of the country i.e. East, West, North and South.	The Bidder should have at least three years’ experience of providing Call Centre Services 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.
4	Section – III Clause 3 (f)	JV / Consortium upto maximum 2 (Two) members allowed. In case of JV/ Consortium, (i)Lead bidder shall meet the criteria given in clause 3 (c) by himself.In other words, the annual turnover of the other JV partner will not be allowed to be clubbed for the purpose of determining eligibility under Clause 3 (c). (ii) For other eligibility criteria under Clauses 3 (other than sub clause “c”), combined experience of both members shall be considered.	JV / Consortium upto maximum 3 (Three) members allowed. In case of JV/ Consortium, (i)Lead bidder shall meet the criteria given in clause 3 (c) by himself.In other words, the annual turnover of the other JV partners will not be allowed to be clubbed for the purpose of determining eligibility under Clause 3 (c). (ii) For other eligibility criteria under Clauses 3 (other than sub clause “c”), combined experience of all members shall be considered.
5	Section-IV Clause 3 (a)	Six Call Centers will 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 Delhi and Chandigarh.	Six Call Centers will 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.
6	Section-IV Clause 3 (b)	While designing the call centre, the service provider should make sufficient provisions, so that the capacity augmentation may not be required during first six	While designing the call centre, the service provider should make provision for sufficient capacity.

		months of operation.	
7	Section-IV Clause 5 (a)	Bidder should pay cost of RFP document (non-refundable) Rs.10,000/- (Rupees ten thousand) only in the form of Demand Draft / Banker's Cheque /Pay order, drawn on a scheduled bank in India and payable to " Indian Highways Management Company Ltd." at New Delhi.	Bidder should pay cost of RFP document (non-refundable)Rs.10,000/- (Rupees ten thousand)only in the form of Demand Draft / Banker's Cheque /Pay order, drawn on a scheduled bank in India and payable to "Indian Highways Management Company Ltd." at New Delhi. However the bidders who had submitted bids in response RFP-dated 17.11.2014 need not submit document fee for revised tender.
8	Section-IV 9. Schedule for start of call centre services by the service provider	If the Service Provider is not able to start the services as envisaged in the contract within the stipulated period, IHMCL may impose Liquidated Damages @ Rs.4 (FOUR) lakh per week of delay or part thereof subject to a maximum of 5% of the contract price. In case of a delay of more than six weeks, IHMCL may consider termination of contract and/or forfeit the performance security or both.	If the Service Provider is not able to start the services as envisaged in the contract within the stipulated period, IHMCL may impose Liquidated Damages @ Rs.4 (FOUR) lakh per week of delay or part thereof subject to a maximum of 5% of the contract price unless the delay is due to reasons beyond his control. In case of a delay of more than six weeks, IHMCL may consider termination of contract and/or forfeit the performance security or both.