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Corrigendum

"Request for Proposal for Selection of Service Provider for Setting-up a Call Center & Manage its Operations "

Tender No: 3282

15th March 2016

Proposals were invited for "**Request for Proposal for Selection of Service Provider for Setting-up a Call Center & Manage its Operations**". Some conditions are changed in the bid document. The amended bid document can be downloaded from www.mpstdc.com. **Last date of submission of bid is 12/04/2016.**

Managing Director

Corrigendum

Date 02/04/2016

Request for Proposal for Selection of Service Provider for Setting-up a Call Center & Manage its Operations.

SL No.	Page No.	Clause No.	Clause Heading	Query/ Clarification sought	Suggestion from vender
1	55		Format 5: Project Experience	You are asking for this format to be provided on customer's letter head.	Please understand that usually customers provide experience certificate but it is not using the same format as you want. Request you to kindly consider the Format 5 information on bidder's letter head. To support this bidder can provide the client provided experience certificate (if available).
<p>Clarification- Yes Bidder can provide experience of Running projects on his letter head and for Past Projects can be submitted the Certificates Provide by clients.</p>					
2	19	3.1.4	3.1	Calls Handling	Since Experience has called for 3 years hence all the relevant experience must be considered in past 3 years only
	19	3.1.6	3.1	calls Executives	Since asking for min 50,000 calls per month its necessitiely required 2000 min executives fairly 50 executives at max are capable enough to handle the same.
<p>Clarification- 1. Yes we have asked experience 3 years only. 2. 2000 min executives /head counts are set to ensure the capacity and quality in delivery.</p>					
3	19	3. Bid Evaluation Criteria 3.1. Pre-Qualificati on Criteria	Point 6	Head Counts of call centre executives should be minimum 2000.	Removal of this Clause as in many organization including ours, we managed over 1,00,000 calls with 100 Executives
	74	14. Format 14: Technical Requirem ents	Requirements		<p>What are the standards of Hardware/Software is set for Bidder?</p> <p>IS Bidder entitled to quote any type of Hardware/Software (compatible to our work).</p> <p>Does any special marking or other benefits we will get on mentioning such details</p>
<p>Clarification- 1.For international tourism promotion we required highly professional companies those who are having rich experience to handing such processes.2000 min executives /head counts are set to ensure the capacity and quality in delivery</p> <p>2. Bidder needs to deply hardware and software to maintain mentioned SLR in section 6.1.2 (Page number 30)</p> <p>3. NO bidder did not need to quote any thing.</p> <p>4. No .</p>					

S.No.	Page No.	Clause No.	Clause Heading	Query/ Clarification sought	Suggestion from vender
4	19	3.1(2)	The Bidder should have minimum average Annual Turn-over of Rs. 25 Crore in past three financial years (2012-13, 13-14 and 14-15) with positive net worth in last financial year.	For 15 seats the Avg. turnover of 25 crore Should not be the criteria.	1) To Promote SEM companies in MP. The turnover criteria should be lesser then 10 crore, so as to have larger participation of SME's from MP 2) Turn-over of 2015-16 (Provisional) should be considered
	19	3.1(6)	Head Counts of call centre executives should be Minimum 2000	For 15 seats the criteria of minimum Head count is on higher side, Since at serial no 3.1 (4) Page No 19 it has been mentioned that minimum 50000 calls handling is required and for 50000 calls 2000 head count is on higher side.	For 15 seats the requirement of Head Count should be less then 800
	20	3.2(2)	Financial Strenght- 10 marks if average annual turnover is minimum Rs. 20.00 crores with profit, 15 marks if average annual turnover is above Rs. 20 crores to 30 crores with profit, 20 marks if Average annual turnover is more then Rs. 30 crores with profit.	This point is Contra This point is contradictory to serial no 3.1(2) Page No 19 "The Bidder Should Have Minimum Average Annual Turnover of Rs.25 Crore in past three Financial year (2012-13,13-14 and 1415) with positive net worth In last financial year"	It could be as per above Suggestion (To Promote SME Companies in M.P The Turnover criteria should be lesser than 10 crores, so as to have large participation of SMEs from MP
	20	3.2(3)	Call Agent - 10 marks if head count are minimum 2000 20 mark if head count are more than 2000 to 5000 thousand,30 marks if headcount are more than 5000	This point is contradictory to serial no 3.1(6) Page No 19 "Head Count of call center executives should be minimum 2000"	It Could be as per above Suggestion (For 15 seats the requirement of Head Count Should less than 800)

Additional Query- Consortium is Allowed or not

Clarification:

1. Financial criteria are set to 25 crore to ensure the capacity of bidder. We required higher quality parameters in service delivery.
2. For international tourism promotion we required highly professional companies those who are having rich experience to handling such processes. 2000 min executives /head counts are set to ensure the capacity and quality in delivery.
3. Yes that is 25 crore in place of 20. We are releasing corrigendum with the corrected ranges.
4. No, The ranges are clearly defined and marking will be done as per mentioned ranges.
5. Response of Additional Query- No