

**INFORMATION TECHNOLOGY DEPARTMENT (NDMC)**

**Subject: Operation and Maintenance of 24x7 NDMC Call Centre Tender No 2017\_NDMC\_129613\_1 Published on 24-05-2017**

**Pre-Bid Queries Reply**

**1. M/s MouthersonSumi InfoTech & Designs Ltd.**

<b>S. No.</b>	<b>Page No.</b>	<b>Ref no.</b>	<b>Existing Clause</b>	<b>Suggested Changes</b>	<b>NDMC Reply/amendment</b>
<b>01</b>	22	4. Work execution and Experience	Bidder should have experience of successfully executing/in progress the work of the establishment & Operation/ operations and maintenance of NDMC 24x7 call center in last three year preceding the last date of submission of bid document, as per the following: One similar works costing not less than the amount equal to Rs. 25.60 Lakh. or Two similar works each costing not less than the amount equal to Rs. 19.20 Lakh. or Three similar works each costing not less than the amount equal to Rs. 12.80 Lakh	Bidder should have experience of successfully <u>executed</u> /in progress the work of the establishment & Operation/ operations and maintenance of <u>Government/Large Enterprises for</u> 24x7 call center in last three year preceding the last date of submission of bid document, as per the following: One similar works costing not less than the amount equal to Rs. 25.60 Lakh. or Two similar works each costing not less than the amount equal to Rs. 19.20 Lakh. or Three similar works each costing not less than the amount equal to Rs. 12.80 Lakh	Bidder should have experience of successfully executing/in progress the work of the establishment & Operation/ <b>Operations and Maintenance of Government/PSU/Reputed Private Firms/ Organization run 24x7 call centre in last three (03) years preceding the last date of submission of bid document,</b> as per the following: One similar works costing not less than the amount equal to Rs. 25.60 Lakh. or Two similar works each costing not less than the amount equal to Rs. 19.20 Lakh.

					or Three similar works each costing not less than the amount equal to Rs. 12.80 Lakh
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## 2. M/s Go2market

S. No.	Page no/ clause no.	Queries	NDMC Reply
02	21 /5.3 S no. 1 (iii & iv)	What are the documentary proofs required to establish prior experience of having an active business in establishing & operations of call centre	Work Order /issued completion certificate of the work
03	22/5.3 S no. 4	“Bidder should have experience of successfully executing/in progress the work of the establishment & Operation/ operations and maintenance of NDMC 24x7----- is it necessary to have experience of running a NDMC Call Centre	Already replied at Sr No 01

**NOTE: Further all terms and conditions remain same as per the NIT published on 24-05-2017**

**Neeraj Bharati**  
**Director (IT)**

