

Indian Highways Management Company Ltd.				
RFP for Consultancy Services for Unique Helpline "1033" for Road users on National Highways				
Clarifications to bidder's queries				
S.No	Reference	Clause in RFP	Details(Queries)	Remarks (Response)
1	Section-III 3.2.4	The bidder should have completed at least one (1) consultancy job relating to setting up / operationalising of call center.	The Contract should have completed at least one (1) call center or related IT Enabled Services project involving inbound or outbound Voice/ Interactive Voice Response System(IVRS) in at least one (1) Indian Language (other than English)	As per RFP
2	Section-III 3.4	JV / Consortium: Up to maximum 2 members allowed	We request IHMCL to remove JV/ Consortium for quality of the work from the Contract.	As per RFP
3	Section – IV 4.7.1	Payments will be made after successful completion of Quarterly-services	We request to include 4.7.2 as 20% of Total Cost/ Contract Price be paid on Signing Agreement for Mobilization of the Project as we need to setup Office in Delhi/NCR.	As per RFP
4	Section 3.13.3	The Earnest Money shall be in the form of a demand draft / pay order drawn in favor of "Indian Highways Management Company Ltd." on any Scheduled bank payable at New Delhi.	Usually most of the govt./TSU tender accept EMD in a form of bank guarantee, Hence we request you to accept the EMD of Rs 500000/- in the form of a bank guarantee	As per RFP
5	Clause 3.2.3	The bidder should have completed at least three (3) IT (Information Technology) or IT Enabled services or related consultancy jobs of total value more than Rs. 50 lakh in the last 5 years	We are organized in delivering Value Added Services over IVR/SMS/Web/Mobile App/Call Centre. Please suggest if these services are accepted under "IT Enabled services"	As per RFP

6	Clause 3.2.3	The bidder should have completed at least three (3) IT (Information Technology) or IT Enabled services or related consultancy jobs of total value more than Rs. 50 lakh in the last 5 years	Please suggest 50 Lac total value can be from more than three projects in last 5 years also?	Total Value of 50 Lakhs can be combined value of 3 or more eligible projects.
7	Format 7.3.2	Details of experience in consultancy job relating to Call Centre / IT enabled services	Please suggest that experience of design, development and implementation of IT enabled services or managing outsourced Call Centre can also be included in this.	As per RFP