

INDIAN HIGHWAYS MANAGEMENT CO. LTD

Sub - RFP For Consultancy Services For Unique Helpline For Road Users On National Highways

Corrigendum – 2

Sr.No	Reference	Existing text in the RFP	To be read as
1	Clause 3.2.7	The Bidder should have a valid ISO 9001 and ISO 27001 certification or should be a SEI CMMI level 3 or above.	The Bidder should have a valid ISO9001 or should be a SEI CMMI level 3 or above.
2	Clause 3.4	No JV / Consortium allowed.	JV upto maximum 2 members allowed. In case of JV, i)Lead bidder shall meet the criteria given in clause 3.2.2 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 3.2.2 ii)For other eligibility criteria under Clauses 3.2.3 – 3.2.7, combined experience of both members shall be considered.
3	Clause 5.4	DELIVERABLES The Consultant shall deliver the following deliverables (the “Deliverables”) during the course of this Consultancy. A. TENDERING STAGE (i) Modifications, if any, in the RFP document for “Provisioning Call Centre Services for road users on National Highways” (ii) Assist IHMCL in selection of agency for setting up and operationalising call centre services	DELIVERABLES The Consultant shall deliver the following deliverables (the “Deliverables”) during the course of this Consultancy. A. TENDERING STAGE (i) Modifications, if any, in the RFP document for “Provisioning Call Centre Services for road users on National Highways” (ii) Assist IHMCL in selection of agency for setting up and operationalising call centre services. (iii) Action for this is already in process. RFP document for that work is available at www.ihmcl.com under link http://www.ihmcl.com/tenders/ .
4	Clause 6.2	Bill of Quantities	Revised Form 6.2 attached

Revised

Form 6.2 BILL OF QUANTITIES

(All rates to be quoted in Indian Rupees only)

Tender Ref No: _____

S.no	Description	Unit	Unit Price	Total Amount in INR
1	Phase I (Tendering Stage)	LS		
2	Phase II (Implementation Stage)	LS		
3	Operation Stage (5 Years)	Quarterly Charges		
	Total			

***Note:**

1. The above rates shall be fixed and remain valid for the entire contract period of 5 years without any escalation.
2. Total bid amount to be taken into account for selection of bidder.

Dated this _____ day of _____

(Signed by an Authorized Officer of the bidder)

Title of Officer

Name of bidder

Date