



OFFICE OF THE CHAIRMAN & MANAGING DIRECTOR
M.P.MADHYA KSHETRA VIDYUT VITARAN CO. LTD.
(A Wholly Owned Govt. of M.P.Undertaking)

NISHTHA PARISAR, BIJLINAGAR, GOVINDPURA, BHOPAL-462023

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No. CMD/MK/04/P-I/3229

Bhopal, dated 26.12.11

CORRIGENDUM

The following amendments are hereby made in tender No. CMD/MK/04/236 for Outsourcing of Customer Care Executives for Centralized Customer Care Centers at Corporate Office & FOC locations under the RAPDRP towns of MPMKVVCL, [M.P.] for 2 years. The same may please be noted and incorporated in the bid submitted against the tender:

Sl. No.	Reference	Written/amended as	Further Amended /Clarified as
1.	Annexure-II, Pg. No. 44. and CORRIGENDUM No. CMD/MK/04/P-I /2908 Bhopal, dated 02.12.11	<p>Qualifying Criteria</p> <p>Financial Performance</p> <p>The bidders should have a positive Net-worth in the best two (2) years out of the last three (3) years. The Net-worth shall be more than 2.5 Cr.</p>	<p>Qualifying Criteria</p> <p>Financial Performance</p> <p>The bidders should have a positive Net-worth in the best two (2) years out of the last three (3) years. The Net-worth shall be more than 2.5 Cr.</p> <p>Single Entity: must meet requirement</p> <p>Joint Venture/ Consortium All Partners Combined must meet requirement</p> <p>Each Partner must meet minimum twenty five percent (25%) of the requirement</p> <p>At Least One Partner of Primary bidder must meet requirement</p>
2.	Annexure-II, Pg. No. 45. and CORRIGENDUM No. CMD/MK/04/P-I /2908 Bhopal, dated 02.12.11	<p>Qualifying Criteria</p> <p>General Experience</p> <p>Experience of successful completion of at least two (2) works of similar magnitude and duration, value not less than Rs. 15 Cr. in last three financial years in any Govt. /Semi-Govt/Autonomous/private department.</p>	<p>Experience of successful completion/Under execution of at least two (2) works of similar magnitude and duration, value not less than Rs. 15 Cr. in last three financial years and under execution in current financial year in any Govt. /Semi-Govt/Autonomous/private department.</p>
3.	Annexure-II, Pg. No. 46.	<p>The bidder must have standard certification (ISO 10002:2004 or COPC (Customer Operations Performance Centre) 2000 Standard or eSCM (e Services Capability Model) or ISO 9001:2000 or equivalent) for operating Customer Care Center.</p>	<p>Single Entity: must meet requirement</p> <p>Joint Venture/ Consortium All Partners Combined must meet requirement</p> <p>Each Partner not applicable</p> <p>At Least One Partner of Primary bidder must meet requirement</p>

The other details, terms & conditions of the original tender will remain the same.

The due date of opening of Tender Specification No. CMD/MK/04/236 for Outsourcing of Customer Care Executives for Centralized Customer Care Centers at Corporate Office & FOC locations under the RAPDRP towns of MPMKVVCL,(M.P) for 2 years is hereby extended. The revised date of opening of the tender shall be now **13.01.12** instead of **29.12.11** The EMD of Rs. 3,00,000/- in favour of Sr. A.O (HOAU), MPMKVV Co. Ltd. payable at Bhopal along with hard copy of tender & supporting documents shall be dropped in the tender box of Purchase Section, O/o CMD, Bhopal on date **13.01.12** till 3.00 p.m. The revised key dates shall be as under:

Key Dates : Single Submission MultiOpening With Prequal

Seq No	MPMKVVC Stage	Contractor Stage	Start Date & Time	Expiry Date & Time
1	Tender Preparation And Release of NIT	-	28-10-2011 10:30	05-11-2011 17:30
2	-	Tender Purchase - Online	05-11-2011 17:31	11-01-2012 13:30
3	-	Tender Download	05-11-2011 17:31	11-01-2012 14:30
4	-	Submit Bid - Hash Online	05-11-2011 17:31	11-01-2012 15:30
5	Close for Bidding - Generation of Super Hash	-	11-01-2012 15:31	11-01-2012 17:30
6	-	Submit Bids Online - Re-encryption	11-01-2012 17:31	13-01-2012 15:00
7	Open EMD & Technical / PQ bid	-	13-01-2012 15:30	13-01-2012 17:30
8	Open Financial / Price-Bid	-	24-01-2012 15:00	24-01-2012 17:30

(SANJEEV P. PURANIK)
CHIEF GENERAL MANAGER (PUR)
O/o CMD, MPMKVV CO. LTD. BHOPAL