



**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/2908

Bhopal, dated 02.12.11

**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 as	Amended /Clarified as
1.	Annexure-II, Pg. No. 45.	<b>Qualifying Criteria Average Annual Turn Over:</b> The Average Annual Turnover shall be 15 Cr for last 3 years.	<b>Qualifying Criteria Average Annual Turn Over:</b> The Average Annual Turnover shall be <b>Rs. 10 Cr.</b> for last 3 years.
2.	Annexure-II, Pg. No. 45.	<b>Qualifying Criteria General Experience</b> Experience of successful completion of at least two (2) works of similar magnitude and duration, value not less than Rs.25 Cr in last three financial years in any Govt. /Semi-Govt/Autonomous/private department.	<b>Qualifying Criteria General Experience</b> Experience of successful completion of at least two (2) works of similar magnitude and duration, value not less than <b>Rs. 15 Cr.</b> in last three financial years in any Govt. /Semi-Govt/Autonomous/private department.
3.	Annexure-II, Pg. No. 44.	<b>Qualifying Criteria Financial Performance</b> 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 4 Cr.	<b>Qualifying Criteria Financial Performance</b> 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 Rs. 2.5 Cr.
4.	Annexure-II, Pg. No. 45.	<b>Qualifying Criteria Specific Experience</b> The bidder should have demonstrated experience in a Customer care where follow-up is taken till closure of the complaint. The bidder must possess the experience of operating a Voice logger driven CTI Server Customer Care Center with real time data update and CRM.	<b>It is clarified that experience of Help Desk /toll free Help Desk/IVRS running shall also be counted.</b>
5.	Annexure-II, Pg. No. 45.	<b>Qualifying Criteria Specific Experience</b> Valid Registration of Service provider with Service tax department, ESIC & EPF (with minimum deployment of 200 employees per year) during the year 2008-09, 2009-10, and 2010-11.	<b>Qualifying Criteria Specific Experience</b> Valid Registration of Service provider with Service tax department, ESIC & EPF (with minimum deployment of 200 employees per year) during the year 2008-09, 2009-10, and 2010-11. <b>In addition to this the service provider should be registered under Gumasta Act in Municipal Corporation and should have Labour License from Municipal Corporation. The bidders should also be registered in the Regional office of MPMKVVCL.</b>

<b>Sl. No.</b>	<b>Reference</b>	<b>Written as</b>	<b>Amended /Clarified as</b>
6.	Annexure-II, Pg. No. 45.	<b>Qualifying Criteria</b> No Objection Certificate of last 3 years issued by the office of the Superintendent of Police mentioning that there is no case pending against the bidder.	An undertaking towards No Objection Certificate of last 3 years shall be provided by the Service provider. Providing of incorrect information in the undertaking will lead to termination of the contract.
7.	Clause No. 1.6, Instructions to bidders, Pg. No. 12	<b>SPLITTING OF ORDER</b> The Purchaser reserves the right to split the order among various successful tenderers in any manner he chose without assigning any reasons whatsoever.	<b>Stands Deleted</b>
8.	Clause No. 1.4.2.2, Instructions to bidders, Pg. No. 11	The due credit under the MODVAT (Modified value Added Tax) scheme as per the relevant Government policies wherever applicable, shall be taken into account by the Bidder while quoting bid price.	<b>Stands deleted</b>
9.	Price Schedule-J, Pg. No. 27 Foot Note	The cost of other services as defined under clause 16 of the Scope of work shall be loaded in per unit cost of manpower.	<b>Stands deleted</b>
10.	Sl. No. 1, Price Schedule-J, Pg. No. 27	Unit Cost of providing a Manager (in figure): A=Rs _____  (In words): Rs. _____	<b>It is clarified that this will consist of salary + other statutory levies + insurance charges of the person.</b>  <b>A separate sheet to be attached with hard copy of the bid giving bifurcation of the unit cost.</b>
11.	Sl. No. 2, Price Schedule-J, Pg. No. 27	Unit Cost of providing a Customer care executive (in figure): B=Rs _____  (In words): Rs. _____	<b>It is clarified that this will consist of salary + other statutory levies + insurance charges of the person.</b>  <b>A separate sheet to be attached with hard copy of the bid giving bifurcation of the unit cost.</b>
12.	Sl. No. 5, Price Schedule-J, Pg. No. 27	Unit Cost of providing a Customer care executive (in figure): D=Rs _____  (In words): Rs. _____	<b>It is clarified that this will consist of salary + other statutory levies + insurance charges of the person.</b>  <b>A separate sheet to be attached with hard copy of the bid giving bifurcation of the unit cost.</b>
13.	Sl. No. 8, Price Schedule-J, Pg. No. 27	<b>Service Charges (F) :</b> (In figure and in words) = Rs _____	<b>It is clarified that the service charges (F) will consist of the supervision cost of Manager &amp; Customer Care Executives both at Corporate Office and FOC locations + service charges for other services as defined under clause 16 of the Scope of work + service tax.</b>
14.	Sl. No. 9, Price Schedule-J, Pg. No. 27	<b>Total quoted price(P):</b> (In figure): (P=A+C+E+F) = Rs _____ (In words): Rs _____	<b>Total quoted price(P):</b> (In figure): (P=A+3C+3E+F) = Rs _____ (In words): Rs _____
15.	Clause No. 8, Annexure-I, Scope of Work Pg. No. 39	<b>Basic qualification:</b> The Customer care executives shall be of minimum 18 years age and maximum 35 years old. They shall be females preferably with computer background at the corporate office. They shall have typing and computer skills along with good communication skills.	<b>Basic qualification:</b> The Customer care executives shall be of minimum 18 years age and maximum 35 years old. They shall be females preferably with computer background at the corporate office. They shall have typing and computer skills along with good communication skills. There will

<b>Sl. No.</b>	<b>Reference</b>	<b>Written as</b>	<b>Amended /Clarified as</b>
		There will be screening of the Customer care executives by MPMKVVCL prior to deployment. At least 50% of the number of Customer care executives shall be female Customer care executives.	be screening of the Customer care executives by MPMKVVCL prior to deployment. At least 50% of the number of Customer care executives shall be female Customer care executives <b>at Corporate Office.</b>
16.	Clause No. 3.1.2.5 General Conditions of Agreement, Pg. No. 57	The Customer care executives at FOC locations shall be treated under the category of “skilled” and the Customer care executives & Manager at Corporate office shall be treated under the category of “highly skilled” for the purpose of minimum wages to be paid to them by the Service provider. Documentary proof of the same shall be submitted by the Service provider. The payment of the minimum wages shall be ensured with EPF contribution.	<b>The Customer care executives at FOC locations and the Customer care executives &amp; Manager at Corporate office shall be treated under the category of “skilled”</b> for the purpose of minimum wages to be paid to them by the Service provider. Documentary proof of the same shall be submitted by the Service provider. The payment of the minimum wages shall be ensured with EPF contribution.
17.	Clause No. 15, Annexure-I, Scope of Work Pg. No. 40	<b>SLA –Desired level to be achieved</b>  Sl. No. 8 : Logging of letters, emails in Module within 24 hours after the receipt of letter by Module-<95%  Sl. No. 9 : Acknowledgement of letters, emails within 24 hours after the receipt of letter by Module-<98%	<b>SLA –Desired level to be achieved</b>  Sl. No. 8 : Logging of letters, emails in Module within 24 hours after the receipt of letter by Module->95%  Sl. No. 9 : Acknowledgement of letters, emails within 24 hours after the receipt of letter by Module->98%

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

Encl. : Revised Price Schedule

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

**REVISED PRICE SCHEDULE- "J" (ONLINE ONLY)**

**Corporate office:**

- 1) Unit Cost of providing a Manager (in figure) : **A= Rs** \_\_\_\_\_  
(In words) : Rs. \_\_\_\_\_
- 2) Unit Cost of providing a Customer care executive (in figure): **B=Rs** \_\_\_\_\_  
(In words): Rs. \_\_\_\_\_
- 3) No. of Customer care executives (In No.): 10
- 4) Total cost of providing 10 no of Customer care executives (in figure) :  
**C=(10xB)= Rs** \_\_\_\_\_  
(In words): Rs \_\_\_\_\_

**FOC Locations(s):**

- 5) Unit Cost of providing a Customer care executive (in figure): **D=Rs** \_\_\_\_\_  
(In words): Rs. \_\_\_\_\_
- 6) No. of Customer care executives (In No.): 91
- 7) Total cost of providing 91 no of Customer care executives (in figure) :  
**E=(91xD)= Rs** \_\_\_\_\_  
(In words): Rs \_\_\_\_\_
- 8) **Service Charges (F)** : (In figure and in words) = Rs \_\_\_\_\_
- 9) **Total quoted price(P):**  
(In figure): (**P=A+3C+3E+F**) = Rs \_\_\_\_\_  
(In words): Rs \_\_\_\_\_

<b>Sl. No.</b>	<b>Activity</b>	<b>Total quoted price</b>
1	OUTSOURCING OF CUSTOMER CARE EXECUTIVES FOR CENTRALISED CUSTOMER CARE CENTERS AT CORPORATE OFFICE & FOC LOCATIONS UNDER THE RAPDRP TOWNS OF MPMKVVCL, [M.P.] FOR 2 YEARS	P= Rs _____ (In figure & words)

Dated: DD.MM.YYYY

Name & Signature .....

In the capacity of .....

Duly authorized to sign the bid for and on behalf of .....

**Note:**

- 1) ***The quoted prices shall be on per month basis***
- 2) **Please also refer Press Notice uploaded on e tendering website.**