

CALL CENTRE TENDER: PRE-BID QUERY/ SUGGESTIONS

Clarification in response to Pre-Bid Queries for Request for Proposal (RFP) for Setting up of a Call Centre for NIELIT held at 11:00 AM on Friday, 31st October, 2014 at Conference Room No. 1008, Electronics Niketan, 6, CGO Complex, New Delhi 3

Sl. No.	Page No.	Clause No.	Clause Description/ Query	Suggestion / Alternative statement	Reply
1	1	-	Last date of submission of Bid is Friday 14th November, 2014 12:00 Hrs		The date of submission of Bid is extended by three weeks from date of publishing of clarification on pre-bid queries on the website
2	8	Chapter 4 Section 4.1 Point (a)	To participate in the above said bid , we do not have similar experience as requested in the RFP.	The tenderer quoting for the tender should have at least 5 years of experience in similar business. The tenderer should have experience of executing at least one Call centre project of similar nature covering ITI's / Polytechnics / Engineering Colleges, etc. in different States.	The tenderer should have at least 5 years of experience in executing at least one Call centre across different States.