

ADDENDUM-I


10.10.2011

Ref. Tender No. BGL/162/2011-12 dtd 04.10.2011.

Sub: Appointment of Agency for Metering, Billing & Collection and Maintenance of Call Centre for Operations of Domestic PNG Connections at Hyderabad, Vijayawada and Kakinada.

This is for general information of all bidders that the following Addendum shall form part of the bidding documents.

S. No	Description	As per Tender Document	Amended as:
1	SECTION - 1, "BID EVALUATION CRITERIA", "TECHNICAL BID EVALUATION CRITERIA", 2.0 PART - B: Maintenance of Call Centre, Clause no 1 at Page no 8 of 131:	Bidder should have handled call centre services for any CGD company in India or abroad or any other reputed company for a cumulative period of 2 years.	Bidder should have handled call centre for any reputed organizations providing utility services viz CGD company, Banks, Mobile Service Providers, Credit Cards, Electricity, Dealers in LPG and any other utility companies or retail network companies having large dealers / franchisee / consumer base for minimum period of 2 years.
2	SECTION - 1, "BID EVALUATION CRITERIA", "TECHNICAL BID EVALUATION CRITERIA", 2.0 PART - B: Maintenance of Call Centre, Clause no 3 at Page no 8 of 131:	Bidder should submit satisfactory performance certificate from at least one CGD client and one other.	Bidder should submit satisfactory performance certificate from at least one CGD or any utility company.
3	SECTION - 5, "PROPOSAL FORMS & FORMATS", "FORM F-5", "PROFORMA FOR MUTUAL NON - DISCLOSURE CONTRACT AGREEMENT", Page no 47 of 131:	Savitr Software Services Private Limited	Contractor


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4	SECTION - 5, "PROPOSAL FORMS & FORMATS", "FORM F-5", "PROFORMA FOR MUTUAL NON - DISCLOSURE CONTRACT AGREEMENT", Page no 47 of 131:	Namasivayam Management Consultants Private Limited	M/s. Bhagyanagar Gas Limited
5	"REQUEST FOR QUOTATION", Page no 2 of 132, Pre Bid Meeting:	18.10.2011 at 1100 hrs (IST)	19.10.2011 at 1100 hrs (IST)

Bidder shall take in to account the above while submitting their bid.

The Addendum -I shall form the integral part of the tender document.

All other Terms and Conditions of the tender document shall remain unaltered

For and on Behalf of Bhagyanagar Gas Limited



A.V.V.R. Murthy
Manager (C&P)

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