

Government of India
Ministry of Tourism
(TT Division)

CLARIFICATION FOR THE QUERIES RAISED BY INTERESTED BIDDERS WITH IN STIPULATED TIME FRAME IN PRESCRIBED FORMAT IN LIEU OF PRE-BID MEETING AS PER THE TENDER DOCUMENT NO :-TT/38/2020 DATED 13/09/2021 FOR APPOINTMENT OF AGENCY FOR SETTING OF AN INTEGRATED SYSTEM FOR PROVIDING INFORMATION TO TOURIST THROUGH TOURIST INFO LINE (TIL)/HELPLINE, TOURIST INFORMATION CENTRE AT SELECTED 09 AIRPORTS, INTERACTING WITH TOURIST WITH CHAT BOTS LINKED TO INCREDIBLE INDIA OFFICIAL WEBSITE (WWW.INCREDIBLEINDIA.ORG) AND HANDLING TOURIST COMPLAINTS UNDER CPGRAM PORTAL.

1. Due to prevailing circumstances of pandemic no pre-bid meeting provision was kept in Tender Document no – TT/38/2020. As per the Tender Document in lieu of pre-bid meeting the opportunity has given to the interested bidders to send their queries for seeking clarification through e-mail latest by 20/09/2021(10 AM.)

2. Based on query raised with in stipulated time in prescribed format, followings are reiterated and clarified as per the clauses mentioned in the said Tender Document: -

(i). Agencies are reiterated that the bid should be submitted online on <http://eprocure.gov.in/epublish/app> strictly in accordance with the Tender Document within stipulated time frame as mentioned on portal and no offline bids will be accepted. Before submitting the bids, the bidders are advised to read the clauses of Tender Document carefully. Technical bids would be opened online as per the schedule specified on portal <http://eprocure.gov.in/epublish/app>. The Date and Time for opening of Financial Bids for qualified bidders will also be updated on the same portal i.e <http://eprocure.gov.in/epublish/app> .

(ii). Bidders are exempted to submit EMD. Bidders are required to submit **Bid Security Declaration Form in prescribed format as mentioned in Annexure VI in lieu of Earnest Money Deposit (EMD).**

(iii). The Firm / Agency should have a full-fledged establishment within India and an office with a dedicated team in Delhi-NCR. In this regard, It is required to be submitted a Self-certification on company's letter head signed by an authorized representative of the agency certifying that the agency has an office in Delhi-NCR.

(iv). The soft copy of containing the information, as per the Technical Evaluation parameters are required to be submitted.

(v). The specific requirement for the number of Full Time Equivalent(FTEs) to be engaged are as under: -

A. Infoline/Helpline – 50 Full Time Equivalent manpower including requirement of 40 Foreign languages and 10 English and Hindi Speaking.

(i) Tourist Info Line (TIL) / Helpline (Minimum one manpower to handle one specific foreign language at a time including one manpower each for English and Hindi.

(ii) Operation window: 24x7, 365 days in a year.

(iii) Offering a “multi-lingual helpdesk” in basic language i.e. Hindi and English with also qualified call agents conversant in International Languages namely Arabic, French, German, Italian, Japanese, Korean, Chinese, Portuguese, Russian, Spanish.

B. Manning the Airport Counter- 49 Full Time Equivalent manpower to manning 10 Airport Counter. In future, additional Manpower may be required for the proposed Airport Counter at Ahmadabad.

10. Airport counters with following Full Time Equivalent (Manpower) and manning the same as per details given below:

S.No.	Name of Domestic Office	Timings
1	India tourism, New Delhi	24*7
2	India tourism, Mumbai	24*7
3	India tourism, Chennai	24*7
4	India tourism, Kolkata	24*7
5	India tourism, Guwahati	9:00 AM to 6:00 PM
6	India tourism, Bangalore	24*7
7	India tourism, Patna (Gaya Airport)	9:00 AM to 6:00 PM
8	India tourism, Hyderabad	24*7
9	India tourism, Varanasi	8:30 AM to 6:00 PM
10	Ahmadabad Air Port – IT, Mumbai (Not yet commenced)	24*7
	Total	49

C. Chat Service- 8 Full Time Equivalent Manpowers for 24 x7 basis 10 Chat Bots in English and Hindi

D. For handling tourist complaints including through CPGRAM- 1 Full Time Equivalent manpowers.

E. Requirement of FTE manpower as mentioned above in para A, B,C,D will be reviewed from time to time and accordingly the requirement FTE manpower may be curtailed and increased .
