

Tamil Nadu Textbook & Educational Services Corporation,
Chennai – 600 006.

Sub:- TNTB&ESC – 2018-19 – for Establishing and Operationalising Guidance Call Centre contactable over a Toll Free Line for providing guidance to Students, Parents and Teachers - Technical bid opened – Details of Responsive and Non-responsive bidders and reasons for rejection – Published in the Website – Reg.

Ref:- Tender Rc. No: 10827/C1/2017, Dated: 18.01.2018.

OBSERVATION:

On scrutinization of the reports of Finance Committee and the Technical Committee, the Tender Scrutiny Committee have come to the conclusion that out of the 4 bidders participated in the tender the following three bidders are non-responsive to the tender conditions for the reasons as noted against each every bidder.

S.No.	Name of the Bidder	Reason for Rejection	
1.	M/s.Gamyam Technologies Pvt. Ltd., Hyderabad	The bidder has not furnished the required amount of EMD of Rs.99,000/- or sought any exemption, as per tender conditions (14.4) of General instructions to the bidders. Hence it is not Recommended	
2.	M/s.Imarque Solutions Pvt. Ltd., Chennai	Condition 4.1 of General Instructions to the bidders The Tenderer shall be in the business of operating a 24 x 7 Call Centre in atleast 3 locations with minimum of 10 seats capacity in each call centre for a period of atleast 3 years as on 31.03.2017. Condition 4.3 of General Instructions to the bidders The bidder should have prior experience of operating a call centre for Central Government or any State Government or with any Government bodies for a period of atleast one year.	No valid documents have been submitted by the bidder No valid documents have been submitted by the bidder

		<p>(Supporting documents including the Certificate issued by the Client for having successful completion of service should be enclosed)</p> <p>Condition 3(I) Special Instructions for submission of Technical Bids & Check List</p> <p>Whether Lettter of Authorization / Power of Attorney for signing the Tender Document is enclosed on Non-Judicial Stamp Paper of Value of not less than Rs.20/-</p>	<p>No valid documents have been submitted by the bidder</p>
Hence it is not Recommended			
3.	M/s.Cyfuture India Pvt. Ltd., Noida	<p>The bidder has not satisfied the following Tender condition</p> <p>Condition 4.1 of general instructions to the bidders</p> <p>The Tenderer shall be in the business of operat ing 24 x 7 Call Centre in atleast 3 locations with minimum of 10 seats capacity in each call centre for a period of atleast 3 years as on 31.03.2017.</p>	<p>No valid documents have been submitted by the bidder</p>
Hence it is not Recommended			

ii) M/s.GVK Emergency MRI, Telengana has fulfilled all the tender conditions.

Hence, the Tender Scrutiny Committee have come to the conclusion that the following one bidder is responsive to the tender conditions and therefore recommends to open the price bid for further evaluation

M/s.GVK Emergency Management and Research Institute,

Secunderabad, Telengana.