

Reference No:

Tender No. SPMCIL/Mktg/44/11 dated 30-08-2011

16.09.2011

Pre-bid conference minutes are enclosed herewith.

All interested bidders are intimated that since there is no material change in the terms and conditions of tender after pre-bid conference, therefore, the due date of submission of tender would remain same i.e. 30-09-2011 by 3:00 PM.

 14/9/11

***Deputy Manager (Mktg)
SPMCIL***

16-09-2011

MINUTES OF PRE-BID CONFERENCE
(Tender No. SPMCIL/Mktg/44/11 dated 30-08-2011)

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Sub. : NIT for providing consultancy service to carry out the customer satisfaction survey for passports being produced by SPMCIL

The pre-bid meeting held on 14-09-2011 at 03:30 PM.

Representatives of following firms have attended the meeting.


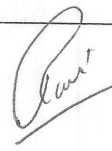
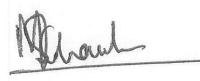
| S.N. | Representative's Name | Name of Firm |
|------|-----------------------|--|
| 1. | Amrita Biswas | IPSOS Research, New Delhi |
| 2. | Richa Mathur | A.C. Nielsen ORG MARG |
| 3. | Abhinay Jajodia | Future Fuels, New Delhi |
| 4. | Qammar N Ahmad | MDRA, New Delhi |
| 5. | Reshmi Basu | JPS Associates (P) Ltd, Delhi |
| 6. | Sukhinder Singh | Department of Management Studies, IIT, Delhi |
| 7. | Amit Sharma | IED, UP |
| 8. | Manuj Sawhney | Allied Boston Consultant IPL, Delhi |

The pre-bid meeting was chaired by DGM (Print) and was attended by DGM (Finance) and DM (Marketing) in presence of above mentioned representatives.

3. DGM (Print) welcomed all the representatives and informed that the pre-bid conference is held for providing clarification and explanation in respect of aforesaid tender issued on 30-08-2011. DGM (Print) has given the brief introduction about the work in perspective of the aforesaid tender.

4. Following points were raised by the representatives which were suitably replied/explained by SPMCIL as under :

| Query | SPMCIL Explanation |
|----------------|--------------------|
| IPSOS Research | |
| 4.1. | |

| Query | SPMCIL Explanation |
|--|--|
| <i>In respect of requirement under clause 1.3 of section "VII" regarding category-wise sample collection :-</i> | <i>It is clarified that :</i> |
| <i>(a) What would be the sample size for each sample category specified</i> | <i>The minimum number of respondents to be surveyed for the categories given have already been specified in the in the tender.(Ref: Clause 1.3 page 76-77of Tender)</i> |
| <i>(b) Whether all official of organization/Govt department are to be surveyed?</i> | <i>(b) All officials or their fix percentage for particular organization need not be surveyed At RPO/PO, only Regional Passport Officer or Passport Officers need only be surveyed. In case he authorize/designate some other official of his department then feed back from such official may be collected.</i> |
| <i>(c) Why the survey at production level is required? (d) Who will be surveyed at Production level & at Consular Passports and Visa (CPV) Div. Ministry of External Affairs, Govt. of India?</i> | <i>(c) The Production level is to be surveyed to understand the process of passport production and to collect information regarding various process /parameter which may be helpful for consultant to frame questionnaire. Since they are internal customers and their feedback is also important along the value chain of passport production (d) GM/DGM or WM of ISP may be surveyed at Production Level. At CPV division – JS (CPV) & Chief Passport Officer and Director –PV & PSP or Deputy Secretary need only be surveyed. In case they authorize & designate another officer then feedback may be collected accordingly.</i> |
| <i>(e) For requirement at Ultimate customer level (Ref: Point no.c, clause 1.3) Instead of " Minimum 5 Nos Passport Holder (only frequent flier who undertakes overseas journeys frequently" Feedback from Foreign Consulates of different countries may be obtained as they are processing sufficient number of Indian Passports for issue of VISA etc. The feedback from these consulate would be representative</i> | <i>This is accepted and now the criteria would be as follows: <u>In place of</u> " Minimum 5 Nos Passport Holder (only frequent flier who undertakes overseas journeys frequently" <u>To be read as</u> "Minimum 5 nos. of any foreign consular office situated in India".</i> |
| <i>Allied Boston Consultant IPL</i> | |
| <i>4.2</i> | |

Sharma
Rawat

Chandra

| Query | SPMCIL Explanation |
|---|---|
| (a) In view of targeted sample size and level/status of Officials to be contacted whether SPMCIL would arrange meeting of the selected bidder with targeted officials to collect feedback ? | (a) SPMCIL shall not arrange meeting with any officials. Under extreme conditions, In few cases, SPMCIL may facilitate in arranging meeting with respondents. The data collection exercise should be done diligently & proactively by the selected bidder. SPMCIL will issue a formal Introduction letter (One time) for the selected bidder. The selected bidder can use this letter for arranging meetings. |
| (a) Will feedback received on E-mail is accepted ? | (a) Yes, if such e-mail is from official ID of the respondent. Generally department's officials give feedback after the authorization of their organization |
| MDRA | |
| 4.3 | |
| (a) What criteria will be adopted by SPMCIL for selecting an agency? will it be L-1 or combination of technical & financial bids? | (a) The aforesaid tender is floated on two-bid system :- After evaluation of techno-commercial bids, those who qualified during techno-commercial stage, their price bid only be opened. Tenderer who stands as L-1 during price bid opening shall be awarded the work after due approval of competent authority at SPMCIL |
| (b) Will SPMCIL provide permission from Airports Authority of India / Government official for conducting face to face survey of ultimate customer at International Airport. | (b) The sample coverage now stands amended, For Ultimate customer level category instead of frequent fliers, Minimum 5 no. of foreign consular office situated in India are to be surveyed. SPMCIL will issue introductory letter (one time) to selected bidder which may be used to arrange meeting with Respondents /Targeted Government Officials. |
| A.C. Nielson | |
| 4.4 | |
| (a) Clause 15 (Payment terms) under section V, payment shall be made as per completion of stages. Stages are not specified in the tender? | Stage of the proposed work is specified under clause – 2 of section VII-Technical Specifications. |
| (b) What is the Bid Validity Period? | It is specified in the tender. It is 120 Days after the tender opening & mentioned under clause 19.1 (Page |





| Query | SPMCIL Explanation |
|---|---|
| | 16) of tender document |
| Future Fuels | |
| 4.5 | |
| (a) In Section IX clause 1.1 The Bidder shall submit a certificate of satisfactory performance / credential from their existing clients. What does existing clients means ? | (a) Existing clients means those PSUs/ Govt /Statutory Govt. bodies for which the bidder have conducted customer satisfaction survey or similar study in the last Five financial years ending 31-03-2011.The similar study may be related to survey based, user perception/Market research study. |
| (b) In case the work order is issued by Govt. / PSUs/Statutory bodies three years back and they have extended the delivery period and work is not completed, in such case how the eligibility criteria would be determined? | (b) Such cases shall be decided on merit basis by the technical evaluation committee(TEC).The scope of work, extension, if any,given by such client/organization shall be examined in context of service offered/work completed by the bidder. All necessary supporting documents must be enclosed in such case. |
| IED,UP | |
| 4.6 | |
| (a) Whether customer satisfaction Index (CSI) has to be computed for each organization as per category given or overall CSI would be shown in the report. | The CSI shall be computed keeping in view technical specification given under section VII. Considering feedback from all category of samples as specified under clause 1.3 (Page 76) of tender, Individual category wise satisfaction Index has to be computed & thereafter overall customer satisfaction Index for passports has to be computed. The Methodology of computing Customer Satisfaction Index (CSI) with working example shall in- variably be incorporated in the report. |

5. The above changes/amendments as mentioned under head SPMCIL explanation shall become integral part of tender published vide SPMCIL/Mktg/44/11 dated 30-08-2011

6. DGM (Print) thanked all the participants and informed that all the changes made will be displayed on the SPMCIL website on 16-09-2011.

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