

Minutes of the Pre Bid Meeting held on 24.02.2010 at 11.30 am in the Directorate of Tourism, regarding Toll Free Number Service (Call Center) of Himachal Tourism.

The following were present:

- 1 Dr. Manoj Sharma, Joint Director, Tourism & Civil Aviation, Shimla-9
- 2 Sh. Surjeet Kumar, Publicity Officer, Tourism & Civil Aviation., Shimla-9
- 3 Ms Anuja Hastir, Programmer, Department of Information Technology, Shimla-9
- 4 Mr. Ravinder Parashar, Asstt. General Manager, Spice Digital Limited.
- 5 Mr. Amit Aggarwal, General Manager, Altruist Technologies (P) Ltd. Tower-C, 2<sup>nd</sup> Floor, DLF Building, IT Park Chandigarh.

As per EOI/Tender for the Toll Free number service of Himachal Tourism, a pre-bid meeting was held on 24-02-2010 and during the meeting some queries were raised by the service providers which were answered and discussed as below;

It was informed to the service provider that the department of Tourism will provide the information available with them and full co-operation & assistance. On the query regarding running of proposed call center from Parwanoo, the concerned bidder was informed to apply as per the tender requirement.

Regarding toll free number, the Department will continue

with the present BSNL Toll Free no 1800 180 8077. However, we may divert the number or take new number from the Service Designated Agency (SDA), if required.

It was informed that initially, we may start with Hindi and English services. However, keeping in view of the feedback/flow of calls, we may later on also switch to multi languages like German, French, and Chinese etc. for answering foreign language queries. SDA should quote rates for other foreign languages separately.

E-mails will also be handled by the Service Designated Agency (SDA), however, we may provide the email domain to the Service Designated Agency (SDA).