

ORGANISING COMMITTEE COMMONWEALTH GAMES 2010 DELHI

Response on the Queries Received on the EOJ cum RFP for the Appointment of the Ticketing Agency				
S.NO	Section Reference	Clause no.	Query	Response
1	Section -II Instruction to the Tenderers	1.6/CD Submission	Our understanding is that each of the three Bid section will have two items, a bound printed copy of the response and a CD with the contents of the printed copy and the CD inscribed with what it contains. Please confirm that our understanding is right.	Yes, The understanding is correct 1. One copy of separate CDs containing the Pre-Qualification and Technical bid. should be sealed along with the hard copies of the Pre-Qualification Bid and Technical Bid respectively. The sealed covers as well as the CD media must be duly signed by the Tenderer using a "Permanent Pen/Marker" and should be super scribed with "Pre-Qualification Bid" and "Technical Bid" respectively and should bear the name of the Tenderer.
2	Section -II Instruction to the Tenderers	11.1/Authorized Signatory	Do each of the forms need a physical signature by the bidder? If so who in the consortium should sign?	No, Not each form needs to be signed , The "Tenderer" or "Prime Tenderer" as used in the Tender shall sign the Tender document, It may be either the Principal Officer or the duly Authorized representative of the Tenderer
3	Section -II Instruction to the Tenderers	Clause 11.2, 13.3/Format and Signing of Bids	Is the consortium expected to give itself a name and then sign with the name?	No, Consortium is not expected to assign a name to itself
4	Section -II Instruction to the Tenderers	Clause 30 Phase 1 - Evaluation of Pre - Qualification Bids	Table structure suggests that all the 5 years of experience can be put in the same table with S.Nos. However the instruction above asks for a separate table for each of the 5 years. Please clarify which should be followed.	Yes, The understanding is correct - Only One Table will suffice , It was a mistake at our end, Two separate tables can be ignored
5	Section -III Evaluation of Bids	Clause - 6 Technical Bid - form 1 /S.NO 5	Is the expected response Yes/No against the event names for the respective columns? Or are you also looking for more details?	Yes, The understanding is correct, We are not looking for more details
6	Section -IV Scope of Work	Section -6 Scope of Work / V.Technology	The fifth bullet references turnstiles. Are turnstiles being implemented and if yes, which venues and what type?	Turnstiles will be implemented across all Venues by OC as a standard Practice , ECIL (a PSU) is responsible for implementing an access control system across the venues. This will be implemented across all the sporting venues and some other important venues such as MPC/IBC, UAC, CGV etc. ECIL is placing a "flap barrier" at all the entrance gate along with other security scanning devices such as metal detector. Flap barrier will be used to scan the tickets and allow access to those who have valid ticket for the venue/date/event. These Flap barrier will be attached with a contactless barcode scanning device which will read the barcode from the ticket and open the gate after authentication. These barcode scanners will be similar to one installed in any super Shop where multiple barcode scanning red rays come out of a glass pane & scan the barcode on product package. Multiple rays will detect barcode of the ticket shown in any direction, read it, authenticate it & send signal to the flap barrier to operate.

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7	Section -IV Scope of Work	Clause - 6 Scope of Work / 1 Operations - Call Center	Do we require a separate Call center for Ticketing or will it'll be common call Center ?	It is expected that Ticketing Agency will establish a call center Pre and during Games Times , However the calls can be routed through IVR dedicatedly for Commonwealth Ticketing Queries , Hence the Call center proposed solution should have Call and Queue management technology enabled to monitor call duration , hold times and abandoned rates & Customer Satisfaction levels
7	Section -IV Scope of Work	Clause - 6 Scope of Work /4 Distribution Channels - Call Center	Do we require a separate website for Ticketing or will there be a link formed from Vendors website ?	It is envisaged that Delhi 2010 Ticket sales website will be a Private label website , The Ticketing agency shall create , operate and manage a private label website for CWG 2010 Embedded into general Delhi 2010 internet site
9	Section -IV Scope of Work	Clause - 6 Scope of Work / 1 Operations - Call Center	Suggests that Ticketing Agency may have to procure certain services from OC's Sponsors - Please Elaborate	Yes, The Ticketing Agency will have to use the services of OC Sponsors for wherever they have been finalized e.g.. Banking / Technology etc
10	Section -III Evaluation of Bids	Clause - 16 Commercial Bid - Form 11	Can there be a Flexibility / Relaxation in terms of the criteria of Commercial Bid ?	No Relaxation can be Provided , The criteria mentioned in commercial bid must be fulfilled and the tenderer should provide all details in the prescribed format only
11	Section -IV Scope of Work	Section -6 Scope of Work / 1.Operations - Ticket Design and Production	What initiatives is OC taking Prevent to unauthorized use of websites?	Organizing Committee is talking to government agencies to prevent the misuse of websites
9	Section -IV Scope of Work	Clause - 6 Scope of Work / 1 Operations - Call Center	From the infrastructure perspective what help will be provided by OC ?	Organizing Committee has budgeted for Furniture and Overlays at competition and non competition venues which fall in the jurisdiction of OC , From a technology standpoint the hardware / software / license / bandwidth requirement and the cost towards designing and printing of tickets including point of sale terminals and specialized Ticket printers with equipments will have to be procured by Ticketing agency and budgeted in commercial proposal