

Dated 24.05.2023

CORRIGENDUM - 3

(Tender Reference No. CO/DIT/PUR/2023-24:379)

In reference to the Request for Proposal (RFP) for “Digital collections- Platform, Call Center and FOS agents” reference no. CO/DIT/PUR/2023-24/379, all interested bidders are hereby informed that the Changes/Clarifications/Revisions/Addendum as per Corrigendum-3 are to be taken into account for bid submission. Bidders are requested to note and comply accordingly.

The last date for bid submission has been extended to **05.06.2023 up to 15.00 hours**.

The Technical bids will be opened on **05.06.2023 at 15.30 hours**.

Que ry No.	Particulars	Query	Earlier Response	Revised Response
67	Set up call centre	Request bank to provide clarity on setting-up call centre at bidder's premises or bank decided locations. If call centre to be set up at bank dedicated location, we request bank to share list of locations along with agent head count for all the locations.	Call center will be set up at bidder's premises. Bidder must set up the call center as per collections's geography assigned by the bank:- Collections geography - Call center location South- Hyderabad, Chennai West- Mumbai Central- Lucknow, Bhopal North- Delhi NCR East- Kolkata Apart from these locations, bank may decide to add other	Call center will be set up at bidder's premises at any location and the bidder will set up the same including dialer and telephony system integration with collection monitoring system, within 2 weeks of sign off. Area will be assigned, if required, on the basis of capabilities & Competence of the bidders, in that particular area. Indicative Call center agents count is provided in the Annexure-C of the Corrigendum-2.

			<p>locations that may be mutually agreed. However, decision of bank will be final.</p> <p>Indicative Call center agents count is provided in the Annexure-C of the Corrigendum-2.</p>	
242	<p>Collections monitoring system will be hosted in Bank's DC in Navi Mumbai and DR in Hyderabad</p>	<p>During the pre-bid meeting it was advised that the Call Centre has to be located in Mumbai. This stipulation is not a part of the RFP and was immediately pointed out in the meeting. We request for a clarification from the Bank in this regard.</p>	<p>Bidder must set up the call center as per collections's geography assigned by the bank:- Collections geography - Call center location South- Hyderabad, Chennai West- Mumbai Central- Lucknow, Bhopal North- Delhi NCR East- Kolkata</p> <p>Apart from these locations, bank may decide to add other location that may be mutually agreed. However, final decision of bank will be final.</p>	<p>Call center will be set up at bidder's premises at any location and the bidder will set up the same including dialer and telephony system integration with collection monitoring system, within 2 weeks of sign off.</p> <p>Area will be assigned, if required, on the basis of capabilities & Competence of the bidders, in that particular area.</p>
23	<p>Management requiriements</p>	<p>Kindly confirm whether Bank SPOC would be conducting the final round of interview or they would be involved in every interview round</p>	<p>The bidder is expected to share profiles and seek approval for all profiles being hired / onboarded for bank's Collection's call center. It will be on discretion of Bank to interview any profile at any stage if Bank find it necessary.</p>	<p>No change in RFP.</p>

25	The bidder will be required to provide all infrastructure including 2 desks, 1 fully furnished cabin for Bank officials at the call centre (indicative count given, final number to be decided by the Bank	Let us know if we need to provide desktop as well.	Desktops will be provided by bank for the Bank Staff.	Bidder should provide desktop as well.
45	Collections monitoring system will be hosted in Bank's DC in Navi Mumbai, and DR in Hyderabad	Please clarify does it mean that we have to deploy Dialler server setup at Bank DC and DR?	Dialler to be deployed at call center only and Hardware and rack space for call center should be provided by the Bidder with the required redundancy.	Dialler Server setup should be provided by the bidder at their proposed Call Centre.
81	Sub-contracting/Outsourcing a. The selected Bidder will undertake to provide the Collections Call Center services required in this RFP to the Bank and will not outsource or subcontract any or all of the services being offered to Bank to any company or to a company fully / partly owned by the Bidder, except with	We suggest to relax this clause giving bidder the right to subcontract this agreement to any its subsidiaries, Affiliates or group entities with notice.	1. Bank will deal with only the bidder for all contractual arrangements. Bidder to have back to back arrangements for all sub -contracting arrangements. 2. All such sub-contracting arrangements should be notified to the bank and banks consent sought for the same 3. Relevant support arrangements should be in place in case of technologies sourced from other parties. 4. Bidder will be responsible for any breach of contract conditions by their sub-contractors	No Change from RFP.

	the prior written consent of the Bank.			
108	General Query	Please confirm if necessary networking equipments like router and firewall to terminate MPLS/P2P links will be provided by Bank or it is required by bidder?	Required Network equipment at bidder end will be provided by bank	Required Network equipment at bidder end will be provided by bank. Due to the fault of the bidder, if the system is down, it will be the responsibility of the bidder to resolve the same.
245	The ATS for software should be minimum 15% of the License cost	We request for a clarification of this clause	The ATS for any software mentioned in the Table-1 & Table-3 cannot be less than 15% of the Licence cost.	ATS for any software cannot be less than 15% of license cost.
238	71. Bidder should have the capabilities/ data models to predict probability of bounce of regular customers based on risk and past behavior and to assign most effective treatment strategy 72. Bidder should have the capabilities/ data models to segment SMA customers based on their roll forward risk and past behavior and to	Section 2.4.1 - Point (IV) mentions that an AI/ML model of the Bank will be used for determining the treatment strategy of various cases. However, here it mentions that these models are to be provided by the bidder which is a contradiction to the earlier clause. Please clarify.	Data models output will be provided by bank. However bank may take Bidder's help in building these data models.	No Change from RFP.

	<p>assign most effective treatment strategy</p> <p>73. Bidder should have the capabilities/ data model to predict best time and mode to connect with SMA customers (based on data insights) to maximize the resolutions and connect rate</p>			
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