Corrigendum to RFP Document

04/05/2014

RFP Reference: 092014 Dated: 23/04/2014

Request for Proposal – Outsourcing of Management & Operations of Contact Centre

<table>
<tr><th>S. No.</th><th>Reference in RFP document</th><th>Existing point</th><th>Corrigendum</th></tr>
<tr><td>1.</td><td>Page 33, Section 5.4</td><td>The total initial capacity of the Contact Centre location will be 50. The Vendors, however, should be in a position to scale up the number of seats within 3 weeks at the request of the Bank. The infrastructure shall be available for scaling up of operations up to total of 150 seats within short span of time</td><td>Following is an indicative projection for the number of FTEs.

<table><tr><th>Year</th><th>No. of FTEs</th></tr><tr><td>Year 1</td><td>60</td></tr><tr><td>Year 2</td><td>90</td></tr><tr><td>Year 3</td><td>120</td></tr><tr><td>Year 4</td><td>160</td></tr><tr><td>Year 5</td><td>200</td></tr></table>
► Please note that these are indicative numbers and the billing will be done on the basis of actual logged hours.
► 3 Weeks' notice would be provided to ramp up the capacity. An increase of maximum 10 FTEs (in multiples of 5) can be required at a time.</td></tr>
<tr><td>2.</td><td>Page 39., Section 6.2.4 and Page 43, Section 6.3</td><td>Average Handling Time</td><td><table><tr><th>Component</th><th>Explanation of Component</th></tr><tr><td>Definition</td><td>The proportion of calls whose total duration from beginning of actual interaction to closure, that exceeds Average Handling Time.</td></tr><tr><td>Requirement</td><td>Throughout the uptime of Call Centre except for scheduled downtime for scheduled maintenance or
when the Bank's system is down for whatever reason</td></tr><tr><td>Measurement Frequency</td><td>Monthly</td></tr><tr><td>Reporting Frequency</td><td>Daily</td></tr><tr><td>Calculation Formula</td><td>Inbound calls:
Percentage of Number of calls whose handling time is less than 5 minutes / Total number of Inbound calls = Service Level Attained

Outbound calls:
Percentage of Numberofcallswhose handling time is less than 3 minutes / Total number of Outbound calls = Service Level Attained</td></tr></table></td></tr>
</table>

			<table><tr><td>Data Sources</td><td>The ACD & CTI solution with date and time-stamp capabilities.</td></tr></table> **Penalty Clause** <table><tr><th>SN</th><th>% Average Handling time</th><th>Penalty</th></tr><tr><td>1</td><td>>=99%</td><td>Nil</td></tr><tr><td>2</td><td>Between 99% to 80%</td><td>1% of monthly</td></tr><tr><td>3</td><td>Between 80% to 60%</td><td>2% of monthly</td></tr><tr><td>4</td><td>Between 60% to 50%</td><td>5% of monthly</td></tr></table>
3.	Page 64, Annexure 10.4	Table – Other Indian Client Details	The information being sought in the second table – other Indian Client Details - in Annexure 10.4 of the RFP document is for clients outside the banking industry. The 2nd column is 'Name and Address of client'. The 3rd column ' Private/Public Sector Bank' is not applicable. Please refer below.

Other Indian Client Details											
					Services provided? (Y/N)				Functionality Provided		
Sl. No	Name & Address of Client	No. of Seats	No. of FTEs	Scope of Services Provided	Space	Contact Centre Technology	CRM solution	People	In bound Calls	Out bound Sales Calls	Collections
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

4.	Page 42, Section 6.2.9	Minimum Qualifications and experience of the Agents /Team Leaders/ Quality Manager and Call Center operations Head	This SLA has been removed as part of this corrigendum.
5.	Page 43, Section 6.4	1. The maximum penalty for a month, inclusive of all the above SLA components, will be limited to 20% of the monthly bill amount.	1. The total maximum penalty will be capped at 10% of the monthly billing amount. However, the Bank will have the discretion to charge a maximum penalty of 15% of monthly bill amount If any three or more

		However, the Bank will have the discretion to charge a maximum penalty of 25% of monthly bill amount If any three or more than three of the above service levels are not met consecutively for more than three months. 2. Bank will have the discretion to charge penalty at double the standard rate (as mentioned in section 6.2) for a particular SLA component in case it is not met for three or more months.	than three of the above service levels are not met consecutively for more than three months. 2. Bank will have the discretion to charge penalty at double the standard rate (as mentioned in section 6.2) for a particular SLA component in case it is not met consecutively for three or more months.
6.	Page 44, Section 7.1	IVRS Efficiency (% of calls disposed of successfully at IVR) Desired Level >=50%	Desired level is set to >=30%
7.	Page 50, Section 8.3.1	Number of FTEs per month per shift shall be = 12600 hours / 8 hours / 30 days	The logged hours will be divided by 195 hours for calculation of number of FTEs.
8.	Page 31, Section 5.2.8	The solution will include a preview dialer system that automatically dials batches of telephone numbers for connection to agents assigned to sales or other campaigns	Predictive Dialer is to be provisioned for, by the Bidder.
9.	Page 31, Section 5.2.9	Reporting	Operational Dashboards for top management, covering the key KPIs and SLAs as included in section 5.2.9 will be required. These dashboards will be access by Bank's top management for monitoring call Centre performance.
10.	Page 32, Section 5.2.10	Statutory Compliance	Following point is added to the statutory Compliance section. - Compliance to PCI standards is required.
11.	Page 21, Section 5.2.4	IVR and ACD	In the IVR structure, an option for MSME customers should be provided which can be selected to route the call to appropriate agents.
12.	Annexure 10.8, Page 68	Technical Response	It is explicitly stated that the proposed site for the bank's Contact Centre as well as the technology DR site should mentioned clearly in the technical response.
13.	Section 5.4, Page 33	Infrastructure	1. Tolled, Toll free Numbers and PRI lines will be owned and provided by the Bank. The Vendor will be required to liaison with the service provider in case of incidents for call logging and resolution purpose. 2. The connectivity between the Bank DC site and the Vendor DC site & Bank DR site and vendor DR site (at both the Vendor's and Bank's end) will be arranged for and maintained by the Vendor. One time setup cost if any, needs to be included in the FTE rate. The recurring costs will be reimbursed by bank on actual.
14.	Section 5.2.1, Page 16	On missed call to a designated toll number, balance status of all linked operative accounts (Savings, Current, CC) may be sent automatically through SMS to the registered mobile number. There is no current need to record this interaction within CRM.	This interaction is required to be logged in the CRM system.
15.	Section 5.5, Page 33	Role of bank staff at the contact centre	The Vendor needs to provide necessary infrastructure to support the Bank officer's functions as described in the RFP document. This will include work stations, PCs, open office software, internet and email access.
16.	Section 5.4, Page 33	Infrastructure	The Vendor needs to provide necessary security standards at Contact Centre premises to ensure complete data security. This will include physical security measures such as security personnel, access cards, CCTV system

			etc. as also security policies for PC access, data storage and sharing.
17.	Page 51, Section 8.3.2	Calculation of commercials – Sample Commercial Calculation Table.	Please refer below

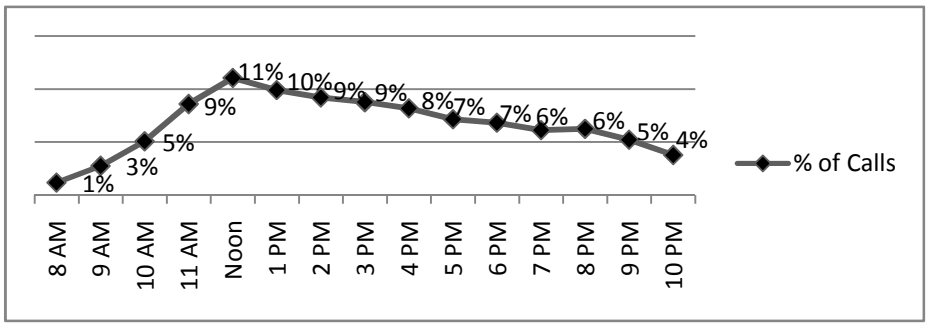
In accordance with projections of number of FTEs as provided Point 1 of this table, the calculation of commercials is modified as below:

	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**
No. of FTEs	60	90	120	160	200
Cost per FTE per shift per month (If Bidder provided CRM is used at Contact Centre)	A	B	C	D	E
Decrease in FTE rate if Bank provided CRM is used at Contact Centre	NA	NA	NA	X	Y
Cost per FTE per shift per month (If Bank provided CRM is used at Contact Centre)*	NA	NA	NA	(D-X)	(E-Y)
Yearly Total Billing Amount	60 x A x 12	90 x B x 12	120 x C x 12	160 x D x 12	200 x E x 12
	Total Amount		=	Sum of Billing amounts for all 5 years	
	Net Present Value of Bid		=	Net Present Value of billing amounts of all 5 years	

- The above calculation of commercials will be done on the basis of year wise Cost per FTE per shift per month (If Bidder provided CRM is used at Contact Centre) provided by the Bidder in the Annexure 10.10 - Commercial Offer of the RFP document.
- The Net Present Value of the Bid will be used for techno commercial evaluation as explained in section 8.3.3 of the RFP document.

Addendum

S. No.	Topic	Addendum
1.	Subcontracting	The selected vendor will undertake to provide the Contact Centre 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 vendor.
2.	Service Level Agreements (Section 6 of RFP document)	All SLAs and penalties will be applicable after two months form the date of commencement of operations of Contact Centre.
3.	Recovery Time Objective (RTO) for BCP/DR site	The RTO for DR site is set to 2 hours with zero data loss.
4.	Call Volumes and Intraday Inbound Call Pattern	The expected call volume including Inbound and Outbound calls to be handed by agents (excluding IVR) is approximately 2,00,000 a month. Following is a graph showing an indicative pattern of call arrival of inbound calls. 
5.	CRM at Branches	The CRM solution is expected to be a Contact Centre CRM solution. However, it should enable the fulfilment of queries, request, complaints and marketing leads that are passed by the Contact Centre, to the Branches. Also the provision to create and update status of queries, requests, complaints and leads at the Branches should be available.