



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
एक परिवार एक बँक

Corrigendum II to RFP Document

24/05/2014

RFP Reference: 092014 Dated: 23/04/2014
**Request for Proposal – Outsourcing of
Management & Operations of Contact Centre**

S. No.**1****Reference in RFP document****Section 2.2 Activity Schedule**

Corrigendum	S. No.	Milestone	Last Date/ Timeline
	1	Issue of RFP Document	23/04/2014 Last date for purchase of RFP document from Bank 19/05/2014 - 13:00 Hrs
	2	Receipt of Queries/ Clarifications on RFP	29/04/2014 - 15:00 Hrs (IST)
	3	Pre Bid Meeting	02/05/2014
	4	Issue of responses to Queries/Clarifications on RFP	04/05/2014
	5	Bid Submission date (Soft Copy and Hard Copy)	02/06/2014 - 13:00 Hrs (IST)
	6	Opening of Eligibility bid and Technical Bid	02/06/2014 - 15:00 Hrs (IST)
	7	Bidder Presentations and System Demos	09/06/2014 - 14/06/2014
	8	Communication of Results of Technical Evaluation to Bidders	21/06/2014
	9	Opening of Commercial Bids	The date of opening of the Commercial Bids of the technically qualified bidders will be notified by Bank of Maharashtra.

S. No.

2

Reference in RFP document

Annexure 10.10 Commercial Offer

Corrigendum

Commercial Offer to be provided on the Vendor's Letter head

To
Deputy General Manager, Bank of Maharashtra,
Information Technology Department,
Head Office, 3rd Floor, 1501, Lokmangal,
Shivaji Nagar, Pune - 411005

Sub: Commercial Offer as part of response to RFP Reference 092014 dated: 23/04/2014

This is the commercial proposal for the Response to RFP issued by Bank of Maharashtra for providing fully outsourced Contact Centre services. These costs indicated below are final and we, the Bidder, agree to provide the Contact Centre services as detailed in the above mentioned RFP. The Contact Centre services will be governed by the "Service Level Agreements" to be entered into the Bank with us, which will encompass the services mentioned in the above referred RFP.

One Time Fixed Payment Component (in INR)		
	Cost per FTE per shift per month in INR (If Bidder provided CRM is used at Contact Centre)	Decrease in FTE rate if Bank provided CRM is used at Contact Centre (in INR)
Year 1		Not Applicable
Year 2		Not Applicable
Year 3		Not Applicable
Year 4		
Year 5		

- ▶ The above quotation is in compliance to RFP document REF: 092014 Dated: 23/04/2014 and all associated Annexures and Corrigendum documents.
- ▶ The costs shown above are EXCLUSIVE OF TAXES. All applicable taxes at actuals will be paid by Bank separately.
- ▶ Any TDS deductible, as per the Income Tax Regulations, will be deducted by the Bank from amounts payable.
- ▶ If the Bank provides the CRM system for Contact Centre operations at any time post three years from the commencement of Contact Centre operations, the reduced FTE rate (as calculated from the above format) will be used for billing calculation.
- ▶ The One time fixed payment component will be paid after the one month of date of successful go Live of the Contact Centre Operations.
- ▶ The One-time Fixed payment should not exceed 10% of Total Yearly Billing amount for all 5 years calculated as shown in point 3 of Corrigendum II dated 24/05/2014.

The above quoted costs are valid for at least 180 days from the date of submission of bids.

Yours faithfully,
Authorised Signatory
Name:
Designation:
Company's stamp / seal:

S. No. 3

Reference in RFP document/ Corrigendum
 1. Section 8.3.2 Calculation of commercials
 2. Corrigendum Dated 04/05/2014 - Point 17

Corrigendum

In accordance with projections of number of FTEs as provided Point 1 of Corrigendum dated 04/05/2014, the calculation of commercials is provided as below:

		Year 1	Year 2	Year 3	Year 4	Year 5
		(1)	(2)	(3)	(4)	(5)
A	No. of FTEs	60	90	120	160	200
B	Cost per FTE per shift per month (If Bidder provided CRM is used at Contact Centre)					
C	Decrease in FTE rate if Bank provided CRM is used at Contact Centre (in INR) after three years i.e. 4th Year & 5th Year					
D	Cost per FTE per shift per month in INR (If Bank provided CRM is used at Contact Centre) after three years i.e. 4th Year & 5th Year =(B-C)					
E	Annual Billing Amount =(A*B*12)	E1	E2	E3	E4	E5
F	One time fixed payment (Should not exceed 10% of the sum of the annual billing amount for 5 years)	F				
G	Total Cost of Ownership (TCO) G = F+E1+E2+E3+E4+E5					
H	Net Present Value of Bid (NPV) H = F + NPV of (E1, E2, E3, E4, E5)					

- ▶ The above calculation of commercials will be done on the basis of One time Fixed Payment (F) component and the year wise Cost per FTE per shift per month (B) provided by the bidder in the Annexure 10.10 - Commercial Offer format as provided in Corrigendum II dated 24/05/2015. 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.
- ▶ The one time fixed payment (F) will be paid to the selected vendor after the one month of date of successful go Live of the Contact Centre Operations.
- ▶ The value of one-time payment (F) should not exceed 10% of Total Yearly Billing amount for all 5 years as calculated in (E) above.
- ▶ The selected Vendor should produce bank guarantee equivalent to the amount of one time fixed payment mentioned in (F) for the entire period of contract. The Bank guarantee format will be provided by the Bank to the selected Vendor. In case of termination of contract on account of

	vendor deficiency in services as per contractual terms, the bank will invoke the above mentioned bank guarantee and forfeit the same. This Bank guarantee is over and above the Performance Bank Guarantee as mentioned in the Section 9.17 of the RFP document.
S. No.	4
Reference in RFP document	Section 5.6.1 - Roles and responsibilities
Existing point	<p>The following are the minimum requirements for Contact Centre Agents:</p> <ul style="list-style-type: none"> ▶ Minimum 12th passed and pursuing graduation, preferably graduate or equivalent ▶ Able to speak, read and write in Hindi, English and Marathi ▶ Experience of at least 1 year in a Contact Centre, or in direct selling/ telemarketing in the service industry ▶ Awareness of Banking and Bank's products e.g. interest rates, renewal periods etc.
Corrigendum	<p>The following are the minimum requirements for Contact Centre Agents:</p> <ul style="list-style-type: none"> ▶ Minimum 12th passed and pursuing graduation, preferably graduate or equivalent ▶ Able to speak, read and write at least any two of the following languages - Hindi, English and Marathi. A minimum of 60% agents should be able to speak, read and write Hindi and Marathi and 50% of agents should be able to speak, read and write English. ▶ Experience of at least 1 year in a Contact Centre, or in direct selling/ telemarketing in the service industry ▶ Awareness of Banking and Bank's products e.g. interest rates, renewal periods etc.