



Bank of Maharashtra
Head Office, "Lokmangal", 1501, Shivaji Nagar,
Pune-411005

CORRIGENDUM

Please refer to our earlier notice published on 07 February 2018 inviting bids for "Outsourcing of Management & Operations of Contact Centre" (RFP No. 022018). The Bank has included Annexure 10.12 – Functional & Technical Requirements and the same is now published in the bank's website www.bankofmaharashtra.in and would be available on our website in the Tenders Section.

Following correction be read in the tender document on

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4.10.2 Technical Bid

1	Annexure 10.4 – Relevant experience Details
2	Annexure 10.5– Reference Site Details
3	Annexure 10.6 –Team Skills
4	Annexure 10.8 – Technical Response
5	Annexure 10.10– Proposed deviations to Terms and Conditions
6	Annexure 10.12 - Functional and Technical Requirements

4.10.2 Commercial Bid

1	Annexure 10.9 – Commercial Offer
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8.1 Stage A – Evaluation of Eligibility Criteria

- The Bidder should have a minimum turnover of Rs 100 Crores per annum from its India Contact Centre/ BPO Operations during last three financial years, 2014-15, 2015-16, 2016-17
5. The Bidder should be providing Contact Centre Services from India for at least 2 years with minimum aggregate of 1000 FTEs in India during the last financial year 2016-17
9. Acceptance of Pre-Contract Integrity Pact – Annexure 10.11

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8.3.2 Calculations of Commercials

The Commercials will be calculated basis the commercial offer provided by the Bidder in the format provided in Annexure 10.9

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5.6 Manpower Requirements

"Agent to Team Leader Ratio" as 15:1





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8.3.1 Cost per FTE per shift per month

Calculation Example	Calculation Result
The total logged in duration in a month for Agents at <ul style="list-style-type: none">▶ 14 hours a day, (to be split into shifts of any duration)▶ Average 30 Agents▶ No. of days in the calendar month	12600 logged hours/ month
Number of FTEs per month per shift shall be = 12600 hours/8 hours /30 (incase the number of days in calendar month is 30)	52.5 FTEs
Amount payable to Vendor. If the "cost per FTE per shift per month" is Rs.20000, then, the amount payable shall be	52.5 x 20000 = Rs. 1050000

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5.2.1 Inbound Calls – the clauses mentioned be read as following

SNo	Category	Description
1	General and account related queries on products & services of the Bank & third-party products	<p>An indicative list of products on which general or account related queries are expected to be received are:</p> <ul style="list-style-type: none">▶ Deposits & Advances▶ Demat accounts▶ Loyalty & Rewards program▶ RTGS/NEFT▶ Debit Cards▶ NPS▶ Any other new products <p>The Agents are expected to be knowledgeable with the bank's product information like</p> <ul style="list-style-type: none">▶ Interest rates▶ Forex rates▶ Loan Turn Around Times (TATs) <p>This information is expected to be available to the agent in their system.</p> <p>Types of account related queries expected to be received include:</p> <ul style="list-style-type: none">▶ Balance o/s [Principle Amount, Interest Amount]▶ Maturity amount of FD, maturity date of FD,▶ Interest Rate, Tax Deducted, Tax Projection▶ Status of cheques [credited or debited or stop payment instructions]▶ Loan o/s [Principle Amount, Interest,





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		Amount, Charges] ▶ payments due ▶ interest debited, etc
		Enquiries can also be expected on last transactions information
		On receipt of any call (numbers registered in the database) the last 5 call histories should be displayed to call agent with status there off.
		On missed call to a designated toll free number, balance status of all linked operative accounts (Savings, Current, CC) may be sent automatically through SMS to the registered mobile number/ account statement may be sent on registered email id. There is no current need to record this interaction within CRM.
5	ATM/ BNA/ UPI/ IMPS specific queries and complaints	Indicative list of ATM related queries and complaints include: ▶ Non-disbursal of cash ▶ Card hot-listing and complaints related to wrongful transactions/ Card lost(both debit and credit cards) ▶ Call logging for down ATMs with concerned vendor ATM PIN block related queries ▶ ATM Card/ ATM PIN Not Received ▶ ATM Card/ PIN Received but not working ▶ ATM room Not clean /ATM not functional/ATM room not guarded by security ▶ Status of delivery of card or pin of primary/ secondary o ATM Cash Shortage/Excess ▶ The Contact Centre should be able to provide the location of ATM/Branch from the data of ATMs and Branches ▶ Transaction failure while transacting through UPI/ BNA/ IMPS ▶ UPI deactivation request ▶ UPI registration query Enquiry for BNA location





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Revised Dates for Bid submission are as under:

Last Date of Sale of RFP Document : 07/03/2018 upto 1200 hours

Last date and time for Bid submission : 07/03/2018 upto 1400 hours

Date of Opening of Eligibility Bid & Technical Bids: 07/03/2018 at 1530 hours

Assistant General Manager,
Operations

