Punjab & Sind Bank

(A Government of India undertaking)

ADDENDUM NO. 1 DATED: 25.07.2017

REQUEST FOR PROPOSAL

FOR

CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS

Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017

PUNJAB & SIND BANK

HO – IT Department

21, Rajendra Place, New Delhi 110 008

Introduction

Bank has published the RFP No. PSB/HOIT/RFP/89/2017-18 dated 12.07.2017 for selection of vendor for Call Center Services on Outsourced Model for Three Years.

Following amendments have been made to the RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum along with response to queries as an integral part of the RFP document issued.

S No	RFP Page #	RFP Section #	Original clause	Revised clause
1	12	3.1.6.1	Interactive Voice Response (IVR) Menu System: Include speech recognition engine in order to support and interpret multiple languages, especially English	Interactive Voice Response (IVR) Menu System: IVR should have an option of selection of multiple languages, especially English
2	12	3.1.6.1	Interactive Voice Response (IVR) Menu System: The IVR must integrate with the rest of the proposed solution to provide seamless call center performance	Interactive Voice Response (IVR) Menu System: IVR to have option of Service Selection so that call gets routed to designated executive/ agent.
3	19	3.4.8	Develop linkages to the Bank locations so that the call center agents can relay caller requests to Bank's concerned departments and track the status of these requests.	Develop <u>appropriate linkages (through email and telephone)</u> to the Bank locations so that the call center agents can send/ share caller requests to Bank's concerned departments and track the status of these requests.
4	36	Annexure - 2	ACCOUNT SPECIFIC INFORMATIONs	ACCOUNT SPECIFIC INFORMATIONs (to be provided by Agent on Call)
5	12	3.1.6.1	Interactive Voice Response (IVR) Menu System ☐ Identify customer through CLI and support intelligent call routing	Interactive Voice Response (IVR) Menu System ☐ Identify customer selected Service option over the call flow and support call routing to designated agent
6	14	3.1.6.7	100% recording of calls (especially customer complaints with respect to reporting of unauthorized banking transactions through any channel) and approximately 20% of agent screen action recording (for critical inputs) is to be provided.	100% recording of calls (especially customer complaints with respect to reporting of unauthorized banking transactions through any channel) and approximately 80% of call disposition codes (based on agent action taken) to be captured.

7	40	Point 11	Annexure 2 Functional Requirement : Email Interface 1. Voicemail messages are integrated into the owner's email inbox where they are accessible from his email browser, e.g. Lotus Notes. This email box could be separate from, or integrated with, the email box that the user uses for email. 2. The owner can listen to his email using the telephony interface. I.e. the System understands MIME and in addition to playing popular audio formats is also able to perform text-to-speech on plain-text, rich-text, and the text content of html. 3. Each voice message includes header information for the calling party, the called mailbox, and time of the call. Vendor must specify how and when the system binds the mapping of calling party to that party's identity, and how the system handles Caller Name, directory telephone number, Caller-ID blocking and similar concepts when presenting Caller-ID information	Clause Deleted
8	40	Point 12	ACD / CTI Ability to support the following information messages and options that are relayed to voice callers while they are waiting in queues or put on hold by the contact centre agent, specifically: (A) Marketing messages (B) Music (C) Radio/TV station live (D) Specific message after configurable time (i.e. Voice Mail)	ACD / CTI Ability to support the following information messages and options that are relayed to voice callers while they are waiting in queues or put on hold by the contact centre agent, specifically: (A) Marketing messages (B) Music (C) Specific message after configurable time (i.e. Voice Mail)

REQUEST FOR PROPOSAL FOR CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS
Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017
Response to Pre-Bid Queries

S No.	RFP Page No.	Clause No.	Original Clause	Query	Bank's Remarks
1	6	2. Eligibility Criteria (EC 3)	The Bidder should have positive net worth or net profit during last three financial years, i.e. 2013-14, 2014-15 and 2015-16	If a Company is profit making company, i.e. EBIDTA positive for the last three financial years, can this be considered towards this eligibility clause - We have ensured that on a yearly basis, EBIDTA positive financials should be achieved since such a yardstick of measurement would ensure that the Company is financially stable at any given point of time. We request if following amendment can be considered: "The Bidder should have positive net worth or net profit or EBIDTA positive, during the last three financial years, i.e. 2013-14, 2014-15 and 2015-16"	As per RFP
2	16	3.2.2 Disaster Recovery	The vendor should have proper Business Continuity and Disaster Recovery Plan and process in place	Kindly let us know in case the Bank requires the Service Provider to earmark any specific quantum of seats at an alternate location for the purpose of BCP and DR. If yes, how many seats to be earmarked?	The vendor should provide setup for BCP & DR which can provide similar and interuption free services as provided through the main center.
3	19	3.7 Project Location	This project will be executed from Vendor's premises where call center is being proposed preferably in Delhi / New Delhi / NCR	Kindly let us know the volume of Southern language interactions to be handled, on daily basis. In case the volume is substantial enough, does the Bank desire that the Service Provider manage Southern languages from a facility in South India	As per RFP
4	23	4.1.10 Termination	The vendor shall have the right to terminate only in the event of winding up of Punjab & Sind Bank.	As an industry practice, termination clause is mutual. Request you to kindly consider amending the clause accordingly	As per RFP

पंजाब एण्ड सिंध बैंक
PUNJAB & SIND BANK
(भारत सरकार का उपक्रम / A Government of India Undertaking)

REQUEST FOR PROPOSAL FOR CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS
Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017
Response to Pre-Bid Queries

S No.	RFP Page No.	Clause No.	Original Clause	Query	Bank's Remarks
5	32	5.4 Estimated Call Volumes	Punjab & Sind Bank estimates that 11 agents will be required in the first phase of deployment.	Kindly let us know the shift-wise number of agent logins required on per day basis.	The number of agents in a particular shift should be decided by the vendor based on the call volume and in consonance with the Service Level defined in the RFP. However, Bank wants only 11 agents to be deployed per day.
6	33	Annexure – I (1.1)	Scope	Kindly let us know the duration of the Product / process training and OJT to be considered	The Bank will share the manuals and job cards related to the applications mentioned in the RFP. Agents need to understand the same and answer the queries of the callers accordingly. The product/ process training may be provided for 2-3 days.
7	33	Annexure – I	Penalty	As an industry practice, initial 03 to 06 months is the beta period during which no penalty is levied. Kindly let us know the duration of the beta period to be considered	As per RFP
8	12	3.1.6.1	Interactive Voice Response (IVR) Menu System: Include speech recognition engine in order to support and interpret multiple languages, especially English	Speech Recognition Engine is not a very successful and effective method and as such is not an industry practice to support and interpret languages on IVR. We request this clause be revised as follows :' IVR to have option of language selection'	Clause Amended. Please refer to Addendum No 1

REQUEST FOR PROPOSAL FOR CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS
Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017
Response to Pre-Bid Queries

S No.	RFP Page No.	Clause No.	Original Clause	Query	Bank's Remarks
9	12	3.1.6.1	Interactive Voice Response (IVR) Menu System: The IVR must integrate with the rest of the proposed solution to provide seamless call center performance	As RFP refers to read only access of Finacle to the Service Provider, agent shall provide the desired information to the bank customer by viewing the Finacle Screen. As such, there's no integration required between IVR and Bank's Core Banking System. If need be, this feature needs lot of development and integration on part of Bank also. As Bank doesn't have said features, development and integration presently, request this clause be revised as follows : 'IVR to have option of Service Selection so that call gets routed to designated Executive'	Clause Amended. Please refer to Addendum No 1
10	19	3.4.8	Linkages to Punjab & Sind Bank Central Back Office Deliverables: Appropriate linkages to the Bank's concerned departments	Existing Linkages to Punjab & Sind Bank Central Back Office and concerned departments is through Emails. As such , request this clause be revised as follows : Appropriate linkages to the Bank's concerned departments (through Emails)	Clause Amended. Please refer to Addendum No 1
11	36	Annexure - 2	ACCOUNT SPECIFIC INFORMATIONs	For adding clarity to this point, request this clause be revised as follows : ACCOUNT SPECIFIC INFORMATION (to be provided by Agent on Call)	Clause Amended. Please refer to Addendum No 1

REQUEST FOR PROPOSAL FOR CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS
Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017
Response to Pre-Bid Queries

S No.	RFP Page No.	Clause No.	Original Clause	Query	Bank's Remarks
12	12	3.1.6.1	Interactive Voice Response (IVR) Menu System Ø Identify customer through CLI and support intelligent call routing	As RFP refers to read only access of Finacle to the Service Provider, agent shall provide the desired information to the bank customer by viewing the Finacle Screen. As such, there's no integration required between IVR and Bank's Core Banking System. If need be, this feature needs lot of development and integration on part of Bank also. As Bank doesn't have said features, development and integration presently, request this clause be revised as follows : 'Identify customer selected Service option over the call flow and support call routing to designated agent.'	Clause Amended. Please refer to Addendum No 1
13	14	3.1.6.7	Recording Ø 100% recording of calls and approximately 20% of agent screen action recording (for critical inputs) is to be provided	Term 'screen action recording (for critical inputs)' is not clear and may create ambiguity. It may lead to different interpretation by different agencies. We request this clause be revised as follows : '100% recording of calls and approximately 80% of call disposition codes (based on agent action taken) to be captured.	Clause Amended. Please refer to Addendum No 1

REQUEST FOR PROPOSAL FOR CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS
Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017
Response to Pre-Bid Queries

S No.	RFP Page No.	Clause No.	Original Clause	Query	Bank's Remarks
14	40	Point 11	Annexure 2 Functional Requirement: Email Interface 1. Voicemail messages are integrated into the owner's email inbox where they are accessible from his email browser, e.g. Lotus Notes. This email box could be separate from, or integrated with, the email box that the user uses for email. 2. The owner can listen to his email using the telephony interface. I.e. the System understands MIME and in addition to playing popular audio formats is also able to perform text-to-speech on plain-text, rich-text, and the text content of html. 3. Each voice message includes header information for the calling party, the called mailbox, and time of the call. Vendor must specify how and when the system binds the mapping of calling party to that party's identity, and how the system handles Caller Name, directory telephone number, Caller-ID blocking and similar concepts when presenting Caller-ID information	Email Interface Requirements mentioned herein by the Bank are not used in Indian Banking Industry as such. Before these services are offered by the Service Provider, Bank will have to do a major Interface development at its own end. These are very impractical options and none of the Banks use this option. As such, we request Bank to drop this clause from the Functional Requirements.	Clause Deleted. Please refer to Addendum No 1

REQUEST FOR PROPOSAL FOR CALL CENTER SERVICES ON OUTSOURCED MODEL FOR THREE YEARS
Tender No. PSB/HOIT/RFP/89/2017-18 Dated 12.07.2017
Response to Pre-Bid Queries

S No.	RFP Page No.	Clause No.	Original Clause	Query	Bank's Remarks
15	40	Point 12	ACD / CTI Ability to support the following information messages and options that are relayed to voice callers while they are waiting in queues or put on hold by the contact centre agent, specifically: (A) Marketing messages (B) Music (C) Radio/TV station live (D) Specific message after configurable time (i.e. Voice Mail)	Point C mentioned herein (Radio / TV Station Live) is unheard of and impractical. Request you to please drop off this point from the clause.	Clause Amended. Please refer to Addendum No 1