

CLAUSE AMENDMENTS AND CLARIFICATIONS TO PRE-BID QUERIES

(Tender Ref: IB/ CO/ MKTG/ Tender/ 01/ Open/ 2020-21 - REQUEST FOR PROPOSAL FOR ESTABLISHMENT AND MANAGEMENT OF CALL CENTRE SERVICES)

08.06.2020

In reference to our tender no. IB/ CO/ MKTG/ Tender/ 01/ Open/ 2020-21 - 'Request For Proposal For Establishment And Management Of Call Centre Services dt 13.05.20, clause amendments and clarifications to pre-bid queries are given below, former followed by the latter. It may be noted that queries that were duplicate, unclear or unrelated to the tender have not been included. All the information given below are to be read in conjunction with the said RFP document.

CLAUSE AMENDMENTS

Page No.	Clause No. / Paragraph	Existing Clause	Amended Clause/ Directions
2 3	Documents to be submitted physically		The documents are to be submitted keeping the following timeline in view: <ol style="list-style-type: none"> 1. Soft copies of these documents, duly-signed and scanned, through email to callcentre@indianbank.co.in by 15.06.2020, 3pm, IST: <ul style="list-style-type: none"> - Eligibility Criteria (and supporting documents) - Technical Bid (and supporting documents) - Commercial Bid - Scanned image of Application Fee DD (if applicable) and Earnest Money Deposit 2. Hard-copy of these document/ instrument to be sent by courier/ post/ in person to reach us by 22.06.2020, 5pm, IST: <ul style="list-style-type: none"> - Application fee DD (if applicable) - Earnest Money Deposit The Bidder is advised to seek written acknowledgement of the receipt of the Bid Documents by the Bank.
48	8.12 Earnest Money Deposit	-	
61	9.5 Sealing and Marking of Bid		

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21	5.2	Common security for the bank building is within bank's scope. Additional arrangements like dedicated security, housekeeping, etc. shall be Service Provider's scope.	Common security for the bank building is within bank's scope. Additional arrangements like dedicated security, housekeeping, etc. shall be Service Provider's scope. Recurring expenses pertaining to Utility Bills and similar heads shall be borne by the Service Provider.
22	5.2.a	<p>Bank will provide:</p> <p>The Bank will provide only the following facilities:</p> <ul style="list-style-type: none"> • Premises for the operation • Toll Free numbers including PRI lines from multiple telecom operators • Lease line links of required bandwidth • Recurring Cost for the lease line links and the Toll Free numbers (PRI lines) • WAN connectivity enabling access to Bank's customer data. 	<p>Bank will provide:</p> <p>The Bank will provide only the following facilities:</p> <ul style="list-style-type: none"> • Premises for the operation • Network Infrastructure including <ul style="list-style-type: none"> ○ Telephone Connectivity <ul style="list-style-type: none"> ▪ Toll Free numbers including PRI lines from multiple telecom operators ▪ Recurring Cost for the lease line links and the Toll Free numbers (PRI lines) ○ WAN connectivity enabling access to Bank's customer data. <ul style="list-style-type: none"> ▪ Lease line links of required bandwidth ▪ Routers to connect call center to bank network ○ LAN connectivity <ul style="list-style-type: none"> ▪ Switches ▪ Structure cabling • Common Security software provided by bank includes <ul style="list-style-type: none"> ▪ Endpoint security software to secure the PCs <p>Any component that is not explicitly mentioned in the above is to be provided by the successful bidder</p>

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22	5.2.b Premises, Furniture and Amenities	The Access Card will be provided from the Bank and control will be in the Bank Official's room.	The Access Card will be provided from the Bank and control will be in the Bank Official's room. Employee access shall be governed as per this - (i) User access to be a two factor authentication process including access card and biometric and (ii) User access to be reviewed on weekly basis and process for removing access to the relieved employees on immediate basis.
23	5.2.b		<p>(Placement – Below the table)</p> <p>1. IT Infrastructure provided by successful bidder includes but not limited to</p> <ul style="list-style-type: none"> - Backup Solution <ul style="list-style-type: none"> o Backup software including tape library or storage with retention and retrieval o Backup needs to be stored in encrypted format o Options for RPO, RTO Backup Periodicity and restoration - Server - Storage - Switches(Fabric) - DR solution including replications and support for DR drill - DC/DR infrastructure should be rack mountable. <p>Any component that is not explicitly mentioned in the above is to be provided by the successful bidder.</p> <p>Infra support like power, LAN connectivity for installation of system supported at DC/DR will be provided by Bank.</p> <p>The Proposed solution utilization of hardware resources should not exceed 70% of threshold limit. If exceed, Vendor have to provide additional hardware/software free of cost to keep the utilization under threshold limit.</p>

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23	5.2 b.	<table border="1"> <thead> <tr> <th>Sl.No</th> <th>Area</th> <th>Successful Bidder</th> <th>Bank</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>Application Hosting space (for CRM) at Bank's DC/DR</td> <td>✓</td> <td>X</td> </tr> </tbody> </table>	Sl.No	Area	Successful Bidder	Bank	7	Application Hosting space (for CRM) at Bank's DC/DR	✓	X	<table border="1"> <thead> <tr> <th>Sl.No.</th> <th>Area</th> <th>Successful Bidder</th> <th>Bank</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>Datacenter space for hosting CRM app</td> <td>X</td> <td>✓</td> </tr> </tbody> </table>	Sl.No.	Area	Successful Bidder	Bank	7	Datacenter space for hosting CRM app	X	✓
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32	6.1 Stage 1 – Evaluation of Eligibility Criteria	4. Bidder's yearly gross revenue from India Call Centre voice operations should be a minimum of Rs. 250 crores during each of the last two financial years, i.e. FY 2017-18 and FY 2018-19.	4. Bidder's yearly gross revenue from India Call Centre (Voice, Semi-Voice and Non-Voice) operations should be a minimum of Rs. 250 crores during each of the last two financial years, i.e. FY 2017-18 and FY 2018-19.																
35	6.2.2 Physical and Information Security	The Bidder is required to provide the detailed list of information, data and physical security controls that are deployed by the Bidder's Call Center sites (with at least one of the sites being the one that is proposed by the Bidder).	The Bidder is required to provide the detailed list of information, data and physical security controls that are currently deployed in on or more Call Centre sites of the Bidder.																
35	6.2.1 – C	Managing Call Centre operations for inbound and outbound calls for Mutual Fund/ Insurance/ NBFCs in India (with over 50 CSA for each client) – max. 20 marks	Managing Call Centre operations for inbound and outbound calls for Financial Services (minimum offices – 100) / Insurance companies (minimum offices – 100) in India (with over 50 CSA for each client)																

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51	8.17 / Para 2	For purposes of this Clause, “Force Majeure” means an event explicitly beyond the control of the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include Acts of God or of public enemy, acts of Government of India in their sovereign capacity and war.	For purposes of this Clause, “Force Majeure” means an event explicitly beyond the control of the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include Acts of God or of public enemy, epidemics, acts of Government of India in their sovereign capacity and war.																														
8 56	10 Annexure Execution of SLA/ NDA	-	Annexure 17 : Non-Disclosure Agreement format (Available as a separate notice)																														

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Sl No.	Page No.	Heading Name	Clause No.	Particulars from RFP	Remarks / Clarifications Sought	Indian Bank's Remarks
1	11	Operation Centre & Seat Capacity	2.4 Operation Centre & Seat Capacity	The Bank's Call Centre is currently operating from two locations – (i) Bank's own premises in Chennai and (ii) Service Provider's premises in Hyderabad.	Requesting bank to please clarify if this clause means there will be 150 physical seats available or we need to deploy 150 agents. For more clarity, request you to provide the number of agents to be deployed per shift per verticals.	150 agents have to be deployed on Day 1.
2	11	Operation Centre & Seat Capacity	2.4 Operation Centre & Seat Capacity	Disaster Recovery and Covid Situation.	1. We request bank to reconsider the current plan and as an Industry standard across BFSI sector and call centers, please consider 2 location strategy for covering up the disaster recovery. We suggest to consider Mumbai or Noida as a disaster recovery site as this is coming in different seismic zone with Chennai.	As per RFP.

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3	11	Operation Centre & Seat Capacity	2.4 Operation Centre & Seat Capacity	The Bank's Call Centre is currently operating from two locations – (i) Bank's own premises in Chennai and (ii) Service Provider's premises in Hyderabad.	Please share interval wise call volume data for last 1 year and language wise split (30 mins interval) for the process managed from Hyderabad center.	The data will be shared with the Successful Bidder.
4	11	Operation Centre & Seat Capacity	2.4 Operation Centre & Seat Capacity	The Bank's Call Centre is currently operating from two locations – (i) Bank's own premises in Chennai and (ii) Service Provider's premises in	Please specify for Chennai center current volume to be considered for any upside expected for both inbound and outbound.	10,000-12,000 calls per day
5	14	Business Services	5.1 Business Services	5.1.1 Inbound Calls, 5.1.2 Outbound Calls, 5.1.5 Other Channels & New Initiatives	Please share the Head Count break up of Inbound, Outbound, others like chat & email.	Broadly, Inbound: Outbound - 80: 20. However, the ratio is subject to change depending on the varying needs of the Bank.

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6	30	Reporting and MIS	5.5 Reporting and MIS	Annexure 1: Functional and Technical Specifications - Page 119	Close to 28 essential & Vital reports are sought, we request you to add one MIS executive also in the support span.	As per RFP.
7	43	Expected Service Levels	7.3.2 Expected Service Levels	7	Requesting you to please specify the calculation for deriving FTR.	The data will be shared with the Successful Bidder.
8	44	Other Parameters	7.4 Other Parameters	Call handling efficiency of CSA managing inbound/ outbound calls	>120 calls per day for Inbound can't be benchmarked as this is vary bases the daily call flow. This metrics can be achievable only for Outbound. Please recheck and confirm.	As per RFP.
9	45	Cap on penalties	7.6 Cap on penalties	Please take note that Cap on the quarterly penalty is fixed at 10% of the monthly payout and 25% of the quarterly payout. Projected outflow for the penalty calculation will be as follows:	Penalty need to be calculated basis the LOB's i.e. Inbound, Outbound & Others. Inbound penalties can be applied on overall HC if it consists of Outbound and others	As per RFP.

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10	51	Force Majeure	8.17 Force Majeure	For purposes of this Clause, "Force Majeure" means an event explicitly beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include Acts of God or of public enemy, acts of Government of India in their sovereign capacity and war.	Please specify what will be the minimum billing guarantee under this clause	This shall be discussed with the Successful Bidder.
11	58	Payment Terms	8.43 Payment Terms		Please specify the billing logic, would it be 182 FTE logic i.e. total logged in duration of all the agents in a month and divide the same by 182 to arrive at the number of FTE". For clarification, if 18,200 hrs. are delivered in a month cumulatively, then billable FTE shall be = $18,200 / 182 = 100$ FTE. Or It will be based on the agents deployed. Like 150 agents being recruited and placed for doing the service.	As per RFP.

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12	58	Payment Terms	8.43 Payment Terms	The bidder is required to support the bank in defining monthly call volume estimations at least 15 days before the beginning of the month. The bidder is required to provide the CSA projections for the defined call volume with a potential of +/- 10% deviation in the call volumes. Bank would be paying the bidder for the number of CSA deployed for each month based on the agreed rate as part of this RFP.	Call forecasting will be shared with Bank team 15 days before the month starts. Once the call volumes are locked any spike in call volumes more than 10% will need to have service holidays on Service Level & Abandoned penalties. (Day SL will be calculated basis the intervals within the threshold as per FD and offered call levels) if calls offered is > = 110% of forecast, then penalty on SL & Abandoned should be excluded	As per RFP.
13	General		Others	General	There is no mention of beta period for SL delivery, before penalty clause kick starts. As per industry standard 3 months of beta to be considered	As per RFP.

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14	16	Scope of Work	5.1.1	5.1.1 Inbound Calls	Please confirm what is SPGRS?	SPGRS is Standardized Public Grievance Redressal System, available on bank's website.
15	18	Scope of Work	5.1.2	5.1.2 Outbound Calls	What are the channels through which client shall provide leads for outbound operation?	Leads can come from ATM, App, Missed Call, SMS, Chatbot, Website, Social Media, Messenger Services, etc.
16	18	Scope of Work	5.1.2	5.1.2 Outbound Calls	What are pre-set points at backend to which leads are to be forwarded?	It shall be discussed with the Successful Bidder
17	18	Scope of Work	5.1.2		Collections can have a very large scope of operations. What is the scope for "Soft Recovery"?	It shall be discussed with the Successful Bidder.
18	21	Scope of Work	5.1.5	5.1.5 Other Channels & New Initiatives	Is there an immediate integration planned with any of the following channels: 1 SMS, 2 Chat-bot, 3 E-Mails, 4 Social Media, 5 Messenger Service. Also, please provide the detailed scope and SOP for these channels. The software, hardware, solution, servers needs to be provided by the Service provider or will be done by the bank.	Yes, some of the channels shall mandate immediate integration. In most cases, bank shall have these platforms in place and would require the Service Provider to integrate it with the Call Centre process.

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19	22	Scope of Work	5.2.a	a. Hardware, Software, Telecom facilities:	Please provide the detailed requirement of the BI Tools. Without detailed scope of work and SOP, it will be difficult for service providers to provide the solution.	As per RFP
20	38	Service Level Requirement(SLR)and Penalties	7.1	7.1 Service Disruption Incidents:	Does the API calls to CBS return error code in case of failure?	Will not be counted for SLA if failure lies in Bank side
21	87	Annexure	10.11	10.11 Annexure 3: Undertaking for Data and Information Security	What are the encryption, masking requirements for data at rest, in transit and in User interfaces of CRM as per client's IS guidelines?	All critical /sensitive personal data should be in encrypted format while in transit and it should be not be available in plain text.
22	96	Annexure	10.17	10.17 Annexure 9: Application Management Services	Will the bank provide remote access to the servers kept in their premise for maintenance and support purpose in Hybrid model i.e. from Contact Centre premise over a VPN?	Remote access using bank's approved VPN solution is provided only in case of emergency and not for deployment purpose. For support, remote access is provided.

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23	112	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - Outbound calls	Can the CRM save this crucial information? Will the client provide/recommend an encryption/masking mechanism to be followed by the vendor?	The bidder has to follow PCI DSS standard in handling customer data.
24	112	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - Outbound calls	How many branches are to be given access to the CRM? Can 100% concurrency be assumed during normal working hours?	This shall be discussed with the Successful Bidder.
25	112	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - Outbound calls	SMS deliveries' confirmation are not immediate and dependence is on the telecom service provider. Will the client accept such undefined delays in escalation to supervisor?	The timelines shall be mutually arrived at after discussion with Successful Bidder.
26	113	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - Outbound calls	Will the client provide APIs to read such post on their social media channels?	Yes. The access points shall be mutually arrived at with the Successful Bidder.

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27	113	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - Outbound calls	Please provide the details of the social media channels used by the client. Or is it the responsibility of the vendor to propose social medial solution also in this RFP?	Bank has its official social media pages on Facebook, Twitter, Instagram, LinkedIn and YouTube. The necessary integration shall be discussed with the Successful Bidder.
28	116	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - CRM	In order to sort the data on screen, it requires saving it at least temporarily in the system. Is there any guideline by the client's IS department?	This shall be discussed with the Successful Bidder.
29	118	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - CRM	Will the client provide such tools or this needs to be build by the vendor?	Bank shall provide the calculators. However, the CRM application has to be provided by the Successful Bidder.
30	118	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications - CRM	Will the client provide the tool to dynamically identify potential products for Cross Sell/ Up Sell based on customers profile, transaction pattern and any other parameter defined by the bank	The tools have to be brought in by the Successful Bidder.

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31	118	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications – CRM	What all file formats the client is looking for?	It is expected the solution to generate reports in .pdf, .xls, .csv, etc. formats.
32	119	Annexure	Annexure 1.	Annexure 1: Functional and Technical Specifications – MIS	Requesting bank to provide more details and explanation to this point. Not clear.	As per RFP.
33	11	Invitation for Tender Offer	2.4		Call Center in bank premise - Request you to please confirm if we need to consider any rent for the premises in the commercials. That is the service provider has to pay any rent to bank for using its premises.	No rent component needs to be considered under the commercials sought in this RFP.
34	Nov-92	Invitation for Tender Offer/Commercial Bill of Materials	2.4/10.4	10.14 Annexure 6: Commercial Bill of Materials	We understand that we need to deploy 150 CSAs for the process and each CSA has to be logged in for 200 hours per month. The standard FTE calculation followed in the industry is 182 hours of login in a month is defined as 1 FTE. Request you to please recheck and confirm if we can go ahead with the industry standard for FTE calculation.	As per RFP.

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35	14	Scope of Work	5.1	5.1 Business Services	Please provide the vertical-wise headcount requirement for Inbound/Outbound/PRM/Hot listing	This shall be discussed with the Successful Bidder.
36	15	Scope of Work	5.1.1	5.1.1 Inbound Calls	Please confirm if the vendor will get the CBS / Website to get integrated with the CRM for smooth functioning of the process. Please confirm.	Access to CBS/ Website shall be provided on a need basis. This shall be further discussed with the Successful Bidder.
37	22	Scope of Work	5.2	b. Premises, Furniture and Amenities:	We request you to kindly provide the SOP for the access cards. Hope it will be totally managed by the Bank. Please confirm if our understanding is correct.	This shall be discussed with the Successful Bidder.
38	26	Scope of Work	5.3.1	5.3 Resource on-boarding and training	CSA/Sr CSA, TL, QA - 3 Languages is mandate with fluency skills required?	As per RFP.
39	26	Scope of Work	5.3.1	5.3 Resource on-boarding and training	English - Read, Write & speak is mandate for the total team including support staff?	As per RFP.

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40	30	Scope of Work	5.4	5.4 Quality Assurance	Auditing on Hot listing 100% is mandate (=150*30=4500) minimum will get on Hot listing - Request you to please provide exception on sample audit.	As per RFP.
41	32	Evaluation Criteria	6.1	6.1 Stage 1 – Evaluation of Eligibility Criteria	Please confirm if the bank premises and the applications provided by the bank are PCI DSS/ISO Standard?	PCI-DSS certification has to be obtained by the Service Provider, ISO related certification for the premises shall be handled by the Bank.
42	43	service Level Requirement(SLR)and Penalties	7.3.2	7.3.2 Expected Service Levels	Requesting you to please relax the service level from 85% to 80% in 30 secs.	As per RFP.
43	43	Service Level Requirement(SLR)and Penalties	7.3.2	7.3.2 Expected Service Levels	Please confirm what is the Daily call volume on average.	10,000 - 12,000
44	43	Service Level Requirement(SLR)and Penalties	7.3.2	7.3.2 Expected Service Levels	Please provide the language wise call volume pattern.	60% Hindi, 20% Tamil, 20% Others. This allocation is to be read in conjunction with Clause No. 5.3.1 of the RFP.
45	44	Service Level Requirement(SLR)and Penalties	7.4	7.4 Other Parameters	Please confirm if this is applicable for inbound or only for outbound?	This shall be discussed with the Successful Bidder.

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46	General		General	General	b) Do we need to setup dedicated calling platform locally at delivery centre? Is this required with DR setup? If Yes then where we need to setup DR? Can the DR be set up from our premises?	DR has to be set up at a different location from DC . The matter shall be finalized with the successful Bidder.
47	14	Scope of Work	Scope of Work	5	We understand that we need to provide calling platform for Inbound and outbound calling along with advance self-service IVR. Please confirm.	Yes.
48	21	Infrastructure and Technology	Infrastructure and Technology	5.2	Please confirm since the delivery location is in bank's premises, the bank will be providing with the LAN cabling also along with LAN set up. Please confirm if our understating is correct?	As per RFP
49	22	Hardware, Software, Telecom facilities:	Hardware, Software, Telecom facilities:	a. Hardware, Software, Telecom facilities:	a) We understand that we need to integrate our calling platform with Bank's CRM and our CRM, please confirm.	As per RFP.
50	22	Hardware, Software, Telecom facilities:	Hardware, Software, Telecom facilities:	a. Hardware, Software, Telecom facilities:	b) Please confirm how the call center agents can access your CRM. It is hosted at your DC in the premises or it is to be accessed over internet?	CRM will be hosted at Bank's DC/DR. It will be accessed over bank's network only.

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51	22	Hardware, Software, Telecom facilities:	Bank will provide:	a. Hardware, Software, Telecom facilities:	Please confirm if all the facility will be in one location or it will be in different location. We understand that the current call center is operated from the bank location. If there is a different center how the interconnectivity of the centers are planned. Will it be provided by the bank or it has to be factored by the service provider. Also please confirm if it will be provided with LAN cabling or the service provider will have to do LAN cabling as their scope.	The proposed Call Centre shall function from Bank's premises in Chennai to begin with.
52	22	Hardware, Software, Telecom facilities:	Bank will provide:	a. Hardware, Software, Telecom facilities:	We understand that the internal connectivity between Bank DC/DR and delivery center will be under Bank's scope along with router and firewall. We need to take care of network links getting terminated from our end for extending domain, antivirus WSUS etc. Please confirm if our understanding is correct.	Yes.

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53	123	Annexure	Functional requirement	13	Let us know the call recording retention period. For how many months we need to keep recording in our system. Normally we keep one month call recording in our system and then it is moved to Bank's ftp in non peak hours or through tape on monthly basis. Is this approach fine? Please confirm.	As per RFP.
54	128	Annexure	Functional requirement	32	Let us know if GSM based calling is also required. We understand that currently the outbound calling is done manually. Please confirm if we need to consider a dialer option for this or this will continue to be manual dialing.	Will be discussed with the Successful Bidder.
55	26	Scope of Work	5.3.1	Resource planning and recruitment	Please confirm if we can hire a mix of Graduates & Undergraduates with enough experience in the field.	As per RFP.
56	26	Scope of Work	5.3.1	Resource planning and recruitment	Based on the location of delivery and the mix of languages to be delivered, we request you to relax the requirement as English + 1 other language as the minimum bench mark for agents.	As per RFP.

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Sl No.	Page No.	Heading Name	Clause No.	Particulars from RFP	Remarks / Clarifications Sought	Indian Bank's Remarks
57	26	Scope of Work	5.3.1	Resource planning and recruitment	Please confirm the versant of agents to be recruited. As per industry standards, this will be V4 English agents or we can go ahead with V3 English agents.	This shall be discussed with the Successful Bidder.
58	General		General	General	Please confirm if the agents and support staff require any specific background verification to be done?	Background Verification is the prerogative of the Service Provider and the onus lies on it.
59	11	Invitation of Tender Offer	2.4 Operation Centre & Seat Capacity	Bank proposes to establish a Call Centre at Chennai with an initial seat capacity of 150 CSA (24X7)	Please confirm mentioned count of 150 refers to seat count or overall FTE deployment count	150 CSAs are to be deployed from Day 1.
60	14	Scope of Work	5.1 Business Services	1	Please confirm, for Inbound - How many Call Queues to be catered to / Desks to be managed?	This shall be discussed with the Successful Bidder.

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61	14	Scope of Work	5.1 Business Services	1	Please confirm for Inbound - What is the AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)	This shall be discussed with the Successful Bidder.
62	14	Scope of Work	5.1 Business Services	1	Please confirm for Inbound - What is the Peak Volume to Off peak Volume Ratio of a day in a week/ month?	Daily Peak Volume: Off Peak Volume - 80: 20.
63	14	Scope of Work	5.1 Business Services	1	Are there any Process Off Days? (Is there an option of Mutually agreeable Process Off Days), please provide details LOB specific. Also please confirm if the national holidays and election days will be working for the process.	It is a 24x7 process, unless otherwise directed by the Bank.
64	18	Scope of Work	5.1 Business Services	2	For Outbound - Would there be One time Allocation of Data for the Month?	Data shall be dynamic and be allocated as business needs of the Bank.
65	18	Scope of Work	5.1 Business Services	2	For Outbound - What would be the daily / monthly call volume? please share desk / queue wise details	To begin with, it shall be 3000+

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66	21	Scope of Work	5.1.5	5.1.5	For Email - What is the expected turn around time? [48 hrs. / 24 hrs.]	It shall be finalized during integration.
67	21	Scope of Work	5.1.5	5.1.5	For Chat - What is the Service level expected & Service Time Desk / Queue wise ? [80% chats to be answered in 20 secs]	It shall be finalized during integration.
68	21	Scope of Work	5.1.5	5.1.5	For Email / Chat - What is the daily / monthly Email / Chat transactions to be handled?	It shall be finalized during integration.
69	21	Scope of Work	5.1.5	5.1.5	For Email / Chat - Will the agents handling Email / Chats have to make out calls for co-ordination?	This shall be discussed with the Successful Bidder.
70	21	Scope of Work	5.1.5	5.1.5	Language requirement for Emails, Chat, Social media, shall be English only, is the understanding correct?	To begin with, the language requirements shall be in English and Hindi.

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71	21	Scope of Work	5.1.5	5.1.5	For Social Media - What is the operational window & days ? [9.00 am - 7.00 pm, Mon - Sat], please share desk / queue wise details	It shall be finalized during integration.
72	92	Annexure	10.14	Annexure 6: Commercial Bill of Materials	Please confirm if the monthly billing shall be on FTE basis or number of agents deployment basis.	As per RFP.
73	General		General	General	Are same set of agents expected to handle Inbound, Outbound, Social media, Emails, chat, etc.? Do they required to be multi skilled?	Agents can be deployed across the process as per business requirements.
74	43	Service Level Requirement(SLR)and Penalties	7.3.2 Expected Service Levels	7.3.2 Expected Service Levels	Achieving 75% of occupancy and / or 120 calls per agent / day shall depend on the actual interval wise call trend, AHT, we recommend to exclude this point.	As per RFP.
75	45	Service Level Requirement(SLR)and Penalties	7.7	7.7 Overall Liability of the Bidder	We request you to kindly cap it as 2 months invoice amount as liability. Also, Overall liability (Cl. 7.7) and Limitation of Liability (Cl.8.26) clauses are given and they are contradicting to each other. Please check with the client on the same.	As per RFP.

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76	26	Scope of Work	5.3 Resource on-boarding and training	5.3 Resource on-boarding and training	Please confirm if the training period is billable to the bank or not.	Not billable.
77	59	Term and Conditions	8.43 Payment Terms	8.43 Payment Terms	We request you to kindly revise the payment period to 15 days from the date of submission of the invoice.	As per RFP.
78	33	Evaluation Criteria	6.1 Stage 1 – Evaluation of Eligibility Criteria	PCI Certification DSS	Since the process will be operated from the Bank's premises, we hope that all required support and rights will be given by the bank for accomplishing the PCI-DSS audit and other certifications based on the RFP ask.	All necessary assistance shall be provided.
79	21	Scope of Work	5.1.4 Segmentation	5.1.4 Segmentation	We request bank to give the detailed scope for the Video Chat and Text Chat to be done for NRI /Premium Help Desk. Please confirm if the bank already have a solution running or is expecting the service provider to bring in a new solution for this?	The solution should be brought by the Service Provider. 5-10% of CSA strength is likely to be deployed for the NRI/ Premium Help Desk. However, this is subject to change depending on the varying needs of the bank.
80	13	Scope of Work	5	6	Please provide a detailed scope and SOP on the campaigns to be done. How prior this will be informed to the call center and hwo many agents to be utilized for these campaigns.	This shall be discussed with the Successful Bidder.

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81	18	Scope of Work	5.1.2	2	We understand that the Bank would enable CSAs with the required Knowledge of competition products and / or offerings. Please confirm.	This shall be mutually agreed with the Successful Bidder.
82	61	Instruction to Bidders	9.4 Submission of Bids	Bid submission date	We request Indian Bank to kindly reconsider the submission date and provide at least 5-7 days post query response to submit the solution. We have already send the request over the mail.	Please refer to the notice on our website.
83	61	Instruction to Bidders	9.4 Submission of Bids	Bid submission mode	We request Indian Bank to kindly reconsider the mode of submission and provide a facility of online bid submission.	Please refer to the notice on our website.
84	35	Evaluation Criteria	6.2.2 Physical and Information Security	The Bidder is also required to provide a copy of all available data, information and physical security related certifications including DSCI, ISO27001, BS10012, PCI-DSS, etc.	1 We understand that all these audit and certification is to be done at the client premises in Chennai. 2. Even though our organization is certified, in order to audit and certify the client premises, we need to do it separately/again and with only support from the Bank. 3. Please confirm if we need to consider additional cost for these audits. There is one time cost and year on year cost for the certification. or the cost of audit will be separately taken by the bank.	PCI-DSS has to be done by the Service Provider with support from the Bank.

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SI No.	Page No.	Heading Name	Clause No.	Particulars from RFP	Remarks / Clarifications Sought	Indian Bank's Remarks
85	Page 11 & Page 92	Invitation of Tender Offer & Annexures	2.4 Operation Centre & Seat Capacity & 10.14 Annexure 6: Commercial Bill of Materials	1. Presently, Bank proposes to establish a Call Centre at Chennai with an initial seat capacity of 150 CSA (24X7) from the first day of its operation. 2. A CSA has to register 200 logged-in hours per month.	1. Based on the discussion we had during the pre-bid meeting, we need to deploy 150 agents across shifts in a day. Please confirm if our understanding is correct. 2. The service provider needs to add buffer for weekly off, leaves, national holidays, and other entitlements. 3. The service provider needs to consider a headcount of 165 agents to deliver 200 hours of login. With 150, we will be able to deliver 182 hours a month only. Please confirm.	The CSA requirement given is for 100% deployment on the process floor. The Bidder is advised to arrive at the count accordingly.
86	11	Invitation of Tender Offer	Clause 2.3 Duration of contract	Duration of Contract	Document says that the vendor is responsible for smooth transition to new vendor, which ideally should not be the case. The new vendor selected by Bank should be responsible for setting up Bank's contact centre rather than the existing vendor whose contract is terminated by Bank. Plus it is also stated that the terminated vendor is responsible for smooth transition post three months also in case the transition is not completed within three months. This statement puts entire onus on the existing vendor for movement which is on exit . and this should not be the case. 2. Similarly on page 14, the same document says that it is the responsibility of successful bidder to setup the centre in 2 months. The both paras contradict each other.	The onus doesn't lie on a single party. The transition from one Service Provider to the other can only happen when both vendors, outgoing and incoming, are on the same page, operationally.

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87	18		Outbound Calls	Outbound Calls	Clarity sought on conducting DRA training (as per RBI norms) for this group of calling agents.	DRA training (as per RBI) is not applicable for soft recovery agents.
88	19	Scope of Work	IVR/CRM / and related applications	IVR/CRM / and related applications	For IVR development , we would like following support from Bank 1. Availability of Bank's service provider for integration/clarification of queries /real time support in testing for ISO testing , FIS Testing/FSS , another platform such as Mobile , Internet , complaint management , UPI , Loan department systems etc. without any extra charges to successful builder. 2. in our experience , if bank is not in a position to engage their service providers who are expert in their domain in full - the development time for IVR will extend beyond timelines, in such scenario it would be difficult to meet deadlines. 3. The entire low level(detailed) IVR flow to be provided by bank to successful bidder with in 7 days from LOI. 4. Bank to support us on the ISO messages format/latest documents on ISO messaging , APIs etc . Please let us know bank's view on following points raised. 5. The initial flow provided by bank will be part of the scope of the Project . Post the initial scope is LIVE , post that for any changes , the cost as agreed mutually to be borne by Bank.	It will be discussed with the Successful Bidder.

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89	21	Scope of Work	5.1.5	Other Channels and New Initiatives	Do we need Email & Chat program but no detail nd experience mentioned , and for Collections calling do we require DRA Certification for agents	No specific experience sought for Email and Chat programme. It should be part of the basic training. No DRA certification is required for agents making soft recovery calls.
90	21	Scope of Work	5.1.5	Other Channels and New Initiatives	Number of Video and Text Channels required for Premium Customers	Around 5-10% of CSA strength shall handle the premium desks
91	22	Scope of Work	5.5,5.6.2	Reporting and MIS/Archival Of Data	WFM Tool/ Screen Recording and Barging for how many seats and to be kept for how much duration/ Location of CC Premises/DR Premises/ Services Required via DR/ DR Required for Voice Logger/FMS for Location	It shall be discussed with the Successful Bidder.
92	26	Scope of Work	5.5	Reporting and MIS	Pl. share the count in list of reports with frequencies of publishing. Can there be shared MIS team, supporting at the central level of the bidder's corporate office	This shall be discussed with the Successful Bidder.
93	26	Scope of Work	5.3.1 Resource planning and recruitment	Resource Planning and recruitment	CSA - graduation is a must as per document - kindly relax the parameter as many people join call centre post class 12th/mid way in graduation / diploma/IT courses etc- we would get better experienced candidates when we relax it to class 12th Passout.	As per RFP.

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94	27	Scope of Work	5.3.1 Resource planning and recruitment	Resource Planning and recruitment	Agent can be Freshers, Senior Agent can be 6 months as per market trend. Undergraduates at agent level is recommended., COPC for TLs/ Trainers & Nasscom Certification for Managers/Ams, Can this be relaxed and experience resource from the BPO background can be taken.	As per RFP.
95	27	Scope of Work	5.3.1 Resource planning and recruitment	Resource Planning and recruitment	for CSA/Sr CSA - minimum three languages is mentioned. English and Two Languages. There is an apprehension of getting north Based languages such as Hindi , Bengali , Marathi etc. Hence would request to relax it to two languages ie English and one more .	As per RFP.
96	27	Scope of Work	5.3.1 Resource planning and recruitment	Resource Planning and recruitment	COPC certification is costly. Request to relax the criteria as recruitment and re-filling in case of attrition will be time taking. And allow us to train them on COPC lines post recruiting	As per RFP.
97	29	Scope of Work	5.3.2 Resource Training	Resource Planning and recruitment	The Content and Lesson Planning for the 10 Days has to be shared by the Bank; Pilot Class to be trained by the Bank Trainer / Personnel with formal Train the Trainer Session conducted; Threshold for clearance being set as 80% which is standard to Industry	Accepted.

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98	29	Scope of Work	5.3.2 Resource Training	Resource Planning and recruitment	Complete training days for IB & OB separately required, Audit of calls @ 100%, BPO at sample audit.	Agents can be deployed across the process and hence, training shall be uniform for all.
99	29	Scope of Work	5.3.3 Ratio of key Staff Members	Resource Planning and recruitment	At no time the ratio can be more than the proposed size. E.g. if the call centre has 76 CSA/ Sr. CSA then the bidder needs to have 2 Assistant Managers., with example the ratio goes to 1:40 this will increase cost.	As per RFP.
100	29	Scope of Work	5.3.2 Resource Training	Resource Planning and recruitment	Whether the training duration is billable , it is not clear in the document. Normally the training duration which exceeds 2-3 days is billable to clients. Here the training looks like would extend beyond 2-3 weeks including OJT. Hence it should be billable.	Not billable.
101	30	Scope of Work	Quality Assurance	Resource Planning and recruitment	To be included in the sample count and audit strategy is to be discussed with the Bank prior to commencement of Quality assurance support	This shall be discussed with the Successful Bidder.

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102	38	7 Service Requirements and Penalties Level (SLR)	7 Service Level Requirements (SLR) and Penalties	Expected Service Level	Penalty is too high on every term of the agreement, this will increase the price, should be relaxed. Rewards to be mentioned similarly and where is this program currently running and exit from current partners reason.	Penalty is as per RFP. Reward System shall be discussed with the Successful Bidder.
103	43	7 Service Requirements and Penalties Level (SLR)	7.3.2 Expected Service Levels	Expected Service Level	This is also on very high side, on the best side also it is coming to 9% of the monthly bill value. Request you to cap the maximum penalty to 3% - 5% every month maximum.	As per RFP.
104	44	7 Service Requirements and Penalties Level (SLR)	7.5 Penalties for Delayed Implementation	Penalties	The penalties are too steep and 5% of the annual flow is too much . A project success depends on both sides , Bank and Successful bidder , hence this penalty provision is too much and only penalises successful bidder. This penalty to be done away with or kept in the range of 0.5 to 1 percent maximum.	As per RFP.
105	45	7 Service Requirements and Penalties Level (SLR)	7.6 Cap on penalties	Cap on penalties	Penalty has been limited to 10% of monthly and 25% of quarterly payout. Request for revision downwards as requested to 3 - 5%	As per RFP.

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106	45	7 Service Level Requirements and Penalties	7.7 Overall Liability of the Bidder	Overall Liability of the Bidder	Overall liability has been limited to actuals. While under clause 8.26 the liability has been limited to the total contract value. Would suggest we limit it to a certain percentage of the total fees Also we need to add the below clause: Notwithstanding any other provisions of this Agreement, in no event shall Service Provider be liable to the indemnified for lost profits or revenues, indirect, special, consequential, or similar damages arising out of or in connection with the services, materials or assistance provided under this Agreement, or for any claim made by the Bank in that respect.	As per RFP.
107	47	Terms and Conditions	8.7 Right to Alter Quantities		Here we would be providing a quote based on 'x' no. of calls / resources, and a reduction may impact our costs.	Please refer clause no. 2.4 of the RFP.

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108	48	Terms and Conditions	8.11 Cancellation of Contract and Compensation		which states that in case we are unable to perform as per the agreed terms, the bank can levy upto 20% of quarterly payout. Request for reduction on this 20%.	As per RFP.
109	49	Terms and Conditions	8.13 Performance Bank Guarantee		Suggest to add an exception to clause 8.13 (6) which states PBG can be involved in case of delay in implementation of project – exception to be drawn for delay accountable to the bank or force majeure event. Also point (7) states that the PBG can be involved for any reason whatsoever in case any of the obligation has not been fulfilled.	Accepted.
110	50	Terms and Conditions	8.13 Performance Bank Guarantee		It is stated that PBG will be returned once the bank is satisfied that bidder has completed obligations under the agreement. However, suggest PBG be returned after completion of 42 months as envisaged there under.	The PBG, in question, being returned pertains to the unsuccessful bidder. For the PBG of the Successful Bidder, clause no. 8.13/ 1 may be referred.
111	54	Terms and Conditions	8.27 Contract Period		Pl. remove force majeure from this clause. Also in these cases services provided would be on a best effort basis and subject to receipt of consideration from the bank in terms of the agreement.	As per RFP.

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112	55	Terms and Conditions	8.27 Contract Period		6 months transition is a long period. Also this should be within the agreement term, at costs mutually agreed.	The Service Provider is paid during the transition period as per existing terms and conditions.
113	57	Terms and Conditions	8.35 Substitute of Project Team Members		Substitution of staff only after written consent from bank – considering any staff who would be leaving the process at their own discretion cannot be stopped and substitution in such cases should be allowed	This shall be discussed with the Successful Bidder.
114	57	Terms and Conditions	8.37 Adherence to Laws and Standards		Audit should be limited to the services being rendered to the Bank solely	As per RFP.
115	General	Terms and Conditions	General		It is stated that the existing call centre is functional at Chennai. Please let us know 1. whether the same facility will be provided to successful bidder. 2. Whether there is a provision that the existing CSA will be moved to the rolls of successful bidder. If yes, particulars of count, average pay etc., would be required	Existing Call Centre facility will be provided to the Successful Bidder. The existing CSAs can move to the rolls of the Successful Bidder solely at their own discretion/ employer agreements.

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116	General	Terms and Conditions	General		Ramp up and Ramp down period to be mentioned. Does the client want WFH option in exceptional situations like Pandemic etc.?	Ramp up/ Ramp Down period to be discussed with the Successful Bidder. WFH option can be implemented in specific scenarios on mutually agreed terms.
117	General	Terms and Conditions	General		Dialer Redundancy Required ? Outbound: - Call volume - Pacing ratio - Outbound IVR AHT - Outbound agent AHT - Outbound agents	Call Volume - 10,000 - 12,000 per day. For others, please refer to clause no. 7.
118	General		General		Agentless Outbound: Do you require agentless outbound (also called proactive outbound or auto IVR outbound)? If Yes, what is call volume per days and average voice length in sec ? What is the call volume of agentless Outbound ? What is average voice length of agentless outbound ? In Agentless/IVR outbound call flow do you want agent transfer option ? Is Agentless Campaign required for -- Voice, SMS, email ? Lead Processing channels ? i.e. Voice, SMS, email etc. What is expected count of concurrent Chat, Email and Social Media interactions?	This shall be discussed with the Successful Bidder.

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119	10	Invitation for Tender Offer	2.1 Purpose of this document		What is the objective of floating this RFP? Are there any specific pain points with the current vendor that Indian Bank wants the new vendor to address?	The RFP has a wider scope than the present and aims for higher process efficiencies.
120	11	Invitation for Tender Offer	2.4 Operation centre & Seat capacity	Operation and CSA Increase	How will the scalability happen from 150 to 250 FTE? Are there any projected timelines?	Scaling up of CSAs is tentatively pegged at Year 1 – 150, Year 2 – 200, Year 3 – 250. However, it is subject to change based on Bank's requirements.
121	11	Invitation for Tender Offer	2.4 Operation centre & Seat capacity	Operation	Provide the address of Indian Bank facility in Chennai that the vendor staff is expected to work from? Are there any existing Indian Bank run employee transport arrangements (Bus / Cabs) that the vendor staff (particularly the ones to be working in night shift) can leverage?	The facility is in central Chennai. Transportation is to be arranged by the Service Provider.
122	11	Invitation for Tender Offer	2.4 Operation centre & Seat capacity	Operation	Since operations commence out of Bank Premises, will any transport facility be available to run 24*7 operations? Is there adequate parking available for associates / transport vehicles to be parked at client premises?	Parking for 2-wheeler is available

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123	13	Background	4.1 About the Bank International Presence		Are there outbound and inbound calls expected from overseas branches as well?	There is a possibility of receiving calls from overseas in future.
124	13	Background	4.1 About the Bank International Presence		Any regulatory or licence required from respective country?	NA
125	13	Background	4.2 Existing Setup		Will it be vendor to vendor transition or from bank to service provider?	It will be a Service Provider to Service Provider transition in coordination with the Bank.
126	13	Background	4.2 Existing Setup		Will Bank be sharing the existing Process Maps, SOPs, Training material, volumes etc.?	To be prepared by the vendor and vetted by the Bank
127	14	Scope of Work	5.Scope of Work		It is mentioned that call centre needs to be operationalized in 2 months from date of acceptance of purchase order. Please elaborate on this. Is the expectation that vendor needs to complete resource hiring, training, OJT, volume ramp up, technology set up (including CRM implementation and integration, voice infrastructure implementation and testing) in 2 months from date of acceptance of PO? As this seems to be an aggressive timeline, does the vendor have an option to propose alternate, recommended implementation timeline?	As per RFP.

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128	14	Scope of Work	5.Scope of Work		What are the call volumes expected during night shift (between 9.00 pm to 9. 00 a.m.)?	10% of total call volume
129	14	Scope of Work	5.Scope of Work		TCS already engages with multiple insurance companies for telesales. How many partner insurance companies products are expected to be part of outbound sales campaigns?	NA
130	15 to 18	Scope of Work	5.Scope of Work		It is mentioned that agents are required to support inbound and outbound calls to be received across multiple channels including voice, e-mail, web chat, social media, video, messenger. Please provide the expected, approximate split of agents by each channel.	Yes, agents are required to support cross-channel requirements.
131	15	Scope of Work	5.1.1 Inbound Calls		Would CSA be required to undergo any Mutual Fund / SEBI certification?	NA
132	15	Scope of Work	5.1.1 Inbound Calls		Since associates will be working on confidential data, hence customer personal data will be encrypted or not. Or any specific measures to be taken?	Yes, masking has to be done. Backup needs to be stored in an encrypted format.

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133	21	Scope of Work	5.1.5 Other Channels & New Initiatives		Please clarify for video calling is there any requirement of uniform / aesthetics of personality to be looked at by bidder?	Bank may provide branded uniform for such associates. Professional hygiene is expected of the associate.
134	21	Scope of Work	5.1.5 Other Channels & New Initiatives		Can you please mention does the bank have any existing tools like Oracle Social studio or any other platform or is the bidder expected to provide the same?	The Bank will not be providing any tool. Service Provider has to provide it on his cost.
135	22	Scope of Work	5.2 Infrastructure and Technology		Is the existing premises built for contact centre or will any restructuring be need to be done?	Premises are ready.
136	22	Scope of Work	5.2.a Hardware, Software, Telecom		It is mentioned that the Service Providers are obligated to provide new Business Intelligence (BI) Tools and their updates at any time during the contract if the bank so desires at no extra cost. What additional tools / technology interventions that the vendor needs to provide for (apart from the ones mentioned in RFP document)? Will the vendor have an option to charge Indian Bank for the same considering it will be a new addition or change request? Will maintenance / replacement done by the bank or does the service provider need to factor the same?	As per RFP.

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137	24	Scope of Work	5.2.a Hardware, Software, Telecom		Please clarify if all vendor provided systems (CRM, IVR, etc.) are to be hosted in Indian bank's data centre or premises? Is there an option for vendor to propose a cloud based hosting model?	It is hosted in Data Centre.
138	26 & 30	Scope of Work	5.3 Resource on-boarding and training & 5.4 Quality Assurance		Will Indian bank do a Train The Trainer session for service provider trainers and QA's or are they expected to go to the existing vendor premises?	Bank shall do Train the Trainer sessions. Certain modules may be handled by the existing Service Provider as well.
139	26 & 30	Scope of Work	5.3 Resource on-boarding and training & 5.4 Quality Assurance		Are there any mandatory trainings that are required from the Indian bank side for vendor staff to be undertaken?	Orientation training is mandatory.
140	26 & 30	Scope of Work	5.3 Resource on-boarding and training & 5.4 Quality Assurance		For roles like Manager, AM, Trainers and Team Leaders can you elaborate if there are any relaxation on criteria to be COPC or NASSCOM certified?	As per RFP.

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141	32,33	Evaluation Criteria	6.1 Stage 1 – Evaluation of Eligibility Criteria	Eligibility	For point 3 (regarding net profit) and for point 4 (gross revenue), it is mentioned that, In the event that profit is not publically reported for the Indian call centre operations of the Service Provider / its subsidiary, a certificate to this effect from an authorized Chartered Accountant should be provided. Instead of a certificate from CA, is it ok if the bidder submits a signed, self-declaration?	As per RFP.
142	33	Evaluation Criteria	6.1 Stage 1 – Evaluation of Eligibility Criteria	Eligibility	For point 10, it is mentioned that letter from client on letter head / Lol / agreement copy is required to be submitted. Instead, is it ok if the bidder submits a signed, self-declaration?	As per RFP.
143	34	Evaluation Criteria	6.2 Stage 2 – Technical Evaluation	Eligibility	The minimum qualifying aggregate technical score (ATS) for Stage 2 will be 80% of total score for the technical evaluation. Is it possible to consider a lower score (say like 60%) in stage 2 for shortlisting to stage 3?	As per RFP.

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144	43	Service Level Requirements(SLR)and Penalties	7.3 Service Expectations	Service	Can the bank share any performance data of current vendor for baselining?	Yes. It can be shared with the eligible bidders on a need-basis.
145	58	Terms and Conditions	8.43 Payment Terms	payment	Can the bank give the bidder any insight on projected call volumes by product for future?	Tech Products - 70%, Others - 30%.
146	92, 89, 61 & 37	Annexure	10.14 Annexure 6: Commercial Bill of Materials, 9.3 Commercial Bid & 6.3 Stage 3 – Commercial Evaluation		It is mentioned in the RFP - A CSA has to register 200 logged-in hours per month. In case of shortfall, is prorata billing of that associate allowed? Can shortfall be compensated by excess hours given by another associate?	Yes, both scenarios can be considered favorably subject to approval from Bank on a case-to-case basis.
147	98 & 36	Annexure	10.19 Annexure 11: Bidder Presentation Agenda & 6.2.5.1 Presentation of Scope Understanding, Approach and Solution	Annexure	How will the cutover happen from the old vendor to the new vendor? Is it a partial ramp down / ramp up or a complete switch off?	It is a ramp up to accommodate the increased support needs of the amalgamated entity.

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I No.	Page No.	Heading Name	Clause No.	Particulars from RFP	Remarks / Clarifications Sought	Indian Bank's Remarks
148	27	Scope Of Work	5.3.1 Resource Planning and Recruitment		Will Sr. CSAs handle only NRI/Premium Help Desk or they will be responsible for any other queue	Sr. CSAs can be used across the process and not restricted to a specific desk.
149	26	Scope Of Work	5.3.1 Resource Planning and Recruitment	Recruitment	Language split of Hindi, Tamil, Kannada, Telugu Malayalam , Oriya , Marathi, Gujarati, Bengali and Punjabi	60% Hindi, 20% Tamil, 20% Others. This allocation is to be read in conjunction with Clause No. 5.3.1 of the RFP.
150	26	Scope Of Work	5.3.1 Resource Planning and Recruitment	Recruitment	Please share JD for Sr. CSA	Please refer to Clause 5.3.1 of the RFP.
151	26	Scope Of Work	5.3.1 Resource Planning and Recruitment	Recruitment	Training duration	Please refer to Clause 5.3.2 of the RFP.
152	27	Scope Of Work	5.3.1 Resource Planning and Recruitment		Please confirm if separate Commercials are required for NRI/Premium Help Desk	No separate commercials for NRI /Premium Help Desk is needed.

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153	15	Scope of Work	5.1.1	Inbound Calls	Please mention compliance requirements like PCI-DSS, TLS 1.2, SRTP	Service Provider has to comply the security policies of the Bank and RBI.
154	18	Scope of Work	5.2	Interactive Voice Response (IVR) Facility	Automation on Self-Service, password reset, ticket creation etc	These are included in the scope of IVR.
155	30	Scope of Work	5.6.2	Reporting and MIS	Single dash board for Omnichannel reports with customer journey mapping	Initial dashboard should be provided by the Service Provider, all other integration will be done in phased manner.
156	34			Stage 2 - Technical Evaluation - 2 reference site feedback	3 Banking reference should be mentioned and asked running operations for 200 + agents per shift (minimum 3 years)	As per RFP
157	97	Annexure	10.18	Stage 2 - Technical Evaluation - 3 Presentation of proposal and product walkthrough to Bank's Evaluation or Project Committee	The Technical Solution provided should be part of Gartner magic leader quadrant	Presence in Gartner's magic quadrant or any similar Global Benchmarking is required.

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158	38	Service Requirements and Penalties Level (SLR)	7.1 Service Disruption Incidents:	System unavailability	System level High Availability with call preservation and state preservation should be there	As per RFP
159	38	Service Requirements and Penalties Level (SLR)	7.1 Service Disruption Incidents:	Infrastructure and System	basic call hunting and call preservation through basic PBX functionality should be there	As per RFP
160	30		5.4	Quality Assurance	Call Recording repository to be managed by us or Indian Bank. Please confirm	As per RFP
161	13		4.2	Existing Set-up Bank is currently running its Call Centre operations on an outsourced model, partnering Service Providers. One of its centers operates from Bank's own premises and another, from Service Provider's	How are the volumes split across the 2 Service providers ? IS it basis lines of business , query types or are simply load balanced across 2 centers)	The Bank is proposing an integrated Call Centre now hence, volume splits are irrelevant. At present, though, the call volumes are split on the basis of load and query type.

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166	29	1 to 7	5.3.2	1. 1 Sr. CSA for every 4 CSA (The CSA should not be reporting to a Sr. CSA; A Sr. CSA should be a better and more experienced CSA who handles priority calls as mentioned in scope of services) 2. 1 Team Leader for every 15 CSAs/Sr. CSAs or part thereof 3. 1 Assistant Manager for every 75 CSAs/Sr. CSAs or part thereof 4. 1 QAM for every 30 CSAs/Sr. CSAs or part thereof 5. 1QTL for every 3 QAM or part thereof 6. 1 Trainer for every 50 CSAs/Sr. CSAs or part thereof 7. 1 Manager for the overall process	Can we outsource the resources to an agency?	Yes. But the overall onus of meeting the RFP clause lies with the Service Provider including the commercial arrangements.

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167	33	4	6.1	Bidder's yearly gross revenue from India Call Centre voice operations should be a minimum of Rs. 250 crores during each of the last two financial years, i.e. FY2017-18 and FY2018-19.	Generally the turn over is considered based on the ECV of the tender floated. kindly consider changing of the turn over criteria basis of the tender value.	As per RFP
168	33	9	6.1	The Bidder or its wholly owned subsidiary providing BPO/Call Centre services or the parent company, of whom the Bidder is a wholly owned subsidiary providing BPO/Call Centre services, should be operating with an aggregate of at least 4000 CSA on company payroll for its Indian Call Centre Voice operations as on 31.12.2019.	Agents required are 150 and scalable to 250 agents for this project. But in eligibility criteria it is mentioned 4000. Is it possible to lower the agents count.	As per RFP

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169	2			EMD - 50 Lacs Rs Bank Guarantee	Considering the size of the opportunity, we request that the BG value should not exceed 20 Lacs Rs	As per RFP.
170	11		2.4 Operation Centre & Seat Capacity	Presently, Bank proposes to establish a Call Centre at Chennai with an initial seat capacity of 150 CSA (24X7) from the first day of its operation.	Please confirm the HOOP (hours of operations) for Outbound and "Customer Segmentation" queue as usually outbound is not operational for mentioned HOOP, i.e. 24 hours x 7 days a week. Also, please share language wise HOOPs all the channels in scope in case HOOP requirement is different for any language.	Outbound shall follow TRAI guidelines .
171	14		4	Quality Assurance	Is there any standard format?	YES. It shall be discussed with the Successful Bidder.
172	14		5	Reporting and Analytics	Is there any standard format?	YES. It shall be discussed with the Successful Bidder.
173	15		5.1.1	Inbound Calls	It is our understanding that incoming call details will be recorded on TP CRM. Please confirm	As per RFP.

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174	15		5.1.1	Inbound Calls	Will Indian Bank allow single sign on to CBS and other applications via TP CRM for retrieval of customer information ?	It will be discussed with the Successful Bidder.
175	15		5.1.1	Inbound Calls	How will TP CRM connect with Indian Bank CBS and other applications. API integration or URL based integration ?	It will be discussed with the Successful Bidder.
176	15		5.1.1	Inbound Calls	It is our understanding that Agent on TP CRM will have a read only access to customer information and for any update the Agent will raise a suitable ticket which will then be queued for action by Bank officials. Please confirm	Updates will be done by the Bank.
177	15		5.1.1	Inbound Calls	Indian Bank will need a case management system integrated with the CRM so that Service Requests / Complaints/ Suggestions and Feedback from customers can be recorded and processed using the TP CRM. Please confirm.	It will be discussed with the Successful Bidder.
178	15		5.1.1	Inbound Calls	CSAT survey to recorded after each customer call. Please confirm	Yes.

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179	16		7	5.1.1.c	Receiving complaints lodged in SPGRS through either IVR or email, will the CSA receive and reply Emails in outlook or any client based tool	The email tool, as prevalent during the implementation, shall be used by the CSAs. The current email system is on Outlook.
180	17		3	5.1.1.c	What is the channel(voice, email or SMS) to be used for Birthday & Anniversary Greetings	A combination of channels decided by the bank from time to time.
181	18		5.1.2	Outbound Calls	Data provided for outbound campaigns can have different data fields basis type of call. Please confirm	Yes. The data fields shall be arrived at after discussion with the Successful Bidder.
182	18		5.1.2	Outbound Calls	Data will be uploaded in the system in form of excel files in a fixed format for particular campaign.	Either manual uploading or automated modes shall be activated depending on the nature of campaign.
183	18		5.1.2	Outbound Calls	Is integration of outbound calling module with other Bank applications for auto loading of calling data in scope of this requirement ? If yes please give us a list of these applications	Will be discussed with the Successful Bidder.
184	18		5.1.2	Outbound Calls	Will DNC scrubbing be optional?	Yes.

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185	18		5.1.2	Outbound Calls	Data capture screens for calling Agent will also differ from campaign to campaign. Please confirm	Only minute difference may be present, the overall set up shall remain the same
186	18		5.1.2	Outbound Calls	Is the scope of outbound calling limited to mentioned campaigns i.e. Lead processing, Marketing & Promotional calls, Soft Recovery, Welcome Calls, Continuation of abandoned calls on IVR, Calls to customers with dormant accounts?	This is indicative and not exhaustive.
187	18		5.1.2	Outbound Calls	Call outcomes will be exported from the TP CRM as data dump files in specified formats by campaign. Please confirm	Real time MIS report can be shared with us. We should have access to the MIS portal.
188	18		5.1.2	Outbound Calls	Is integration of outbound calling module with other Bank applications for auto update of call outcomes in scope of this requirement ? If yes please give us a list of these applications	The integration with one or two channels might be mandated from Day 1. This shall be a new addition and discussed with the Successful Bidder.

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189	19		1.3	Interactive Voice Response (IVR) Facility	Will client share the IVR tree structure?	The IVR structure has to be prepared by the Service Provider in consultation with the Bank
190	21		5.2 Infrastructure and Technology	5.2 Infrastructure and Technology	Please share connectivity diagram / approach that will be taken by the Bank for the project. Also confirm on connectivity types like MPLS/P2P/Internet/VPN/etc and who will provide the same.	Will be discussed with the Successful Bidder.
191	21		5.1.5 Other Channels & New Initiatives	The Bank at its discretion might also implement new channels or integrate other channels at the Call Centre in future. Below is the indicative list of such initiatives: 1 SMS 2 Chat-bot 3 E-Mails 4 Social Media 5 Messenger Services	Please confirm what all channels to be priced in current scope or the cost of implementation of the new initiatives will be discussed in the future as in when need arises and the service provider will be asked to submit separate commercials for the same	As per clause no. 5.1.5 of RFP.
192	21		5.2 Infrastructure and Technology	5.2 Infrastructure and Technology	What are the agent desktop hardware requirements? - processor, RAM, storage? - single / dual screen monitors?	Bank will share the complete requirements during implementation phase.

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193	21		5.2 Infrastructure and Technology	5.2 Infrastructure and Technology	What Chat/Email/SMS/Visual IVR or other digital tools does Bank use? will that be extended to us?	It shall be extended subject to business needs and Bank's information security guidelines.
194	21		5.2 Infrastructure and Technology	5.2 Infrastructure and Technology	Do agents require Internet access? Please specify the per agent per session bandwidth to be considered.	No Internet Access to the agents
195	21		5.1.4	The NRI/Premium Help Desk should have the provision of Video Chat and Text Chat and should be handled by senior, more experienced and better rated CSA.	Please rate requirement of Video chat and text chat capability using the MoSCoW scale. We understand that Sr. CSA should handle this	Will be shared with Successful Bidder.
196	21		5.1.5	SMS	It is our understanding that Indian Bank will provide SMS gateway and associated services to sending SMS notifications to customers	Yes
197	21		5.1.5	SMS	Is handing of inbound SMS for Service Requests / Complaints/ Suggestions and Feedback in scope of this requirement	If the channel is integrated with Call Centre and the service request comes on it, then, yes.

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198	21		5.1.5	Chat-Bot	Kindly elaborate on chat bot functionality required.	Taking conversation windows to directly interact to taking calls transferred by the bot to the agent, the functionality shall complete the cycle of customer interaction. It shall discussed in length with the Successful Bidder.
199	21		5.1.5	Email	It is our understanding that Indian Bank will provide incoming Email Accounts for downloading emails and access to SMTP services for sending outgoing emails	Yes
200	21		5.1.5	Email	Emails will also be used to send customer notifications. Please confirm	Yes
201	21		5.1.5	Email	Incoming emails will be tagged and responded using the TP CRM	Bank will share the complete requirements during implementation phase.
202	21		5.1.5	Social Media	Please confirm preferred methodology for handing social media accounts. Indian Bank will allow TP CRM to direct access the relevant social media accounts / pages for retrieval and posting of messages OR Social media interactions will be provided as a file to be uploaded on the TP CRM for further actions (Indirect Access). The Agent will respond to these posts using conventional channels like Call, Email, SMS.	The operational access to social media accounts shall be extended subject to business needs and Bank's information security guidelines.

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203	21		5.1.5	Messenger Services	Please list the messenger services that are going to be linked with the CRM ?	Bank will share the complete requirements during implementation phase.
204	22		5.2 Infrastructure and Technology	a. Hardware, Software, Telecom facilities: IVR application with Server, CTI Solution including ACD, Dialer, voice logger, disaster recovery solutions, etc	Please confirm the ACD/Telephony to be provided by vendor is to be a dedicated setup for the Bank OR can a shared setup be extended from vendor Data-Center?	Dedicated setup for bank
205	22		5.2 Infrastructure and Technology	a. Hardware, Software, Telecom facilities: IVR application with Server, CTI Solution including ACD, Dialer, voice logger, disaster recovery solutions, etc	Our understanding is that, all the pre-requisite infra (server/storage/OS Licenses) that will be required for ACD/Telephony setup will be provided by the Bank. Please confirm our understanding that, for ACD and Telephony, only licenses/platform is to be provided.	Refer RFP clause 5.2.b
206	22		5.2 Infrastructure and Technology	a. Hardware, Software, Telecom facilities: IVR application with Server, CTI Solution including ACD, Dialer, voice logger, disaster recovery solutions, etc	For the term period of contract or later, please confirm the ACD/Telephony will be bank owned / vendor owned w.r.t. ownership rights.	Refer RFP clause 5.2.a

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207	22		5.2 Infrastructure and Technology	a. Hardware, Software, Telecom facilities: The Service Providers will be responsible for all the hardware and software facilities required for smooth operation of a call centre.	1. Kindly confirm if the infra required for hosting all platforms like Telephony/ ACD/ CRM/apps/etc. will be provided by bank / vendor. 2. Also, confirm the location where the infra will be hosted - Data-Center / Delivery Center Premise / Vendor Data-Center / any other location	Refer RFP clause 5.2.
208	22		5.2 Infrastructure and Technology	b. Premises, Furniture and Amenities:	We assume that the bank will provide end-to-end readiness of passive cabling at the bank provided Delivery-Site. Please confirm.	Yes
209	22		5.2 Infrastructure and Technology	a. Hardware, Software, Telecom facilities: - All contemporary state of the art Business Intelligence Tools including but not limited to Automatic Roster Workforce Management Tool, Call Back Manager with Dialer, Voice Mail module (not only on IVR but for all CSA across all services), Screen recording & Barging & Online Reports & Management Dashboards for Bank.	Please share screen recording requirements in detail. How many days recordings to be kept and more.	They will be shared with Successful Bidder.

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210	22		5.2	Infrastructure and Technology a. Hardware, Software, Telecom facilities: The Service Providers will be responsible for all the hardware and software facilities required for smooth operation of a call centre.	We assume that routers / switches with link termination will be provided by bank at the bank premises.	Yes
211	22		5.2	b. Premises, Furniture and Amenities:	It is our understanding that Application and database for the CRM will be hosted at the Bank's DC. Will the Bank allow remote access to authorized TP personal for maintenance of this application ?	Refer RFP clause 5.2. Allowing of remote access is subject to mutual acceptance and severity..
212	22		a.	The technical quality and standards of all the hardware and software will need to be finalized in consultation with the Bank to ensure that it meets the quality standards as expected by the Bank.	Can you please specify the configuration for systems, headphones, servers, firewalls etc required as per Bank' standard	It will be shared with the Successful Bidder
213	22		b.	Premises, Furniture and Amenities	We assume the following will be Bank's responsibility 1) Chairs and cubicles for employees 2) Cafeteria 3) Transport for night shift employees	Only Chairs and Cubicles/ Bay shall be provided by Bank.

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214	23		5.2 Infrastructure and Technology	b. Premises, Furniture and Amenities: 9 Connectivity (between Call Centre and bank's DC and DR)	Our assumption is that if CRM needs to be accessed by users other than Call Center Operations team, the respective connectivity and access will be managed by the Bank. Please confirm.	Yes. Bank will manage the connectivity.
215	23		5.2 Infrastructure and Technology	b. Premises, Furniture and Amenities: 11 Customization, development, integration of applications with bank's systems	For the Call Center Operations support piece, kindly confirm whether it will be onsite support at bank premises or offsite support from vendor premises.	Onsite support from Bank's premises.
216	23		b.	Table highlighting responsibilities	Does the service provider can charge for the customization due to change management process	As per RFP.
217	24		Annexure 1	Annexure 1: Functional and Technical Specifications. 3. Integration with the key systems of the bank including but not limited to:	Kindly share existing apps and platforms used with which integration is expected.	It will be shared with the Successful Bidder during implementation

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218	24		Annexure 1	General	Kindly confirm whether bank will provide TPIN system or vendor to provide, if required.	Yes, TPIN system will be provided by the Bank.
219	25		5.2	Bidder needs to handover the operations and management of deployed infrastructure/ hardware for in- scope applications to the Bank's IT operations team or any managed Service Provider	Our CRM application is in-house developed product and access to code for maintenance can only be given to authorized TP personnel. Please confirm if this is workable ?	As per RFP.
220	26			Customer Service/Sr. Customer service associates needs to be proficient with any 3 languages with English mandatory	We recommend to keep this to any 2 languages, wherein English mandatory and one optional language	As per RFP.
221	26			Customer Service/Sr. Customer service associates must be graduate and experienced	Can we recommend a pool of mix of graduates and undergraduates along with mix of experience and freshers	As per RFP.

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222	29		1	1. 1 Sr. CSA for every 4 CSA (The CSA should not be reporting to a Sr. CSA; A Sr. CSA should be a better and more experienced CSA who handles priority calls as mentioned in scope of services)	Please confirm. If otherwise, please share the volume and AHT requirement for the customer segmentation queue	It will be discussed with the Successful Bidder.
223	29		-	Resource Training	What is the Framework for OJT in respect to login, training, SME ratios, audit, etc.?	It will be discussed with the Successful Bidder.
224	29		-	Resource Training	What is the threshold / KPI targets for clearing classroom and OJT certification?	It will be discussed with the Successful Bidder.
225	29		-	Resource Training	Is there any specific duration for which the training and assessment records are to maintained? Or digital records up to 6 months are sufficient?	NA
226	29			The period for on-boarding training should be at least 10 working days (80 hours).	Please provide the break up of the training in terms of system, process etc	It will be discussed with the Successful Bidder.

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227	30		2	Quality assurance : Online survey for employee satisfaction to be conducted and shared with the Bank	Online employee satisfaction survey is mentioned under quality assurance , Kindly provide further clarity on the expectation and method ? In addition kindly clarify as whether this clause is referring to customer satisfaction surveys?	This clause, in particular, underlines the need to maintain quality of manpower and assessment on mutually agreed metrics of the same. This is different from customer satisfaction surveys which have been covered separately in the RFP.
228	30		4	Monitoring 100% of calls pertains to hot listing of debit/credit /prepaid and other cards	Considering the mentioned audits as stand alone audits which is not linked to the regular call monitoring audits ,what is the average volume /month of these call type ? This clarity is required to calculate the QA workload and staffing .	It will be discussed with the Successful Bidder.
229	30		6.1	Migration	Kindly mention the cut-off date for to migrate complete data including call transactions/logs, list of open transactions such as service requests, issues, leads etc from the existing system to new CRM solution.	NA

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230	31			The Successful Bidder shall archive all the calls (inbound and outbound), screen recordings, mails, SMSs, web-chats, video-chats and any other interaction trail with the caller/ user carried out during the contract period and share it with the bank as and when required by the bank during the contract period. The bidder is required to store and maintain all data for a minimum duration of 90 days from the date of transaction/ interaction.	Please confirm if we need to maintain 100% of the screen recording. Typically most of the organizations ask for 15-20%	As per RFP.
231	33		General	General	As a service provider we have the required DOT/OSP compliances. However the process will be from Client's location and hence we assume the Bank has the required OSP license. Pls suggest who will take up this responsibility	The responsibility lies with the Service Provider.

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232		1	Service Disruption Incidents:	Any specific location we need to have the DR	Bank's DR Location.
233		6	CSAT Score	There are a list of 5 questions is expected to be part of CSAT survey to gauge the customer satisfaction on the call handling by the agent. Requesting clarity as whether we are excluding the negative ratings which are not in agent's control, for example deficiency in the service provided by the Bank from the Overall CSAT calculation related penalties.	The question shall be frozen after mutual discussion.
234			The bidder's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals. The bidder's liability in case of claims against Indian Bank resulting from wilful misconduct or gross negligence of the bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of	Request to review this clause and to be mutually agreed with the service provider	As per RFP.

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235			After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the bank reserves the right to get the balance contract executed by another party of its choice by giving three months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the bank may have to incur to carry out the bidding process for the execution of the balance of the contract.	Can we mutually agree to this clause during contract negotiation	As per RFP.
236			Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the overall contract value as ascertained by the Bank based on the bid received.	Can we mutually agree to this clause during contract negotiation	As per RFP.

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237			The Bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright,	Can we mutually agreed to this point during the contract sign-off with the successful bidder.	As per RFP.
238			Please take note that the aggregate liability of bidder in connection with this Agreement, the services provided by bidder for the specific scope of work document, regardless of the form or nature of the action	Can we mutually agree to this clause during contract negotiation	As per RFP.
239			The bidder is required to provide the CSA projections for the defined call volume with a potential of +/- 10% deviation in the call volumes. Bank would be paying the bidder for the number of CSA deployed	Please mention the minimum FTE count to be deployed . We recommend Bank to provide a minimum business guarantee considering the amount of Capex investment required from the bidder	We shall operate on CSA basis and not on FTE basis

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240	118		30	Knowledge base	Please confirm : Integrated knowledgebase is required in the CRM application for assisting Agent is call handling	The knowledge base shall be drawn mutually for agent's assistance.
241	119			Annexure 1: Functional and Technical Specifications – MIS	All reports listed under Essential and Vital categories are in scope for CRM design	It shall be discussed with the Successful Bidder.
242	-		-	-	What is the day of the week pattern and time of the day pattern? Need intraday pattern for last 6 weeks for all the Channels/Language in scope?	It shall be discussed with the Successful Bidder.
243	-		-	-	For Outbound please specify how do we expect OB calls to be made, dialer or manual calling? If Dialer, then is it predictive or preview?	Manual dialing to begin with a provision to add auto dialing.
244	-		-	-	Please share maximum number of Attempts to be made for a Non connect transaction.	It will be discussed with the Successful Bidder.
245	-		-	-	What is the Non Connect%, Connect% (Right Party Connect and non-Right Party Connect)?	It will be discussed with the Successful Bidder.

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246	-		-	-	Please confirm attempt wise Connectability% & Contactability%	It will be discussed with the Successful Bidder.
247	Training		Training	Training	The training content that will be provided will be in a Virtual training ready, i.e. self directed and online format as needed or would need a conversion?	The training shall be done with a combination of guided and online resources.
248	Training		Training	Training	Is there a LMS that is available and provided, or could the assessments and content be uploaded on the Life@ TP - LMS?	LMS shall be provided and integrated to the call centre process.
249	Training		Training	Training	What IDs are required and what is the process of Id creation and the TAT for it?	It will be discussed with the Successful Bidder.
250	Training		Training	Training	In case of Virtual training, what is the medium acceptable for training and its governance? Or the TP best practice and process to be applicable?	It will be discussed with the Successful Bidder.
251	11	Invitation of Tender Offer	2.4	operation centre and seat capacity	Is Indian Bank fine to go ahead with Hosted Contact Centre provided on dedicated instance.	Call Centre will operate from the bank premises.

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252	32	Evaluation Criteria	6.1	Eligibility Criteria	Is it mandatory for the bidder to be a BPO player. Can they only provide contact centre solution and manage all the contact centre flow along with various integrations involved with contact centre.	Please adhere to Eligibility Criteria Requirements.
253					Can a bidder propose for partial SoW as mentioned in the BID document.	Vendor needs to propose a complete SOW. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-
254					Is the expectation for the Solution to be housed at the Bank's premises in Chennai or Can it be Provider DC/Cloud based? DO we need a DC and DR set up or to replace like for like?	Presently, Call Centre will operate from the bank premises in Chennai location. We are looking for on-premise solution.

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255					Is Sub-Contracting / Joint bid-approaches by multiple parties permitted?	The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-Service Providers.
256	19	Scope of Work	5.1.3	Interactive Voice Response	Is Voice-Recognition based ID, etc required for the IVR/System?	Bank welcomes any innovative implementation.
257	31	Scope of Work	5.6.2	Archival of Call Data	Can the Data Repository for the Recordings /Archival of the Call Center Data reside outside the Bank/CC premises?	Data repository will be kept in Bank or its nominated Service Provider as informed by the bank.
258		General			SLAs for the DC/DR depending on the location, may also be dependent on site-availability being a function of ownership of the site – so, will need confirmation on expectations. (E.g., At the Bank's premise, site availability will be controlled by the Bank)	As per RFP.