

यूको बैंक

सम्मान आपके विश्वास का



UCO BANK

Honours your trust

Date 19.05.2015

CORRIGENDUM

Extension of date and time for receipt of tender bid for installation of Toll Free Service number

With reference to pre bid meeting held on 15-05-2015 at conference room, UCO Bank Head Office 8th Floor, 10 BTM Sarani, Kolkata- 700001 and corrigendum made on the different queries raised, the date of submission and opening of bid has been changed as under:-

Late date and time for receipt of Tender Bids	29-05-2015, Time 3.00 PM
Opening of eligibility and functional and technical bids	29-05-2015 at 4.00PM
Bids to be submitted	Tender Box placed at: UCO Bank Head Office, General Administration Dept, 1A Russle Street, Park Street, Kolkata 700071.

Note: Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at **4.00 P.M.**

(Sanjeev Kumar)

Dy General Manager (GA)

Encl: Annexure A- Showing amended terms of RFP.

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General Administration Department, Head Office, 1A, Russell Street, Kolkata-700 071.

Ref. No.: HO/GAD/Project /2015-16 /392

Dated: 18-05-2015

Clarifications/corrigendum in RFP for Installation of Toll Free Service Number

We invite reference to pre-bid meeting held on 15-05-2015 at Conference Room , UCO Bank, Head Office, 8th Floor, 10 BTM Sarani and we give below the changes/amendments made in RFP clauses as under **(Annexure A):-**

Sl.N o.	Page no. & clause no.	Present terms	Amended terms
1	Page no.6' Clause no.2	<p><u>OBJECTIVE</u></p> <p>UCO Bank desires to install top-class Toll Free Service connections with 24x7x365 availability. The Bank proposes to install a robust, reliable and feature-rich solution to deliver outgoing and incoming telephone calls to its customers on real time basis and also send promotional voice and alerts. Against the above backdrop UCO Bank invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field providing Toll Free Services to offer complete solution as per the technical/ functional specification given in this RFP document.</p>	<p><u>OBJECTIVE</u></p> <p>UCO Bank desires to install top-class Toll Free Service connections with 24x7x365 availability. The Bank proposes to install a robust, reliable and feature-rich solution to deliver incoming telephone calls to its customers on real time basis. Against the above backdrop UCO Bank invites Request for Proposal (RFP) from the prospective bidders having proven past experience and competence in the field providing Toll Free Services to offer complete solution as per the technical/ functional specification given in this RFP document.</p>

2	Page no.9' Clause no.3	Bidder should be a profit making company i.e. Profit after tax for at least any one of the last 3 financial years (20011-12, 2012-13, 2013-14).	Deleted from RFP
3	Page no.9' Clause no.4	Bidder submitting the offer should have provided Toll Free Service Number in at least one scheduled commercial bank in India during the last three years. The solution offered should be currently running successfully as of RFP submission date.	At least one such work order along with list of others may be given.
4	Page no.9' Clause no.5	The service provider should have existing POIs (Point of Interconnect) with other service providers in various telecom circles to enable smooth flow of calls between any number (of any service provider) and from any part of the country and Bank's helpline/call center TFS number. For that purpose, the bidder should have necessary tie-up/ arrangements with other service providers prior to the date of RFP.	The bidders shall give a self declaration in respect of POIs with other service providers as per clause no 5.
5	Page no.9' Clause no.6	Bidder should have a capability to handle at least 200 Real Time calls per second.	The bidders shall give a self declaration in the context as per clause no 6.
6	Page no.11' Clause no.8.3	Bidder should provide a network based solution having a facility of configuration of short or long codes in the network as per Bank's requirement.	Clause is deleted from the RFP.

7	Page no.11' Clause no.8.4	<p>The brief description of Toll Free Service Number that Bank is planning to avail is as under:</p> <ol style="list-style-type: none"> 1. Toll free service number should have incoming and outgoing call facility and Call routing i.e. to divert/forward the incoming calls to the intended recipients or Regional call centers. 2. Integration of the calls with various business applications. 3. The selected vendor will be required to ensure that Toll Free Service Number offered are in conformity with TRAI / RBI / Govt. of India guidelines issued from time to time. 	<p>The brief description of Toll Free Service Number that Bank is planning to avail is as under:</p> <ol style="list-style-type: none"> 1. The Toll free Service Number should have only incoming facility. 2. The selected vendor will be required to ensure that Toll Free Service Number offered are in conformity with TRAI / DOT / Govt. of India guidelines issued from time to time.
8	Page no.11' Clause no.8.5	<p>It is the responsibility of the Bidder to change/upgrade/customize the infrastructure at all levels for ensuring the compliance to statutory bodies, GOI/DFS/RBI/TRAI/IBA guidelines at no extra cost to the Bank.</p>	<p>It is the responsibility of the Bidder to change/upgrade/customize the infrastructure at all levels for ensuring the compliance to statutory bodies, DOT/TRAI/ guidelines at no extra cost to the Bank.</p>
9	Page no.11' Clause no.8.6	<p>The above scope shall also be applicable for bank sponsored RRBs and other institutions as per GOI/DFS/RBI guidelines. Selected bidder would be required to provide services to Bank sponsored RRBs and other institutions as per GOI/DFS/RBI guidelines, at the same cost. However, the payment to the selected vendor would be made by respective organizations using the services</p>	<p>Clause is deleted from RFP</p>


10	Page no.11' Clause no.9	<p><u>SCHEDULE OF IMPLEMENTATION</u></p> <p>The selected bidder has to provide the Toll Free Service Number as per the 'Broad Scope of Work' mentioned herein above within three weeks from the date of award of contract / Letter of Intent / Purchase Order.</p>	<p><u>SCHEDULE OF IMPLEMENTATION</u></p> <p>The selected bidder has to provide the Toll Free Service Number as per the 'Broad Scope of Work' mentioned herein above within four weeks from the date of award of contract / Letter of Intent / Purchase Order.</p>
11	Page no.12' Clause no.9	<p><u>SECURITY DEPOSIT & RENTAL</u></p> <p>Bank can make the payment of <u>reasonable amount</u> towards one time security deposit. However, in that situation, the service provider would allow rebate/give discount in usage charges with the amount equivalent of gross 'one time security deposit' every month during the entire tenure of services rendered by the selected bidder.</p> <p>For Example, Bank makes the payment of Rs. 1,00,000/- towards one time security deposit to the selected bidder. Following illustration would clarify the above aspect. However, payment of applicable taxes viz. Service tax, VAT (sales tax - if applicable) etc. shall be extra.</p>	<p><u>SECURITY DEPOSIT & RENTAL</u></p> <p>It is an optional provision.</p>
12	Page no.13' Clause no.16.5	<p><u>PAYMENT TERMS</u></p> <p>16.5 Charges shall be fixed for the entire contract period and there will be no escalation due to fluctuation in taxes, foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties or any other external factors like downward movement of foreign exchange rates etc. would be passed on to the Bank suo moto.</p>	<p><u>PAYMENT TERMS</u></p> <p>Charges shall be fixed for the entire contract period however, service tax as applicable as per actual will be paid.</p>

13	Page no.18' Clause no.32	<u>LIQUIDATED DAMAGES</u> For any delay in implementation of the services beyond four weeks, Liquidated Damages at a rate of Rs. 1000/- per day for the period of delay will be charged from the amount payable.	<u>LIQUIDATED DAMAGES</u> For any delay in implementation of the services beyond four weeks, Liquidated Damages at a rate of Rs. 1000/- per day for the period of delay will be charged from the amount payable subject to maximum of Rs 1,00,000/-.
14	Page no.26' Sr No- 5	<u>TECHNICAL SPECIFICATION</u> Capability: TFS should be customized offerings for high traffic numbers i.e. must be able to handle much more calls with real time access and without any degradation in service. It should work with all Landline/Mobile phones/SIM of all service providers in India. Each call should be recorded for future record purpose.	<u>TECHNICAL SPECIFICATION</u> Capability: TFS should be customized offerings for high traffic numbers i.e. must be able to handle much more calls with real time access and without any degradation in service. It should work with all Landline/Mobile phones/SIM of all service providers in India.
15	Page no.26' Sr No- 7	Each connection (PRI) should be capable of giving minimum 30 extensions(channels). Bank may increase number of PRI connections, as per the requirement. Each channel should be configured two-way for incoming and outgoing calls. The system should be capable of giving the customers an edge for efficient business communications and allowing effective management of voice traffic.	Each connection (PRI) should be capable of giving minimum 30 extensions(channels). Bank may increase number of PRI connections, as per the requirement. Each channel should be configured for incoming calls. The system should be capable of giving the customers an edge for efficient business communications and allowing effective management of voice traffic.
16	Page no.26' Sr No- 8	The Bank may expand its call center operations by making Additional/Regional call centers. The service provider must have capability of geography based call routing i.e. to divert call from different Regions to different centers.	Deleted from the RFP.

17	Page no.27' Sr No- 9	<p>The service provider should have capability to provide following routing types/pattern on real time basis. The company shall provide access of profile management to the Authorized Officials/Team of UCO Bank at different locations and the right to view records and do the routing configuration.</p> <ul style="list-style-type: none"> • Origin dependent routing. • Time based routing i.e. Time of the day/ day of the week/date of the year routing. • Load balancing i.e. Proportional call distribution (To balance the call load at various locations) • Conditional routing i.e. to manage peak level/volume by threshold limit. • Rerouting of number on busy, no answer and PRI failure condition. • Change of default routing number. • View and download call records of answered and unanswered calls. 	<p>The service provider should have capability to provide following routing types/pattern on real time basis. The company shall provide access of profile management to the Authorized Officials/Team of UCO Bank at different locations and the right to view records and do the routing configuration.</p> <ul style="list-style-type: none"> • Origin dependent routing. • Time based routing i.e. Time of the day/ day of the week / date of the year routing. • Load balancing i.e. Proportional call distribution (To balance the call load at various locations) • Conditional routing i.e. to manage peak level/volume by threshold limit. • Rerouting of number on busy, no answer and PRI failure condition. • Change of default routing number. • View and download call records of answered and unattended calls.
18	Page no.27' Sr No- 10	<p>The bidder should have the capability to interface with any of the Bank's live applications at a future date without any cost viz. Balance Enquiry, Cheque Book Request, Live five transactions, Nearest Branch details basis Pin Code mapping, Aadhar UID, DB integration for KYC & other purposes, Forex and Gold rate confirmation etc. The Services Provider should have the capability to meet this requirement without any change in its functionality.</p>	<p>The bidder should provide the interface and connectivity with the Bank's live application only.</p>

19	Page no.27' Sr No- 11	The toll free service numbers allotted should be unique for our Bank and the same should not be used by other entity across the country, other than UCO Bank.	The toll free service numbers allotted should be unique for our Bank and the same should not be used by other entity across the country, other than UCO Bank. The Toll free number should not have been used earlier by any Entity.
20	Page no.27' Sr No- 12	The solution should be capable of generating detailed report in Excel/PDF and any other format specified by the Bank. The software should be Capable of providing the Phone-wise, Date-wise, Product-wise, Category-wise reports, Answered and Unanswered calls, transaction based reports, Shortcode wise, aggregated reports per category. The Bidder to maintain the record of all calls at least for a period of one year. The Bidder should retrieve and provide the required data to Bank within 24 hours of receiving request in this regard from Bank.	Deleted from RFP.
21	Page no.28' Sr No- 15	It is the responsibility of the Bidder to adhere to/ensuring the compliance to all statutory, regulatory guidelines from RBI, TRAI, IRDA, IBA etc and to change/upgrade/customize its infrastructure/solution at all levels at no extra cost to BANK.	It is the responsibility of the Bidder to adhere to/ensuring the compliance to all statutory, regulatory guidelines from, TRAI, DOT etc and to change/upgrade/customize its infrastructure/solution at all levels at no extra cost to BANK.
22	Page no.28' Sr No- 16	DND compliance for outgoing calls will be the Responsibility of the Bidder/Service provider.	Deleted from the RFP.
23	Page no.28' Sr No- 17	Bank will not enter into any contract with any telecom, carrier or service provider. The bidder shall be the single point of contact for Bank.	The Bidder shall be the single point of contact for Bank.

24	Page no.28' Sr No- 18	The solution offered should be scalable to meet the requirements of the Bank for the next 3 years from the date of award of contract.	The solution offered should be scalable to meet the requirements of the Bank for the next 3 years from the date of award of contract. Presently two PRIs and scalable for three PRIs.
25	Page no.28' Sr No- 20	Bidder to establish network connectivity with primary and backup links at bidder's cost. Network should adhere to the security standards suggested by bank from time to time.	Network should adhere to the security standards suggested by bank from time to time.
26	Page no.28' Sr No- 22	The selected bidder will have to undertake that in the situation of termination of agreement, the toll free numbers allotted to the Bank shall be the property of the bank and all these number shall be ported to the other service provider for that the bidder shall not have any objection.	Deleted from the RFP.


 (Sanjeev Kumar)
 Dy. General Manager(GA)