



Department of Information Technology

**Request for Proposal (RFP) for Selection of Service Provider for setting up and management of Contact Centre Operations on Managed Services Model (E-tendering)**

**RFP Ref No: UCO/DIT/2170/2022-23 Date: 23/11/2022**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Amendments, Addendums and Corrigendum's uploaded on 16/12/2022**

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1	15	3, Eligibility Criteria, Point No. 2	The Bidder should have a minimum annual turnover of Rs. 35 Crores per year during the last three financial years (i.e. 2019-20, 2020-21 & 2021-22).	As per Ministry of Finance notification no. F.20/2/2014-PPD (Pt.) dated 20.09.2016 under public procurement policy prior turnover is exempted for Startups India companies registered under Dept. Of Promotion of Industrial Policy & Promotion (DIIP), therefore we would request you to exempt this clause for Call Centre/ITes Companies that are recognized under DIIP as StartUps India companies for fair and equal participation of all the interested bidders. Enclosed is copy of GOI circular for your ready reference and also we	Startups have been exempted from prior experience and prior turnover subjected to their meeting of quality and technical specifications. Bidder to note the followings: i. Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid. ii. Bidder who solely on its own,

				<p>have enclosed two RFPs of PSU banks (SBI Bank &amp; Indian Post Payments Bank) in which relaxation is given on prior turnover and experience for StartUps India DIIP recognized companies.</p> <p>Also, we would like to inform you that as an organization we are running inbound call centre operations for Jammu &amp; Kashmir Bank and Indian Post Payments Bank. We are keen to participate in this tender however this clause is restricting us; therefore we would request you to relax the same.</p>	<p>fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria</p> <p>iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.</p> <p>Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.</p> <p>For start-up companies, kindly refer annexure A.</p>
2	15 & 16	3, Eligibility Criteria, Point No. 5	The Clientele of the bidder or its wholly owned subsidiary must include at least one reputed Scheduled Commercial Bank (Indian / Foreign Bank, operating in	As per Ministry of Finance notification no. F.20/2/2014-PPD(Pt.) dated 20.09.2016 under public procurement policy prior experience is exempted for Start-up India companies registered	Startups have been exempted from prior experience and prior turnover subjected to their meeting of quality and technical specifications. Bidder to note the followings:

			<p>India) with total annual business (Deposits + Advances) exceeding Rs. 1 lakh Crore during the last financial year, i.e. 2021-22 for whom the Service Provider has set up and running a Contact Centre of at least 250 Full Time Equivalents (FTEs).</p> <p>or</p> <p>The bidder should have a Contact Centre of at least 750 Full Time Equivalents (FTEs) for a single Indian PSU/Government Organization in India during the last financial year i.e. 2021-22.</p>	<p>under Dept. of Promotion of Industrial Policy &amp; Promotion(DIIP), therefore we would request you to exempt this clause for BPO/ITes Companies that are recognized under DIIP as Start-up India companies for fair and equal participation of all the interested bidders.</p> <p>Enclosed is copy of GOI circular for your ready reference and also we have enclosed two RFPs of PSU banks (SBI Bank &amp; Indian Post Payments Bank) in which relaxation is given on prior experience &amp; turnover for Startups India DIIP recognized companies.</p> <p>OR</p> <p>Relax this clause for DIIP recognized Call Centre/ITes Startups India companies as, The Clientele of the bidder or its wholly owned subsidiary must include at least one reputed Scheduled Commercial Bank (Indian / Foreign Bank, operating in India) with total annual business (Deposits + Advances) exceeding Rs. 1 lakh crore during the last financial year, i.e. 2021-22 for whom the Service Provider has</p>	<p>i. Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce &amp; Industry, Govt. of India with the technical bid.</p> <p>ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria</p> <p>iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.</p> <p>Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in</p>
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				set up and running a Contact Centre of at least 80 Full Time Equivalentents (FTEs).	pursuance of eligibility criteria, should be highlighted.  For start-up companies, kindly refer annexure A.
3	16	3, Eligibility Criteria, Point No. 6	The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalentents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients	We would request you to please consider relaxing this clause for DIIP recognized Call Centre/ITes Startups India companies to 1,000 Full Time Equivalentents (FTEs) for its BPO/Contact Centre/Call centre Operations based in India catering to domestic and/or international clients during the last financial year, i.e. 2021-22.	Startups have been exempted from prior experience and prior turnover subjected to their meeting of quality and technical specifications. Bidder to note the followings: i. Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid. ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all

					<p>those Bids will be summarily rejected, and no queries will be entertained.</p> <p>Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.</p> <p>For Startups companies, kindly refer annexure A.</p>
4	16	3, Eligibility Criteria, Point No. 8	<p>The bidder should have a minimum annual gross revenue of Rs. 25/- Crore from its Contact Centre operations based in India during last three financial years, i.e. FY 2019-20, 2020-21 and 2021-22.</p>	<p>We would request you to please consider Exempt this clause for DIIP recognized Call Centre/ITes Startups India companies.</p> <p>OR</p> <p>We would request you to please relax this clause for MSEs and Startups India companies to "minimum average annual gross revenue of Rs. 15/- Crores Contact Centre operations based in India during last three financial years, i.e. FY 2019-20,2020-21 and 2021- 22."</p> <p>OR</p> <p>Minimum average annual gross</p>	<p>Startups have been exempted from prior experience and prior turnover subjected to their meeting of quality and technical specifications. Bidder to note the followings:</p> <p>i. Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce &amp; Industry, Govt. of India with the technical bid.</p>

				<p>revenue of Rs. 20/- Crores Contact Centre operations based in India in any of the last three financial years i.e., FY 2019-20, 2020-21 and 2021- 22.</p>	<p>ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria</p> <p>iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.</p> <p>Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.</p> <p>For Startups companies, kindly refer annexure A.</p>
5	16	3, Eligibility Criteria, Point No. 9	The proposed solution for Contact Centre must be installed and in running status in any two Scheduled Commercial Banks during last	Request you to please relax it to experience of running proposed solution of Contact Centre in any one Scheduled Commercial Banks.	Clause stands as per RFP.

			three years as on bid submission date.		
6	16	3, Eligibility Criteria, Point No. 10	The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	Request you to please relax it to experience of running proposed Hardware, Software and operating system must be installed and in running status in any one Scheduled Commercial Banks.	Clause stands as per RFP.
7	17	3, Eligibility Criteria, Point No. 11	The bidder should have obtained ISO/IEC 27001:2017 certification.	Please consider ISO 27001:2013 and above certification. We are CMMI Level 3 & 5 certified organization which is highest level of certification in Information Security Management.	Clause stands as per RFP.
8	177	Annexure-O Eligibility Criteria Compliance	6. The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalentents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients	We request bank to amend this clause as bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 500 Full Time Equivalentents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients	Clause stands as per RFP.
9				No FTEs required on each location?	Query is not admissible
10				Share the location for DC & DR ?	Please be informed that Bank's DC and DR is situated at Bangalore and Kolkata

					respectively.
11	15	3	<p>The Clientele of the bidder or its wholly owned subsidiary must include at least one reputed Scheduled Commercial Bank (Indian / Foreign Bank, operating in India) with total annual business (Deposits + Advances) exceeding Rs. 1 lakh crore during the last financial year, i.e. 2021-22 for whom the Service Provider has set up and running a Contact Centre of at least 250 Full Time Equivalents (FTEs).</p> <p>or</p> <p>The bidder should have a Contact Centre of at least 750 Full Time Equivalents (FTEs) for a single Indian PSU/Government Organization in India during the last financial year i.e. 2021-22.</p>	<p>We seeking amendment /relaxation on this clause instead of 250 FTE Its amend to 20 FTE or Instead of bank experience of call center with 250 FTE, its amend to be any of the industry ,oil and gas, emergency services ,medical, etc. like PSU / Private /Govt.</p>	Clause stands as per RFP
12	15	3	<p>The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an</p>	<p>This clause need to be amend / relaxation as aggregate a least 500 Full time FTE in India or international</p>	<p>Kindly refer corrigendum enclosed herewith</p>



			aggregate of at least 5000 Full Time Equivalentents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients		
13	15	3	The proposed solution for Contact Centre must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date	This clause need to be amend / relaxation as instead of any two Scheduled Commercial Banks during last three years as on bid submission date , at least one commercial bank	Clause stands as per RFP
14	15	3	The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	The proposed Hardware, Software and operating system must be installed and in running status in any one Scheduled Commercial Banks during last three years as on bid submission date.	Clause stands as per RFP
15	14	2. Objectives	The Bank now intends to outsource its Contact Centre operations to a Service Provider who can establish 3 or more centers (one in New Delhi (Primary), one in Bengaluru, one in Kolkata and other may be as per the mutually agreed location) so as to cater to major customer languages and provide for disaster recovery.	We request you to accept Center in Delhi-NCR for North, Chennai for South and Bhubaneshwar for East.	Query is not admissible

16	15- 16	3. Eligibility Criteria	<p>The Clientele of the bidder or its wholly owned subsidiary must include at least one reputed Scheduled Commercial Bank (Indian / Foreign Bank, operating in India) with total annual business (Deposits + Advances) exceeding Rs. 1 lakh crore during the last financial year, i.e. 2021-22 for whom the Service Provider has set up and running a Contact Centre of at least 250 Full Time Equivalents (FTEs). or</p> <p>The bidder should have a Contact Centre of at least 750 Full Time Equivalents (FTEs) for a single Indian PSU/Government Organization in India during the last financial year i.e. 2021- 22.</p>	<p>We request you to accept CA/CS Letter or Self-Undertaking for Number of FTEs as MSA and PO of such activities doesn't include Number of FTEs</p>	<p>Clause stands as per RFP</p>
17	16	3. Eligibility Criteria	<p>The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalents (FTEs) for its Contact Centre Voice</p>	<p>We request you to accept CA/CS Letter or Self-Undertaking for Number of FTEs as MSA and PO of such activities doesn't include Number of FTEs</p>	<p>Clause stands as per RFP</p>

			Operations based in India catering to domestic and/or international clients		
18	16	3. Eligibility Criteria	The proposed solution for Contact Centre must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	We request you to accept CA/CS Letter or Self-Undertaking as MSA and PO of such activities doesn't include details of Solution	Clause stands as per RFP
19	16	3. Eligibility Criteria	The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	We request you to accept CA/CS Letter or Self-Undertaking as MSA and PO of such activities doesn't include details of Hardware and Software.	Clause stands as per RFP
20	Page No.15 - 16	3. Eligibility Criteria Clause 05	The Clientele of the bidder or its wholly owned subsidiary must include at least one reputed Scheduled Commercial Bank (Indian / Foreign Bank, operating in India) with total annual business (Deposits + Advances) exceeding Rs. 1 lakh crore during the last financial year, i.e. 2021-22 for whom the Service Provider has set up and running a Contact Centre of at least	In regards to the GoI guidelines, we hereby request you to kindly accord relaxation to the MSE registered bidders. Hence kindly amend the existing clause to below. The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should have past experience of 100+ call centre agents cumulatively in past 03 FYs	Clause stands as per RFP.

			<p>250 Full Time Equivalents (FTEs). or The bidder should have a Contact Centre of at least 750 Full Time Equivalents (FTEs) for a single Indian PSU/Government Organization in India during the last financial year i.e. 2021-22.</p>		
21	Page No.16	3. Eligibility Criteria Clause 06	<p>The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients</p>	<p>In regards to the Gol guidelines, we hereby request you to kindly accord relaxation to the MSE registered bidders. Hence kindly amend the existing clause to below. The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should have past experience of 100+ call centre agents cumulatively in past 03 FYs</p>	Clause stands as per RFP.
22	Page No.16	3. Eligibility Criteria Clause 08	<p>The bidder should have a minimum annual gross revenue of Rs. 25/- Crore from its Contact Centre operations based in India during last three financial years, i.e. FY 2019-20, 2020-21 and 2021-22.</p>	<p>Please allow MSE bidders with positive revenue from call centre/ similar activity to participate in this bid opportunity.</p>	Clause stands as per RFP.

23	Page No.16	3. Eligibility Criteria Clause 09	The proposed solution for Contact Centre must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	Please allow MSE registered bidder with past experience in same/similar service to participate in this bid opportunity.	Clause stands as per RFP.
24	Page No.16	3. Eligibility Criteria Clause 10	The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	Please allow MSE registered bidder with past experience in same/similar service to participate in this bid opportunity	Clause stands as per RFP.
25	Page No.74	Contact Centre Infrastructure to be provided by the Service Provider	The Service Provider will need to ensure the Uptime of PRI lines / Tolled Lines/ MPLS / Leased lines provided by Bank with the Telecom Service Provider.	We understand that the PRI lines / Tolled Lines/ MPLS / Leased lines will be provided by the Bank. However please explain that the operation cost of the above would be in scope of Service Provider or department (Customer)	Query is not admissible
26		General Query		Is this a fresh requirement or is it extension of ongoing project.	Query is not admissible
27		General Query		If it's an ongoing project, then the existing infrastructure would be handed over to the new Service provider or same would be taken back by the old service provider.	Query is not admissible

28		General Query		Can bidders registered in other state bid for this tender and provide tendered services from their registered office.	Query is not admissible
29	16	3. Eligibility Criteria	6. The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients	As per point 11 of Annexure R on page 187, BPO/Contact Centre service provider should be operating with aggregate of at least 2,000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations, hence to maintain healthy competition and increase the competitiveness of the bid, we request the department to modify the eligibility criteria as below: "The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 2000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients"	Kindly refer corrigendum enclosed herewith.
30	16	3. Eligibility Criteria	9. The proposed solution for Contact Centre must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid	We have been providing services to a leading Bank for over 300 seats for past 2 years, however as per DOT norms in compliance with RBI guidelines, we are providing services on Hosted	Clause stands as per RFP.

			submission date.	model, therefore in order to maintain healthy competition and increase the competitiveness of the bid, we request the department to accept this as relevant experience for eligibility criteria	
31	16	3. Eligibility Criteria	10. The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.	We have been providing services to a leading Bank for over 300 seats for past 2 years, however as per DOT norms in compliance with RBI guidelines, we are providing services on Hosted model, therefore in order to maintain healthy competition and increase the competitiveness of the bid, we request the department to accept this as relevant experience for eligibility criteria	Clause stands as per RFP.
32	101	Service Requirements	Number of Agents	Kindly share count of CSA, Sr. CSA required for regional languages.	Kindly refer Manpower clause of RFP.
33	114	4.1.5	Call abandonment rate (on ACD)	In case, If the bank ATM is down or transactions are getting declined from bank's Switch, call volume spikes in such scenarios so would an exception be provided to vendor in such scenarios.	Kindly refer penalty clause of RFP

34	115	4.1.6	Call/ Contact abandonment rate (on IVR)	Call abandon on IVRS is not in our hand so this should be excluded from Penalty clause	Clause stands as per RFP
35	116	4.1.8	Occupancy	Need historical call trending data to ascertain Lean hours & Peak hours, as in lean hours there is IDLE time & Peak hours there is huge call volume, 75% occupancy is not possible in such a scenario. To maintain the occupancy % we need enough call volume in every hour so kindly share historical data.	Kindly refer clarification enclosed herewith.
36	116	4.1.7A Service Level (On Quality Score)	At any point in time, agents with consistently less than 75% quality score (for 3 months) should be removed from the process after taking them through a performance improvement plan. This quality score would also include the super audit done by the Bank team and if variance between the quality score of vendor quality team and/or Auto speech quality audit/voice audit by BOT and bank team is more than 5%, then audit score of the bank team shall be deemed as final for scoring.	There will always be variance between Auto speech quality audit/BOT audits & Manual audits (as it is open to individual interpretation). Hence request to include only manual audits of vendor team & bank team and not include Auto speech quality audit/voice audit by BOT in the criteria.	Clause stands as per RFP



37	116	4.1.7A Service Level (On Quality Score)	4.1.7A Service Level (On Quality Score)	CQ Target of 100% audit calls is considered as >92% against the industry standard of 85%, in case of non-adherence, severe penalty is levied from 5% to 10% on the overall billing. Request to modify the CQ% to industry benchmark of 85%.	Clause stands as per RFP
38				Yearly/Monthly/Daily call volume is required to assess manpower count. Kindly share	Kindly refer clarification enclosed herewith.
39				Kindly share AHT targets	Kindly refer AHT clause and penalty clause of RFP
40				Kindly share occupancy related historical data.	Query is not admissible.
41				Need detailed overview of IVRS flow to design the IVRS.	Kindly refer scope of work of RFP
42				Network architecture with the connectivity of Bank consumer CRM is required. Please share.	Details will be shared with selected bidder.
43				Need details of integration required with CRM or over IVRS (if required).	Kindly refer Scope of work of RFP
44				Social media integration will be required with the telephony as in lead to do outcalls ?	RFP clause is self-explanatory. Please refer scope of work for detailed understanding.

45				Require details of whatsapp business number available with UCO bank.	Details will be shared with selected bidder.
46				Need specifications of configuration of Desktop machines	Bidder should provide the required infrastructure including desktops as per requirement of the proposed solution.
47	16	6. Eligibility Criteria	<p>The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalentents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients".</p> <p>Proof of documents required/must be submitted:- Copy of letter from client/ Purchase Order/ Agreement with the client to this effect</p>	<p>Considering the non-disclosure agreement that is signed with all the clients, it may not be feasible to submit Copy of letter from client/ Purchase Order/ Agreement of all our customers (thus totalling to 5000+ FTE's) to a Third party as it violates the NDA norms. We may be able to submit few Contracts where clients have given us permission but certain others still haven't. Also there are several clients with whom we work on PCM model, wherein count of people is not mentioned in the Agreement/SOW as vendor is paid on the basis of Per Connect Minute and actual FTE count is left to the vendor to manage; without being specified in the contract. Further, we have over 70 clients so it may not be viable to submit all the agreements/purchase orders/ client letters along with rest of the required documents.</p>	Clause stands as per RFP

				<p>Therefore we suggest for the honourable panel to accept a "self-declaration / letter from the Managing Director" of the organisation vouching for the FTE / manpower count in place of "Copy of letter from client/ Purchase Order/ Agreement with the client" as Proof of documents required.</p> <p>We can back it up further by providing copies of agreements totalling over 2000 FTE's. This is in conjunction with point 11 mentioned in Annexure R on page # 187 which states the following:</p> <p>"Whether the bidder or its wholly owned subsidiary is providing BPO/Contact Centre services operating with an aggregate of at least 2,000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients during the last financial year, i.e. 2021-22".</p>	
48	14	2	<p>The Selected Service Provider may operate from Bank's provided premises for Contact Centre at New Delhi, Bengaluru, Kolkata (with approximate 100</p>	<p>Please provide information on manpower per location (agent &amp; supervisor) that is required.</p> <p>Please provide the ratio of inbound to outbound calls on</p>	<p>Clause itself is self-explanatory.</p> <p>Kindly refer clarification enclosed herewith.</p>

			agents capacity).  The Bank's current Contact Centre capacity is 80 + agents.	current existing setup & projected volume	
49	101	5	Manpower for all shifts – Respondent may decide any number of shifts of any time duration thereby will ensure availability of manpower (agents, team leaders and managers) throughout the time duration.	Please provide the capacity required to handle concurrent calls per location wise & also shift wise.	Clause itself is self-explanatory
50	15 & 16	3.4, 3.6, 3.7, 3.10	Project Experience  3.4 Bidder should have positive net worth in each of the last three financial years (i.e. 2019-20, 2020-21 & 2021-22),  3.6 The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalentents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or	1. Please confirm if the Bidder can participate as a consortium?  Please confirm if the bidder have to be registered as a BPO/OSP or even ISP and UNVNO registration would suffice?	Clause stands as per RFP

			<p>international clients.</p> <p>3.7 he bidder or its wholly owned subsidiary providing BPO/Contact Centre services must have registered itself with Department of Telecommunication (DoT) / TRAI.</p> <p>3.10 The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.</p>		
51	34	2	<p>Site visits and demonstration of fulfillment of requirements, services offered/technical capabilities /channels used/languages served /support infrastructure /value added services provided/innovation driven, etc.</p>	<p>Due to existing NDA signed with other clientele, physical visit to location needs to be reconsidered by the Bank.</p> <p>Please share acceptance of possible alternatives such as signed declaration etc.</p>	Clause stands as per RFP
52	34	3.A	<p>A presentation by the Respondent on their capabilities and proposal for the Bank, also including the below</p>	<p>Compliance might be difficult due to NDA. As an alternative, we can share case studies.</p> <p>Please confirm the acceptance</p>	Clause stands as per RFP

				of our suggested alternative.	
53	110	4.1.1, 4.4	<p>A cap of 10% of the Projected Outflow for individual case would be reserved as penalties against any delay in meeting milestones.</p> <p>Minor change like rate updation, change in voice out MIS etc. within -7- calendar days of notice of Bank.</p>	<p>Kindly elaborate on the milestones for project outflow. Penalty percentage need to discuss &amp; understand for SLA criteria which broad based, ex-call abandoned, Call drop, pick up ratio etc.</p> <p>As mentioned in the RFP, the Service Provider will need to ensure the Uptime of PRI lines / Tolloed Lines/ MPLS / Leased lines provided by Bank with the Telecom Service Provider.</p> <p>Please clarify how is the rate updation in service providers scope?</p>	Clause itself is self-explanatory. Kindly refer scope of work of RFP.
54	146	40	<p>Bidders should ensure Data Security and protection of facilities/application managed by them. The deputed persons should aware about Bank's security policy and have to maintain the utmost secrecy &amp; confidentiality of the Bank's data including process</p>	<p>Please objectively list out security &amp; compliance parameters which UCO Bank wants service provider to adhere.</p>	Kindly refer scope of work of RFP

			performed at the Bank premises.		
55	44	1	The scope of functions / work / solutions to be covered by the selected Service Provider for the Contact Centres to be set up can be broadly classified into the following categories:	We would request UCO Bank to kindly share details of existing workflows & systems that needs integration.	Query is not admissible
56	125	1	The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.	Please elaborate the payment terms in more detail.  We understand that the payment would be processed monthly in arrears. Please confirm our understanding.	Kindly refer payment terms of RFP. Clause itself is self-explanatory.
57	17	3. Eligibility Criteria	The bidder should have obtained ISO/IEC 27001:2017 certification.	To promote wider participation, we would request the Bank to kindly amend the clause as suggested below: <i>The bidder should have obtained ISO/IEC 27001 certification.</i>	Clause stands as per RFP.

58	123	4.4 Overall Penalty:	<p>The overall cap on monthly penalty of all SLAs shall be levied up to a maximum of 20% of monthly bill amount. However, if the maximum penalty limit is reached continuously for 2 billing months, then the penalty for the third month shall be levied at actuals or 25% of the monthly billed amount whichever is lower. To encourage better performance, the cap on monthly penalty shall be restored to 20% of the monthly billing amount if there is improvement in the performance under SLA parameters in the subsequent two months.</p>	<p>To align with the industry standard for similar assignments we would request the Bank to cap the penalties to a maximum of 10% of the monthly billing amount.</p>	<p>Clause stands as per RFP.</p>
59	124	No outsourcing by vendor	<p>The selected Respondent will undertake to provide the Contact Centre services required in this RFP to the Bank and will not outsource or subcontract any of the core Contact Centre services (like agents, supervision, management oversight, etc.) offered to Bank to any</p>	<p>We would request the Bank to allow consortium of two firms to respond to the RFP and allow the consideration of the credentials of either of the Consortium member to qualify for the RFP.</p> <p>Please confirm the acceptance of our request.</p>	<p>Clause stands as per RFP.</p>



			company or to a company fully / partly owned by the Respondent.		
60	44	Part-IV: Scope of Work	The Selected Service Provider may operate from Bank's provided premises at New Delhi (Primary), Bengaluru, Kolkata for Contact Centre on premises provided by bank and any other locations mutually agreed.	<p>a) Please provide us with the Location wise Bifurcation and shift wise bifurcation of seats</p> <p>b) Please provide the vertical wise bifurcation of head count (Inbound, Outbound, Email, EFRM, Web Chat /Video Chat/Email and social media)</p> <p>c) We understand that 100 agents mentioned in the clause is total number of agents to be deployed. Please confirm</p> <p>d) Please provide us the volume bifurcation of each vertical</p> <p>e) Please provide us with language wise bifurcation of calls for each vertical</p> <p>f) Please confirm from which location/ locations the current process of UCO Bank is operated? Will you allow us an opportunity to visit the current contact centre</p>	<p>a) Query is not admissible</p> <p>b) Query is not admissible</p> <p>c) Clause is self-explanatory</p> <p>d) Kindly refer clarification enclosed herewith.</p> <p>e) Kindly refer clarification enclosed herewith.</p> <p>f) Query is not admissible</p>

61	46	Part-IV: Scope of Work- Inbound Calls	The following table indicates an illustrative (not exhaustive) list of functions to be covered under Inbound calls. Type of Contacts handled by Service Provider	Please provide bifurcation of below points for both regular and premium category  a) What is the Answered Level Expected? b) What is the Service level expected & Service Time Desk / Queue wise? Example [80% calls to be answered in 20 secs] c) What is the AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue) e) What is the Peak Volume to Off peak Volume Ratio of a day in a week/month? f) What is the Call Distribution Pattern Half hourly Interval wise ?.Please share last 3 months trend (in numbers). g) What is the Call Distribution Pattern - Day wise (from Day 1 to Day 30) ?..Please share last 3 months trend (in numbers). h) What is the category wise expected daily/monthly volume and AHT? Please provide details	a) Kindly refer penalty clause of RFP b) Kindly refer penalty clause of RFP c) Kindly refer Average call handling time and penalty clause of RFP  d) Clause itself is self-explanatory. e) to h) Kindly refer clarification enclosed herewith.
62	55	Part-IV: Scope of Work- Outbound	An indicative (not exhaustive) list of the functions to be covered under outbound calls is given below:	a) Outbound shall be operational 08.00 am - 08.00 pm, 7 days a week is the understanding correct?	a) Clause stands as per RFP b) Data to be allocated based on Bank's requirement. c) Query is not admissible

		Calls		<p>b) Would there be One time Allocation of Data for the Month? If it is Not a Onetime allocation, What is the Data Allocation Pattern - Day wise (from Day 1 to Day 30)</p> <p>c) What would be the daily / monthly call volume? please share desk / queue wise details</p> <p>d) What Total number of Calling attempts on any Non Contactable Case permissible?(considering escalation limit)</p> <p>e) How many Call Queues to be catered to / Desks/ Sub process to be managed?</p> <p>f) What is the current Contactability in each queue? (Share 3 months trend) [Contactability %]</p> <p>g) What is the current AHT Queue wise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)</p> <p>h) What is the percentage of follow-up calls on connected calls?</p> <p>i) What is the AHT of follow-up calls?</p>	<p>d) Kindly refer scope of work</p> <p>e) Query is not admissible</p> <p>f) Query is not admissible</p> <p>g) Kindly refer scope of work</p> <p>h) Clause stands as per RFP</p> <p>i) Kindly refer scope of work</p>
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63	67	Part-IV: Scope of Work-Email and Chat based services	The Bank offers active issue resolution through email services. However, the services need to be enhanced. The Service Provider should be able to support these services and integrate them with other systems of the Bank like E-banking, Mobile Banking for resolving queries through such channels without any additional cost	<p>a) What is the expected daily / monthly volume / FTE count for Email and Chat?</p> <p>b) Same set of agents shall handle chat and respond to Emails, is the understanding correct?</p> <p>c) What is the expected turnaround time for Email? [48 hrs. / 24 hrs.]?</p> <p>d) What is the daily / monthly email and chat transactions to be handled?</p> <p>-e) What is the AHT for each transaction of Email &amp; Chat? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)</p> <p>f) What is the Email &amp; Chat Distribution Pattern Half hourly Interval wise ?..Please share last 3 months trend (in numbers).</p> <p>g) What is the Email &amp; Chat Distribution Pattern - Day wise (from Day 1 to Day 30) ?Please share last 3 months trend (in numbers).</p> <p>f) Will the agents handling emails &amp; chat have to make out calls for co-ordination? if yes, what is the AHT of these calls?</p>	<p>a) Query is not admissible</p> <p>b) Clause itself is self-explanatory</p> <p>c) As per Bank's requirement</p> <p>d) Query is not admissible</p> <p>e) Kindly refer Penalty clause of RFP</p> <p>f) to h) Kindly refer clarification enclosed herewith.</p>
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64	67	Part-IV: Scope of Work-Video Chat/Co- browsing/ social media	The Bank is keen to offer Video Chat / Co-browsing and Social Media response management services for its customers from its Omni channel Contact Centre and expects the bidder to provide a suitable technology solution for the same as part of its proposal in time bound manner as desired by the bank.	<p>a) What is the expected daily / monthly volume / FTE count for Email and Chat?</p> <p>b) Same set of agents shall handle Video chat / co-browsing and social media is the understanding correct?</p> <p>c) What is the expected first response time for these activities?</p> <p>d) What is the daily / monthly transactions to be handled?</p> <p>e) What is the AHT for each transaction of Video chat / co-browsing and social media? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)</p> <p>f) What is the Distribution Pattern Half Hourly Interval wise for these activities. Please share last 3 months trend (in numbers).</p> <p>g) What is the Distribution Pattern - Day wise (from Day 1 to Day 30) for these activities. Please share last 3 months trend (in numbers).</p> <p>h) Will the agents handling these activities have to make out calls for co-ordination? if yes, what is the AHT of these calls?</p>	<p>a) Query is not admissible</p> <p>b) Clause stands as per RFP</p> <p>c) Query is not admissible</p> <p>d) Query is not admissible</p> <p>e) Kindly refer scope of work and penalty clause of RFP</p> <p>f) Query is not admissible</p> <p>h) Query is not admissible</p>
65	101	Ratio of CSAs, Sr. CSAs, Voice	Agents for FRM system to be carved out for dedicated support.	Dedicated support [TL, QA, Trainer] to be aligned for FRM agents considering the same	Clause stands as per RFP

		CSEs, Non-Voice CSEs, Tls and AM		span ratio as mentioned on page no 100. Please confirm if our understanding is correct?	
66	General	General	General	We understand that there shall be a Beta period of 90 days from the go-live date? Please confirm.	Query is not admissible.
67	General	General	General	We understand that the language requirement for Emails, Chat and social media shall be English. Please confirm if our understanding is correct?	Hindi/English
68	98	Part-IV: Scope of Work-Service Requirements 2) Senior Customer Service Associates (Sr. CSAs)	Experience of at least 2 years in a Contact Centre, in direct selling/ telemarketing in the service industry (Fresh candidates CANNOT be considered).	Please confirm if we can consider a healthy mix of 2 yr. experienced / 1 yr. experienced / 6 months experienced for this opportunity.	Clause stands as per RFP
69	98	Part-IV: Scope of Work-Service Requirements 4) Voice Customer Service	Experience of at least 2 years in a Contact Centre (3 years if undergraduates) , (could be in collection function) (Fresh candidates CANNOT be considered).	Please confirm if we can consider a healthy mix of 2 yr. experienced / 1 yr. experienced / 6 months experienced for this opportunity.	Clause stands as per RFP

		Executives (Voice CSEs)			
70	99	Part-IV: Scope of Work- Service Requiremen ts 5) Non voice Customer Service Executive (Non-Voice CSEs)	Experience of at least 2 years in a Contact Centre (Fresh candidates CANNOT be considered).	Please confirm if we can consider a healthy mix of 2 yr. experienced / 1 yr. experienced / 6 months experienced for this opportunity.	Clause stands as per RFP
71	90	Part-IV: Scope of Work	Mobile Banking / Mobile Wallet Engagement / Click to call/ Co-browsing  360 Degree CRM View along with click to call, Co-browsing solution should be web based	Please confirm if the Bank is planning to avail these services from beginning itself or looking ahead as a futuristic service	Kindly refer Schedule of Implementation of RFP
72	100	Part-IV: Scope of Work- Service Requiremen ts	Must have undergone some 'Train the trainer' certifications and achieve at least 3.5/5 feedback in training delivery sessions	Please share the TTT approach for process & product related knowledge transfer. Availability of training content, assessments and SOPs applicable for new hire training?	Details will be shared with selected bidder.

73	100	Part-IV: Scope of Work- Service Requiremen ts	Experience of at least two years in training in the field of soft skills, communications and banking products.	a) We understand that the training would be conducted in English/ Hindi language only and no regional language will be used for training. Please confirm? b) Do we required to consider regional language wise QAs for the audit purpose or the regional language agent's calls in Hindi/English shall be audited. If we are considering regional language calls audit also, the number of QAs to be used will become very high. Please check & confirm.	a) Clause itself is self-explanatory b) Clause itself is self-explanatory
74	100	Part-IV: Scope of Work- Service Requiremen ts	Senior Management /Centre Managers (AVP or equivalent designation for up to 250 agents, VP or equivalent designation for centre more than 400 agents)	We understand that the bank is looking ahead to start with approx. 100 agents. Kindly confirm for the profiles like Senior Management where a span of around 250 is proposed, should we consider apportioned cost, or we should not consider them till the span is reached 250.	Clause itself is self-explanatory
75	102	Part-IV: Scope of Work- Training	An Induction Training of at least 21 days viz., 4 days for communication and soft skills, 14 days for products, and services of the Bank and 3 days for buddy up/system training, will need to be imparted to all newly	Please share complete certification process? Will it be conducted by Bank or Bidder shall take care of it.	It is clarified that entire training responsibility of imparting training of this purpose rests with selected bidder.



			recruited Agents. On boarding/induction training must include a certification post completion of training and only those who obtain more than 80% marks will be permitted to go on the production floor.		
76	115	Part-V, Point 4- Penalty 4.1.7 Call/Contact Quality Score	Call/Contact Quality Score	Please share current performance as per base line target score?	Query is not admissible
77	116	Part-V, Point 4- Penalty 4.1.7A Service Level (On Quality Score)	Call/Contact Quality Score	We understand that the number of calls to be audited per agent is 20 calls per month & if the auditor audits 16 calls (80%), there shall be no penalty. Please confirm if our understanding is correct?	Clause stands as per RFP. Kindly refer penalty clause of RFP
78	General	General	General	We understand that the auditing tool needs to be provided by the vendor. Please confirm if our understanding is correct?	Please refer scope or work of the RFP.
79	General	General	General	We understand that the sampling methodology has to be introduced by vendor or Bank has some suggestions for that. Please confirm?	This is to be introduced by the vendor after due confirmation from the Bank.

80	General	General	General General	Please share the performance Indicators for Training	Clause stands as per RFP
81	General	General		Request you to kindly share the contact person's details	Kindly refer control sheet of the RFP.
82	112	Part-V, Point 4- Penalty 4.1.4 Call Answer / Call response time	4.1.4	a) Kindly consider the Service level recommendation as below : NRI HNI & Overseas to answer 90% in 20 sec For loyal and other classic segment 90% in 30 sec And other customers to answer 80% in 20 sec  b) We request the Bank to provide the definition of segment, like loyal, classic. And this above speed should be applicable for all CSE & Sr CCE ( i:e in call answering speed shouldn't be measured separately with Sr and CCE )	a) Clause itself is self-explanatory b) Kindly refer scope of work
83	115	Part-V, Point 4- Penalty 4.1.7A Service Level (On Quality Score)	4.1.7 A	a) Kindly consider the Quality Service level penalty recommendation as below: 90% > NIL 90% to 85% : 2% 80% to 85% : 5% 75 to 85% : 7.5% < 75 : 10%	Clause stands as per RFP

84	116	Part-V, point 4- Penalty 4.1.7 B 4.1.7B Service Level (on Number of calls audited manually)	<p>4.1.7 B 4.1.8 1) Customer Service Associates (CSAs) The profile of the CSAs should be as follows: Mix of Graduates &amp; Undergraduates - Not more than 30% can be undergraduates minimum 12th passed. Ø Able to speak, read and write in Hindi and English, and if required other regional languages. Ø Able to communicate confidently and politely, with good speaking skills. RFP REF No. UCO/DIT/2170/2022-23 Date: 23/11/2022 Page: 98 of 211 Ø Experience of at least 6 months to 1 year in a Contact Centre, or in direct selling/ telemarketing in the service industry but fresh candidates can be considered (Not more than 50% can be fresh candidates). Ø Awareness on Banking and Bank's products e.g. interest</p>	We request you to consider the apportioned Audit targets for the newly joined agents	Clause stands as per RFP
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			<p>rates, renewal periods etc.</p> <p>Ø Indicative roles to be performed:</p> <p>Ø Handling inbound and outbound simple calls/queries;</p> <p>Ø Supporting different businesses / verticals;</p>		
85	116	<p>Part-V, Point 4- Penalty 4.1.8 Occupancy : in percentage terms (wherever applicable)</p>		<p>As the occupancy is purely based on the customer behavior hence, this should be measured in KPI instead of SLA as this is linked to language wise and interval wise volumes E.g. : During night time no calls and man power to be kept for all languages.</p>	Clause stands as per RFP
86	97	<p>Part-IV: Scope of Work-Service Requirements</p>		<p>We recommend to consider the below profile:</p> <p>CSA: 50% freshers and 50% experienced with 3 to 6 months in call centre or telemarketing calling And 50% graduates and 50% UG</p>	Clause stands as per RFP
87	98		<p>2) Senior Customer Service Associates (Sr. CSAs)</p> <p>Ø The profile of the Sr. CSAs should be as follows:</p> <p>Ø Must be a Graduate or equivalent.</p> <p>Ø Able to speak, read and</p>	<p>We recommend to consider the below profile:</p> <p>6 months to 1 year to be considered as Sr CCE (If 6 months tenure in working Company then, lateral movement to be done to Sr CSA ) to measure ratios</p>	Clause stands as per RFP

		<p>write in Hindi and English, and if required other regional languages.</p> <p>Ø English speaking &amp; communication skills should be high</p> <p>Ø Able to communicate confidently and politely, with excellent speaking skills.</p> <p>Ø Experience of at least 2 years in a Contact Centre, in direct selling/ telemarketing in the service industry (Fresh candidates CANNOT be considered).</p> <p>Ø Awareness on Banking and Bank's products.</p> <p>Ø Detailed knowledge of intricacies of Banks products and how they compare against competitors.</p> <p>Ø INDICATIVE ROLES to be performed:</p> <p>Ø Handling inbound and outbound very complex calls/queries; Escalation calls;</p> <p>Ø Supporting different businesses / verticals as domain/subject matter</p>		
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			experts;		
88	98	Part-IV: Scope of Work- Manpower Profile	<p>4) Voice Customer Service Executives (Voice CSEs) The profile of the Voice Customer Service Executive should be as follows:</p> <ul style="list-style-type: none"> <li>Ø Mix of Graduates &amp; Undergraduates - Not more than 30% can be undergraduates minimum 12th passed.</li> <li>Ø Able to speak, read and write in Hindi and English, and if required other regional languages.</li> <li>Ø Good command over the English language</li> <li>Ø Able to communicate confidently and politely, with very good speaking skills.</li> <li>Ø Experience of at least 2 years in a Contact Centre (3 years if undergraduates), (could be in collection function) (Fresh candidates CANNOT be considered).</li> <li>Ø Good knowledge of Banks products and services</li> </ul> <p>RFP REF No. UCO/DIT/2170/2022-23 Date: 23/11/2022 Page: 99 of 211</p> <ul style="list-style-type: none"> <li>Ø Indicative ROLES to be</li> </ul>	<p>We recommend to consider the below profile: CSA : 50%freshers and 50% experience with 3 to 6 months in call Centre or telemarketing calling And 50% graduates and 50% UG</p>	<p>Clause stands as per RFP</p>

			<p>performed:</p> <ul style="list-style-type: none"> <li>Ø Handling inbound and outbound complex calls/queries; Escalation calls; Grievance redressal;</li> <li>Ø May require business specific certifications e.g. AMFI certification for selling Mutual Fund products, DRA certification for Recovery calls, IRDA certification for selling Insurance products etc.</li> </ul>		
89	99	Part-IV: Scope of Work- Manpower Profile	<p>5) Non voice Customer Service Executive (Non Voice CSEs)</p> <ul style="list-style-type: none"> <li>Ø The profile of CSEs should be as follows:</li> <li>Ø Mix of Graduates &amp; Undergraduates - Not more than 30% can be undergraduates minimum 12th passed.</li> <li>Ø Able to speak, read and write in Hindi and English, and if required other regional languages.</li> <li>Ø Proficient in handling non voice channels like email, web chat, video chat, cobrowsing, social media management</li> </ul>	<p>We recommend to consider the below profile: CSA: 50% freshers and 50% experience with 3 to 6 months in call Centre or telemarketing calling And 50% graduates and 50% UG</p>	Clause stands as per RFP

			<p>etc.</p> <ul style="list-style-type: none"> <li>Ø Good command over English writing skills.</li> <li>Ø Especially for video chat, presentable skills</li> <li>Ø Able to communicate confidently and effectively and politely, with very good writing skills.</li> <li>Ø Experience of at least 2 years in a Contact Centre (Fresh candidates CANNOT be considered).</li> <li>Ø Good knowledge of Banks products and services and social media channels</li> </ul>		
90	119	<p>Part V- Point 4- Penalty 4.2.2 Average time taken for a customer to be disposed off at IVR</p>	4.2.2	<p>This % may not be defined as with the new EASE norms, additional IVR services may be added, which has a significant change in customer journey or time taken in IVR 90% to be revisited post the customer behavior in initial 6 months of inception post which based the trend the successful % may be defined for KPI</p>	Clause stands as per RFP
91	123	<p>Part V-Point 4- Penalty 4.4 Overall Penalty:</p>	4.4	<p>Recommendation: We request that the Overall Penalty Capping to be limited to 5% of monthly billing</p>	Clause stands as per RFP
92	180	NA	NA	<p>Recommendation: We request to reconsider the</p>	Clause stands as per RFP



				short call timing to 10 Secs rather than 35 Secs	
93	14	Objectives-Point no 2	The Selected Service Provider may operate from Bank's provided premises at New Delhi (Primary), Bengaluru, Kolkata for Contact Centre on premises provided by bank and any other locations mutually agreed.	a). Please confirm if the vendor has to provide the facility or the same will be provided by Bank. B). Please confirm if the Vendor has to provide the facility, can they operate from NCR or New Delhi is mandatory location	a) Clause is self-explanatory b) Query is not admissible
94	14	Objectives-Point no 2	The Selected Service Provider may operate from Bank's provided premises for Contact Centre at New Delhi, Bengaluru, Kolkata (with approximate 100 agents capacity). Bank will provide premises for the locations other than mentioned above. In case, Bank fails to do so, selected bidder will arrange for the same. Going ahead, Bank may in its sole discretion ask to establish one or more centres from the service provider to operate from.	The Statement here is confusing. We request the Bank to re-confirm on the location since this is directly related to the commercials	Clause is self-explanatory
95	16	Part 1- Point 3- Eligibility Criteria	The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an	We request Bank to kindly accept CHRO/ Company Secretary/ Authorized signatory's undertaking letter instead of	Clause stands as per RFP

			aggregate of at least 5000 Full Time Equivalent (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients Copy of letter from client/ Purchase Order/ Agreement with the client to this effect.	client letter or agreement	
96	16	Part 1- Point 3- Eligibility Criteria	The bidder should have a minimum annual gross revenue of Rs. 25/- Crore from its Contact Centre operations based in India during last three financial years, i.e. FY 2019-20, 2020-21 and 2021-22. Audited Financial Statements (Balance Sheet & Profit & Loss statement) for the FY 2019-20, 2020-21 and 2021-22 along with complete auditor's certificate / qualifications	We request you to kindly consider CA certificate as the mentioned business will not be mentioned in the balance Sheet	Clause stands as per RFP
97	16	Part 1- Point 3- Eligibility Criteria	The proposed Hardware, Software and operating system must be installed and in running status in any two Scheduled Commercial Banks during last three years as on bid submission date.  Copy of letter from client/ Purchase Order/ Agreement	We request you to kindly give more clarification on proposed Hardware, Software and operating systems. We understand that this is pertaining to ACD & CRM only.	Clause stands as per RFP. Kindly refer scope of work of RFP

			with the client to this effect.		
98	104	Penalty 4 4.1.1 Penalty for delayed Implementation	<p>Penalty for delayed Implementation  Delay (calendar days)  Penalty Up to 13 days 1% of projected outflow for 1st year  14 – 27 days 3% of projected outflow for 1st year  28–41 days 5% of projected outflow for 1st year  42 - 55 days 7% of projected outflow for 1st year  &gt;55 days 8% of projected outflow for 1st year  A cap of 10% of the Projected Outflow for individual case would be reserved as penalties against any delay in meeting milestones.  The overall cap on monthly penalty of all SLAs shall be levied up to a maximum of 20% of monthly bill amount. However, if the maximum penalty limit is reached continuously for 2 billing months, then the penalty for the third month shall be levied at actuals or 25% of the monthly billed amount whichever is lower. To</p>	We suggest to relook at the entire penalties. We suggest 1%, 3%,5%, 7%, 8% and 10% of the first month projected outflow instead of the 1st year projected out flow	Clause stands as per RFP

			encourage better performance, the cap on monthly penalty shall be restored to 20% of the monthly billing amount if there is improvement in the performance under SLA parameters in the subsequent two months.		
99	Pg - 123	NA	<p>Penalty and Liquidated Damages:</p> <p>If the Respondent fails to deliver or perform the Services within the time period(s) specified in subsequent Contract, the Bank shall without prejudice to its other remedies under the Contract deduct from the Contract Price, as penalty, a sum equivalent to 0.5% of the complete contract amount until actual delivery or performance, per week or part thereof. If the successful bidder fails to complete the due performance as per subsequent Agreement, bank reserves the right to terminate the contract and recover</p>	We request they bank to kindly removed the LD penalty from the RFP	Clause stands as per RFP

			Liquidated Damages 2% of contract value.		
100	125	Penalty 4 Point 5 Payment Terms	Payment Terms There shall be no escalation in the prices once the prices are fixed and agreed by the Bank. Also, the payments for each month will be made only after the acceptance /verification of the invoice for that month.	We suggest an inflation of 6% shall be applicable from year 2 onwards.	Query is not admissible
101	128	Penalty 4 Point 11 Audit	Audit Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Service Provider. Bank at its sole discretion may appoint third party for auditing the activities and operations of entire Services provided by Service provider to the Bank. The Service Provider should allow the Reserve Bank of India (RBI) / any other statutory body or persons authorized by them to access UCO documents, records or transaction or any other information given to, stored or processed by Service	We suggest UCO Bank to provide prior notice of 7 days to conduct an audit	Clause is self-explanatory

			Provider within a reasonable time failing which Service Provider will be liable to pay any charges/ penalty levied by RBI / statutory body.		
102	130	Penalty 4 Point 11- Confidentiality and Secrecy	Confidentiality and Secrecy The bidder/selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree: To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by Bank. To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original.	We suggest having confidentiality & secrecy of the data bilateral in nature	Clause stands as per RFP
103	131	Penalty 4 Point 17- Force Majeure	Force Majeure Force Majeure is herein defined as any cause, which is beyond the control of the	We propose to add "Pandemic" in the definition of Force Majeure	Kindly refer corrigendum enclosed herewith

			<p>selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, Terrorist attacks, public unrest in work area,</p>		
104	132,136	Penalty 4 Point 19- Order Cancelation	<p>Order Cancellation The Bank reserves its right to cancel the Order/ Service Level Agreement by giving a written notice of ninety (90) days which will be inclusive of a cure period of thirty-one (31) days before cancellation of the Order/Service Level Agreement, in event of one or more of the following situations, that have not occurred due to reasons solely and directly</p>	We suggest Cancellation/ Termination clause to be mutual	Query is not admissible

			<p>attributable to the Bank alone for Convenience. The Bank may, by written notice for a period of ninety (90) days sent to the Vendor, terminate the Contract/Service Level Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Contract/Service Level Agreement is terminated and the date upon which such termination shall become effective.</p> <p>26. Termination for Insolvency The Bank may at any time terminate the Contract by giving written notice (90 days" notice period) to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice</p>		
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			<p>or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.</p> <p>27. Termination for Default The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract.</p>		
105	133	Penalty 4 Point 20- Indemnity	<p>Indemnity</p> <p>In consideration of the Bank having agreed to accept our offer in terms of Request for Proposal No. UCO/DIT/2170/2022-23 Date: 23/11/2022 We the Vendor herein do the here by agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages, recoveries, judgments, costs, charges</p>	We suggest Indemnity clause to be mutual	Clause stands as per RFP

			<p>liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses of any nature and kind what so ever and by whomsoever made in respect of the said Contract and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement dated</p>		
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106	141	Penalty 4 Point 35- imitation of Liability	35. Limitation of Liability i. For breach of any obligation mentioned in this document, subject to point no. (iii), in no event the Vendor shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total project cost/contract value.	<p>Recommendation</p> <p>For breach of any obligation mentioned in this document, subject to point no. (iii), in no event the Vendor shall be liable for damages to the Bank arising under or in connection with this Agreement for an amount exceeding the total project cost/contract value.</p> <p>We request you to change the limitation of liability as below: Notwithstanding anything contained in this Agreement, the vendor's liability to the other party for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including proven negligence, shall be limited to the actual amount billed by the vendor to the customer in the two (2) calendar months prior to the cause of action first arose which are subject to proven.</p>	Clause stands as per RFP
107	114	Part V- Point 4 - Penalty 4.1.6 Call/ Contact	4.1.6	Here definition of function to be considered as, opting a single function in IVR post connecting to TFN is called as function, may be	Clause itself is self-explanatory. Kindly refer scope of work of RFP

		abandonment rate (on IVR)		language selection or selecting preferred language or any other key option selection	
108	70	Part-IV: Scope of Work	Customer Relationship Management (CRM)  The CRM shall be hosted at Bank's network and should be available in DC as well as DR.	Please confirm if vendor needs to deploy CRM server at Bank DC and DR in both the scenarios: a) if call centre is operational at Bank premises b) if call centre is operational at vendor's premises	Kindly refer scope of work
109	71	Part-IV: Scope of Work	Integration with Banks back-end applications  SMS servers, Email servers, Domain server, Demat operations, wealth management, Mutual fund, insurance, FRMS, payment gateway, FI servers, Loan Processing System (LAPS etc.), PPF, Complaints /SPGRS/CRM, e-payment of taxes and Pension package and any other channel as desired by the bank.	Please confirm if all users will login to vendor' domain or the domain will be provided by the bank?	Domain will be provided by the Bank.
110	73	Part-IV: Scope of Work	Bank will provide premises with the following infrastructural facilities at New Delhi, Bengaluru, Kolkata Contact Centre location At New Delhi, Bengaluru, Kolkata, Bank will provide	We understand that the basic networking & LAN Cabling is to be done by the vendor for the work stations & its connectivity to the HUB room. Please confirm if our understanding is correct?	Clause is self-explanatory

			only the premises with basic furniture (workstations up to 100 agents, chairs, Tables, rooms, toilets).		
111	General	General	General	Please confirm if on floor desktop level IT Support has to be provided by the vendor or the Bank will be providing it?	Kindly refer scope of work of RFP
112	General	General	General	Please confirm if vendor can extend their MPLS links from their DCs to delivery locations to extend their services like AD, DNS, DHCP, Antivirus, patch management, DLP etc. which would be leveraged for project needs.	It is clarified that like AD, DNS, DHCP, Antivirus, patch management, DLP etc. will be provided by the Bank.
113	73	Part-IV: Scope of Work	1) Premises & Furniture  Toll free numbers, PRI / SIP trunk lines and MPLS/leased line connectivity to the centre and Bank's DC/DR. All the Contact Centres will be interconnected for load balancing and disaster recovery purposes. No services/applications should run in standalone basis at any location i.e. DR should be made available for all services	a) We understand in the model where business is operational from Bank premise, PRI and MPLS lines will be under Bank scope. b) Please confirm in the model where business is operational from vendor premise, PRI and MPLS connectivity between Vendor's delivery location and Bank DC, DR will be provided by Bank along with link terminating equipment's like router and firewall.	RFP clause is self-explanatory

114	74	Part-IV: Scope of Work	<p>Contact Centre Infrastructure to be provided by the Service Provider</p> <p>Service provider will provide all infrastructure like hardware, software, equipment, voice/telecom infrastructure, CRM etc. which are not provided by Bank(all the hardware /software/equipment etc. for smooth operations of the Contact Centre, at the 3 (or more) Contact Centres in addition to manpower.</p>	<p>Please confirm if in both cases (Bank delivery locations and Vendor's delivery location), ACD/Telephony servers will be installed at Bank DC and DR or Vendor can deploy it at their location in case business is operational at Vendor's premises</p>	<p>Clause stands as per RFP</p>
115	75	Part-IV: Scope of Work	<p>A. Hardware, Software, Telecom facilities:</p> <p>The solution proposed by the Service Provider shall be made PCI DSS and PA DSS compliant, as per Bank's / regulatory requirement without any additional cost.</p>	<p>We understand that vendor has to deploy dedicated ACD/Telephony server and CRM server setup at Bank DC and DR which should be PCI DSS compliance. Please confirm.</p> <p>We understand that the PCIDSS &amp; PADSS certification has to be done by the Bank where the location is at Bank premises. Please confirm if our understanding is correct.</p>	<p>Clause is self-explanatory</p> <p>Kindly refer scope of work of RFP</p>
116	75	Part-IV: Scope of Work	<p>A. Hardware, Software, Telecom facilities:</p>	<p>Please confirm if Bank delivery locations and Bank DCs are at same premises or Bank DC and</p>	<p>Please be informed that Bank's DC and DR is situated at Bangalore and Kolkata</p>

			Dedicated resource at Bank's DC / DR and Contact Centre locations as may be required for maintenance of hardware, software, troubleshooting etc.	Bank DR are at different locations and all three delivery locations are at different places?	respectively. Contact Centre locations are mentioned in the RFP.
117	79	Part-IV: Scope of Work	Agent and Supervisor Softphone  It should work in VDI / Citrix / VMware Environment	Let us know if solution should support VDI as capability or solution is required in VDI environment on end user desktop?	Clause is self-explanatory
118	80	Part-IV: Scope of Work	Agent and Supervisor Softphone  The ACD hardware and software should be from a single OEM	We request you to allow ACD hardware and software to be used from different OEMs. We understand that the Enterprise OEMs are equally competent to participate and offer equivalent or higher functionalities which we can utilize for better experience.	It is to be clarified that ACD hardware and software may be used from different OEMs but it is the responsibility of bidder to ensure the compatibility.
119	80	Part-IV: Scope of Work	Agent and Supervisor Softphone  The ACD should support active and passive server mode in DR. In case of server in the Data centre fail, the server in DR should automatically take over seamlessly and start the functioning of all the services and activities.	We request you to kindly provide the DC and DR location details where ACD, Telephony and CRM server deployment is planned.	Kindly refer Sl. No 116

120	80	Part-IV: Scope of Work	Agent and Supervisor Softphone  The systems should support at least 700 queues	Please confirm the system mentioned in the clause means the IVR?	Clause is self-explanatory
121	83	Part-IV: Scope of Work	Call Recording It should support 100% Bulk Recording and Quality Recording for Voice as well as Screen	Please let us know the percentage of overall calls and screen recording required. We understand that the screen recording would be costlier and request UCO Bank to reconsider it. As a standard practice, 20%- 30% of screen recording can be considered. Please confirm the same?	Clause stands as per RFP
122	14	Part -1	The Selected Service Provider may operate from Bank's provided premises for Contact Centre at New Delhi, Bengaluru, Kolkata (with approximate 100 agents capacity). Bank will provide premises for the locations other than mentioned above. In case, Bank fails to do so, selected bidder will arrange for the same. Going ahead, Bank may in its sole discretion ask to establish one or more centres from the service provider to operate	a) Please provide us with the Location wise Bifurcation and shift wise bifurcation of seats b) Please provide the vertical wise bifurcation of head count (Inbound, Outbound, Email, EFRM, Web Chat /Video Chat/Email and social media) c) We understand that 100 agents mentioned in the clause is total number of agents to be deployed. Please confirm	a) Query is not admissible b) Query is not admissible c) Clause is self-explanatory



			from.		
123	44	Part-IV: Scope of Work	Scope of Work  Web Chat /Video Chat/Email/ Social media chat bot's /Chat services/Automated email response. Chat Bot should be available at agent level	Kindly share the volumes expected from each channel.  Also share the no of users and the licenses expected from these Omni channels	Kindly refer manpower clause of RFP
124	44	Part-IV: Scope of Work	Scope of Work	What are the processes where co-browsing shall be used, kindly give clarity on the used cases.	Clause is self-explanatory
125	44	Part-IV: Scope of Work	Scope of Work	Will Bank provide the existing SMS & Email Gateway of the Bank or Should the vendor propose the gateway from our end?	Bidder needs to integrate with Bank's existing SMS & Email Gateway.
126	44	Part-IV: Scope of Work	Scope of Work	a) What is the current international customer's percentage and what are the specific channels used for reaching out international customers?  b) Will this include both inbound and outbound calling for International Customers	Query is not admissible
127	45	Part-IV: Scope of Work	Inbound - Scope of Work	Please confirm if the bank is expecting to have a speech assistance features in KMT for query Response for Agents?	Clause itself is self-explanatory

128	47	Part-IV: Scope of Work	Scope of Work	Please confirm if the LMS feature is not available in Bank's CRM or LMS?	Kindly refer scope of work
129	53	Part-IV: Scope of Work	Inbound - Scope of Work	What is the current Bank's CRM? How many Bank users are using this CRM, and would it be extended to the Bidder Agents?	Kindly refer scope of work. CRM is to be delivered by successful bidder.
130	56	Part-IV: Scope of Work- Outbound Calls	Outbound Calls	What is the current Bank LMS? Is it an in-house application?	Query is not relevant.
131	58	Part-IV: Scope of Work	Soft Recovery/Hard Recovery of Loans for Bank and its partners	Will Bank provide the WhatsApp Business API or should we procure on behalf of the Bank,	It is to be noted that API will be provided by the Bank which shall be consumed by the Application provided by the bidder. Responsibility of integration rests with the bidder.
132	General	General	Client Seats	Please confirm how many client seats need to be considered by the vendor location wise. We understand that if the location is provided by the vendor, it would be provided by the bank. In case if the location is to be provided by the vendor, then how many seats are to be considered.	Kindly refer manpower clause of RFP
133	64		IVR and Voice Integrated IVR system technical requirements:	Kindly confirm as there is no Physical Transaction happening would you need PCI DSS and PADSS	Clause is self-explanatory

134	62	Part-IV: Scope of Work	Soft Recovery/Hard Recovery of Loans for Bank and its partners	What is the current IVR Platform?	Query is not admissible
135	67	Part-IV: Scope of Work	Email and Chat based services	Kindly help with the use case, this need to be discussed in detail	Clause itself is self-explanatory.
136	70	Part-IV: Scope of Work	Customer Relationship Management (CRM)	Kindly confirm, If Bank would provide the remote access for both DC & DR for our Support team for support and resolution any technical issues. ?	Clause is self-explanatory
137	70	Part-IV: Scope of Work	Integration with Bank's back- end applications	Yes, however we do expect Bank also to extend the access for integration with most of the key applications & Middleware	Clause itself is self-explanatory.
138	74	Part-IV: Scope of Work	Contact Centre Infrastructure to be provided by the Service Provider	Kindly clarify, in earlier Scope points, it was mentioned that Bank CRM would be provided and only LMS need to be considered from Bidders	Clause itself is self-explanatory.
139	74	Part-IV: Scope of Work	Hardware, Software, Telecom facilities	Kindly confirm if we can use the Bank Provided Cloud or our proposed Cloud hosting our proposed solutions, it would be cost effective and flexible for most of the channels to be deployed on Bank provided cloud	Query is not admissible
140			General	Can we propose any additional Digital Solutions for enhancing the efficiency and productivity of	Kindly refer scope of work

				the resources	
141	206	Annexure-T	<p>Provider RFP process management capability</p> <ol style="list-style-type: none"> <li>1. Compliance with the RFP process</li> <li>2. Compliance with the RFP timetable</li> <li>3. Quality of clarification questions</li> <li>4. Compliance with provider proposal format</li> <li>5. Compliance with provider technical specification format</li> <li>6. Quality of proposal documentation</li> <li>7. Proposal presentation</li> </ol>	<p>Requesting bank to provide more clarity on how these points mentioned in the RFP management capability will be evaluated.</p>	Clause is self-explanatory
142	34	RFP REF No. UCO/DIT/2170/2022-23 Technical Proposal:	Vii) Details of extent of Bank's existing technology infrastructure/technology being re-used in the solution being provided	Is it mandatory to reuse the Bank's technology / Infrastructure or service provider's is free to use their own?	It is to be noted that subject requirement is not mandatory at Bank's end.
143	34	RFP REF No. UCO/DIT/2170/2022-23 Technical Proposal:	Vii) Details of extent of Bank's existing technology infrastructure/technology being re-used in the solution being provided	<p>Please provide the details of Bank's existing technology which will be reused by service provider's.</p> <ul style="list-style-type: none"> <li>- Telephony platform</li> <li>- Recording Solution, Speech &amp; Text Analytics, etc.</li> <li>- Video Chat, IVR/Chat BOT</li> <li>- CRM</li> </ul>	Kindly refer Sl. No 142.

				<ul style="list-style-type: none"> <li>- Email, Chat &amp; Social Media platform</li> <li>- AMC &amp; Support Matrix</li> <li>- EOS/EOL of software/hardware</li> <li>- Licenses, etc.</li> </ul>	
144	44	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	Web Chat /Video Chat/Email/Social media chat bot's /Chat services/Automated email response. Chat Bot should be available at agent level	Chat BOT is a customer facing application. Please explain the expectation at the Agent End.	Clause itself is self-explanatory
145	45	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	Advisor assistance program should be there for speech to text conversion at real time and according to customer key word system should find the reply from KMT and assist the agent to provide the appropriate answer without surfing in KMT.	Which are the languages to be converted in the Speech to Text? Will the integration be with Bank provided Knowledge Tool?	It is to be noted that Bank will not provide Knowledge tool.
146	45	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	Advisor assistance program should be there for speech to text conversion at real time and according to customer key word system should find the reply from KMT and assist the agent to provide the appropriate answer without surfing in KMT.	At the Agent Desktop, Real time Speech Analytics will capture keywords. Based on these keywords, relevant articles from the Knowledge Tool should be displayed to the Agent. Please confirm the understanding. In case KMT tool is provided by bank, does it provide APIs to integrate and search based on keywords?	Clause itself is self-explanatory.

147	45	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Other Channels, Services and New initiatives as undertaken and required by Bank time to time without any additional cost in time bound manner as desired and advised by the bank.	Please list out the Other Channels, Services & New initiatives?	Kindly refer scope of work
148	51	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Improved Desktop analytics and Knowledge Management application with AI based quality monitoring	Is Desktop Analytics required as a solution for 100% users?	Kindly refer scope of work
149	51	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	BOT training should be given and agent should be graded through BOT generated auto mock call.	Please elaborate on the expectation	Kindly refer scope of work.
150	56	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	1. Marketing functions including cross sell and up-sell of Bank and its partners The Contact Centre will be required to assist the Bank in its endeavor's by making outbound calls/emails/video calls/messaging to customers and non-customers, to execute the following functions:	How will the Bank provide data for video calling (a) platform for video calling provided by Bank / Service provider (b) How would customer receive video calls	Kindly refer scope of work

151	56	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	1. Marketing functions including cross sell and up-sell of Bank and its partners During the above process, any leads arising out of dialogue with customers and non-customers would need to be recorded in the Lead Management System to be provided by the Service Provider or integrated with Bank's lead management and other systems.	Different products / services in LMS that needs to be enabled for data capture, please confirm	Kindly refer scope of work
152	56	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	1. Marketing functions including cross sell and up-sell of Bank and its partners The data analytical system provided by Service Provider should be capable of generating smart customer analytics/ 360-degree view of customer journey to help the agent on the call.	Data / access to data provided by Bank to derive the analytics on call. Whether real time access of customer data provided by Bank , please confirm	Kindly refer scope of work
153	59	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Customer Satisfaction Survey of Bank and its partners	Any survey tool extended by Bank or to be provided by service provider, please confirm	It is clarified that required tool is to be provided by Service provider
154	61	RFP REF No. UCO/DIT/21 70/2022-23	The IVR developed and deployed by the Service Provider shall be built	Does Bank expect to host the Telephony infra including PRI, IVR, ACD and dialer to be hosted at	Clause is self-explanatory

		Part-IV: Scope of Work	exclusively for the Bank and hosted at Bank's location.	Bank's data centre and call centre associates remotely register on the ACD over MPLS ?	
155	61	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	The IVR developed and deployed by the Service Provider shall be built exclusively for the Bank and hosted at Bank's location.	Kindly share the Bank primary and DR data centres where the CRM and IVR/ACD infra to be hosted ?	Kindly refer Sl. No 116
156	62	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Evaluate, design and implement TTS (Text to Speech) and bio-metric authentication on existing and future IVR platforms for the Contact Centre with no additional cost in time bound manner as desired by the bank.	Please confirm if Bio-metric authentication to be consider in the current scope or it will be future scope through a change request?	Clause is self-explanatory
157	63	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Should initially from first day support up to 9 major regional languages	Please confirm how many languages will have to be delivered in Day First.	Kindly refer scope of work.
158	63	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Automated Speech Recognition (ASR) and Text to Speech (TTS) technology should be provided.	Kindly clarify what languages are to be covered in ASR and TTS ?	Kindly refer scope of work.



159	64	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Service Provider should provide IVR system, which should have capabilities to authenticate user based on T-PIN or Debit Card / Credit Card/Account number and PIN combination/Voice authentication or any other combination decided by the Bank	Please share the existing IVR call flow and share the expected IVR design/flow including the integration touch points from bank?	Query is not admissible
160	64	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	IVRS shall be capable of integrating with the Email and SMS Gateway for sending SMS and emails	we assuming Email platform & SMS gateway will be provisioned by bank, please confirm	Kindly refer Sl. No 125
161	64	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	NLP accuracy should reach an end state at minimum of 90% in -3- months from date of deployment in production.	Can we consider phase wise approach for achieving 90% for all languages ?	Clause is self-explanatory
162	65	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	IVR ports should be at least 3 times the number of agents as customers want more call closures in IVR and should cater to any increase in call volumes until the duration of the contract without incremental costs.	Can we consider IVR ports based on call volume / arrival pattern / call resolution on IVR / service provider recommendation ?	Clause is self-explanatory. Kindly refer scope of work

163	67	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	The Service Provider shall provide email solution as part of this proposal and it should be supported by voice BOTs and Voice authentication and extend the same to required number of agents	Please explain and share the use case for Voice BOT in Email Management scenario.	Query is not admissible
164	67	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	The Service Provider shall provide email solution as part of this proposal and it should be supported by voice BOTs and Voice authentication and extend the same to required number of agents	Is Voice authentication required as part of the solution? Active, Passive or both?	Clause is self-explanatory
165	69	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	The Service Provider would also be expected to route calls to the respective Agents depending on caller identification through account number or T-PIN or call from registered mobile or preferred language or any other means for existing customers who call the general toll-free numbers.	Will the Bank provide a TPIN solution?	Clause is self-explanatory
166	69	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Setting up of Contact Centre for Regional Rural Banks (RRBs) sponsored by the Bank, Bank's subsidiaries, associates, joint ventures, partners etc.	Please confirm how many RRB's need to be setup and what is the technology scope from service provider's end? Is Core Banking setup is common for RRBs?	At present, technology scope for RRB's is not taken into consideration

167	70	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	back-end applications	Please list out Bank back end systems / applications to be integrated with Service provider ACD / IVR / Contact Centre CRM	Details will be shared with selected bidder.
168	70	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Integration with Banks back-end applications	The development cost for the connectors required for integrating with Bank systems / software will provided by Bank. Kindly confirm	It is to be noted that bidder has to bear expenses related to development/integration.
169	71	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Data Warehouse – Bank is in the process of enhancing its enterprise wide Data Warehouse for integrating all customer related data from various sources. The Service Provider shall integrate his systems with the Data Warehouse for cross flow of information, when launched by the Bank without any additional cost in time bound manner as desired by the bank.	To be mutually agreed and define scope for integration. Please confirm.	Clause itself is self-explanatory.
170	71	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Migration of existing history/ data/service request/ TPIN/Call Recording etc. (as the existing call centres have been functional for over 5 years) and ability to	Please share the details of the systems with platform & version details along with the storage requirement that need to be migrated and please indicate approximate volume of this	Query is not admissible

			retrieve/review/use (of existing Contact Centre operations) in new Contact Centre solution.	data?	
171	73	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	Toll free numbers, PRI / SIP trunk lines and MPLS/leased line connectivity to the centre and Bank's DC/DR. All the Contact Centres will be interconnected for load balancing and disaster recovery purposes. No services/applications should run in standalone basis at any location i.e. DR should be made available for all services.	Can we assume that Bank will provide PRI/SIP, MPLS/Leased line connectivity from Bank DC/DR's to each contact centre/s (New Delhi (Primary), Bengaluru, Kolkata)?	Kindly refer scope of work
172	77	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	IVR and NLP AI based voice Bot IVR ports should be 4 times the number of agents as customers want more call closures in IVR and NLP AI based voice Bot IVR.	Kindly share the peak hour call volume? What's the percentage calls are being resolved at IVR end?	Query is not admissible
173	83	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	It should support 100% Bulk Recording and Quality Recording for Voice as well as Screen	Please confirm expected % of screen & Voice recording?	Clause stands as per RFP .

174	84	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Ability to send fax to the customers through the fax engine.	Is this functionality expected from the service provider?	Clause is self-explanatory
175	91	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	The Solution must support to clone configuration settings from one environment to another (i.e., from production to trainer, etc.). Support for different testing environments such as load test, stress test and regression test, and simulation for end-to-end performance testing	Do we have to provision for physically separated test environment or can these be logically provisioned from the production environment?	Clause is self-explanatory
176	97	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	The Contact Centre shall initially provide calling services, IVR, NLP AI based voice Bot IVR in Eleven (11) languages	Is the Voice BOT to be provisioned for all languages?	Clause stands as per RFP. Kindly refer scope of work
177	200	RFP REF No. UCO/DIT/21 70/2022-23 Technical Expertise	If work from home is allowed.....	Is work from home to be provisioned/planned in the proposed solution? If Yes Would bank open to use service provider Work From Home technology solution, please confirm	Clause is self-explanatory

178	49	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	Integration of Government/Regulatory grievances redressal system like CPGRAM or any other time to time instructed by Government with internal CRM service system/CRM.	Can we expect that Bank will help in providing the API's for all integrations?	It is to be noted that Cost of integration with our system (APIs etc. for integration with Bank's CBS system Finacle, Middleware etc.) is to be borne by the bidder. Bidder will have to adhere to bank's existing format interface specification. No changes would be accepted on Bank's side to maintain compatibility with existing system.
179	44	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	360-degree view of customer journey to agents	List of applications to be integrated to fetch 360 degree of customer journey, supported with APIs provided by Bank	Clause is self-explanatory
180	47	RFP REF No. UCO/DIT/2170/2022-23 Part-IV: Scope of Work	General product queries would need to be captured in the Centralized Lead Management System to be provided by the Service Provider and linked to Bank 's appropriate systems.	LMS will be updated from service provider's contact centre CRM on real-time / scheduled intervals? Whether the same would be applicable to service provider/partner as well	Clause is self-explanatory.

181	48	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	Account based Requests on all Required Services by Bank and its partners	Kindly let us know the preferred method for system integration(s) i.e. URL Based, Web service, API Based or any other	Clause is self-explanatory.
182	47	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	General enquiries on Products and services of the Bank and its partners sold and serviced by the Bank	Is the Bank having a knowledgebase which will be used by the CSA for production / process information for responding to the customer ?	KMT to be provided by service provider. Bank will provide the circulars as and when updated.
183	49	RFP REF No. UCO/DIT/21 70/2022-23 Part-IV: Scope of Work	6. Card related services of Bank and its partners System should identify the overdue / NPA popup due during customer call on contact centre	We assume, Client CRM (SPGRS), would maintain overdue / NPA details to be fetched on call received	Clause is self-explanatory.
184	44	RFP REF No. UCO/DIT/21 70/2022-23	Introduction	The required Service Provider CRM to support following channels - Inbound calls, Outbound calls, Web Chat, Video Chat, Email, Social Media. Please confirm	Clause is self-explanatory.

185	44	RFP REF No. UCO/DIT/21 70/2022-23	Introduction	CRM to support Email/SMS/WhatsApp/Social Media blast campaigns. Please confirm. It is assumed here that required services like email account, SMTP SMS Gateway, WhatsApp, Social Media account etc. will be provided by the Bank	Clause is self-explanatory.
186	44	RFP REF No. UCO/DIT/21 70/2022-23	Introduction	"Multi Lingual" - It is assumed that CRM interface will be in English only	Clause is self-explanatory.
187	44	RFP REF No. UCO/DIT/21 70/2022-23	Introduction	Please elaborate "Automated quality checks/Audit of calls"	Clause is self-explanatory
188	44	RFP REF No. UCO/DIT/21 70/2022-23	Reporting	Access to Service Provider CRM will be required for multiple external locations and authorized users for Dashboard, Report Extraction Please confirm	Clause is self-explanatory.
189	44	RFP REF No. UCO/DIT/21 70/2022-23	Reporting	Kindly elaborate the expectation for dashboard and, reporting from CRM	Clause is self-explanatory.
190	44	RFP REF No. UCO/DIT/21 70/2022-23	Speech to Text	Please specify languages in scope for Speech to Text conversion	Kindly refer Languages clause of RFP.
191	45	RFP REF No. UCO/DIT/21 70/2022-23	Knowledge Management System	It is our understanding that KMT (Knowledge Management Tool) is to be provided by the Service	Yes, Bank will provide the contents related to Bank's products which may be in



				Provider. We assume here that Bank will provide required contents in editable format for updating the application, please confirm	editable or non-editable format.
192	49	RFP REF No. UCO/DIT/2170/2022-23	Complaints/Feedback/Suggestions	Is the Service Provider required to provide and independent Ticketing module with escalation management for complaint handling integrated in the CRM ?	Clause is self-explanatory.
193	49	RFP REF No. UCO/DIT/2170/2022-23	Complaints/Feedback/Suggestions	Will UCO Bank required access to this module for compliant resolution ?	Clause is self-explanatory.
194	55	RFP REF No. UCO/DIT/2170/2022-23	Outbound Calls	Data for outbound campaigns will be provided by the Bank via 1. Data Files 2. System integration with Bank applications 3. Both	As per Bank's requirement.
195	58	RFP REF No. UCO/DIT/2170/2022-23	Outbound Calls - Soft Recovery/Hard Recovery of Loans for Bank and its partners	Is the Bank looking for a collections CRM for this purpose or these calls will be considered as one of the outbound campaigns?	Clause is self-explanatory.
196	67	RFP REF No. UCO/DIT/2170/2022-23	Email and Chat based services	For email Services it is assumed here that that Bank will provide the necessary email accounts, credentials and SMTP server access, please confirm	Clause is self-explanatory.

197	67	RFP REF No. UCO/DIT/21 70/2022-23	Email and Chat based services	It is our understanding that the Bank requires an enhanced Web Chat service integrated with CRM from the service provider which will be linked with specified websites, please confirm	Clause is self-explanatory.
198	67	RFP REF No. UCO/DIT/21 70/2022-23	Video Chat/Co-browsing/Social Media	It is our understanding that these are new channels customer interaction that the Bank is keen to implement. Are inclusion of these services mandatory for the proposed solution ?	Clause is self-explanatory.
199	70	RFP REF No. UCO/DIT/21 70/2022-23	CRM	The application should have the capability to digitize feedback and coaching mechanism used to improve Agent performance" and "Solution should be integrated with the ACD application and able to provide ACD / telephony options from the CRM platform itself. Please Elaborate	Clause is self-explanatory.
200	70	RFP REF No. UCO/DIT/21 70/2022-23	CRM	FCR / STP / online fulfillment capabilities - It is assumed here that Bank will allow integration of CRM with required systems and sub-systems to accomplish the objective.	Clause is self-explanatory.
201	116	RFP REF No. UCO/DIT/21 70/2022-23	Occupancy	Occupancy has been defined as 75%, Kindly confirm if occupancy is a contractual target. SLA mentioned are stringent and	Clause is self-explanatory

				occupancy target might need to revisited basis volume pattern	
202	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Inbound Volume is shared for Premium agents and basic contact centre agents wherein as per SLA there are 3 types of agents Premium, Classic and other hence please share volume bifurcation for Premium, Classic and other agents	Kindly refer clarification enclosed herewith.
203	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share language wise volume split to be considered across the channels & LOBs in-scope	Clause is self-explanatory.
204	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share the targeted AHT for each channel in scope e.g. Inbound calls, Chat, Email, Back office, etc. at LOBs level. For Outbound Calls , kindly share connect AHT bifurcated into Right Party Connect AHT and Non-Right Party Connect AHT.	Clause is self-explanatory.
205	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Please suggest the chat concurrency i.e. what is the average number of chat can be handled at same time. Also, what is the maximum number of chats possible to be handled at the same time.	Clause is self-explanatory.

206	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share 4 - 6 weeks of daily volume to assess the day of the week volume factor for sizing purpose of Inbound Calls, Email, Chat, Back office, etc. at LOB level. Alternatively, please share day of the week volume factor for each channel in-scope at LOB level. E.g. - Mon-15%, Tue-16% & so on.	Clause is self-explanatory.
207	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share 4 - 6 weeks of interval wise volume offered to assess the intraday arrival pattern for sizing purpose of Inbound Calls, Email, Chat, Back office, etc. at LOB level. Alternatively, please share intraday volume pattern for each channel in-scope at LOB level. E.g. - 09:00 - 1%, 09:30 - 1.5% & so on.	Clause is self-explanatory.
208	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share the Hours of Operation (HOOPs) & business Operating days for all the channels in scope i.e. inbound, chat, email outbound, social media, back office, etc. at LOB level.	Clause is self-explanatory.
209	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share the turnaround time (TAT) for Email, Back office & any other non-live channel in-scope.	Clause is self-explanatory.

210	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly share SL/ASA and abandon target for Inbound Calls, Chat & any other live channel in-scope.	Clause is self-explanatory.
211	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	At what level is that SL/ASA and abandon target is required to be achieved i.e. daily, weekly or monthly?	Clause is self-explanatory.
212	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	For Outbound Calls is in scope then, kindly share the connect % bifurcated into Right Party Connect% and Non-Right Party Connect% at LOB level.	Clause is self-explanatory.
213	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Kindly confirm if an Outbound call is connected to a non-right party to be re-attempted until the right party is connected or not be re-attempted.	Clause is self-explanatory.
214	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	For Outbound Calls is in scope then, kindly share maximum number of attempts to be made to a non-connected outbound call? Also, please share attempt wise connect % e.g. attempt 1 - 40%, attempt 2 - 30%, etc.	Clause is self-explanatory.
215	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	If Outbound Calls is in scope then, Kindly confirm if dialer is predictive or preview?	Clause is self-explanatory.
216	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	How many touches are expected per transaction of Back office, Email and any other non-live channel in-scope. For multiple	Clause is self-explanatory.

				touches, please clarify if the A per HT shared is inclusive all required touches, if not then, please share the AHT i.e. inclusive of all touches.	
217	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Does Back office, Email and any other non-live channel require maker and checker process as well? If yes, will require maker and checker APT/AHT for each query type.	Clause is self-explanatory.
218	183	RFP REF No. UCO/DIT/21 70/2022-23	Commercial BID	Is there a scope of multiskilling between LOBs or Channels in-scope?	Clause stands as per RFP.
219	105	RFP REF No. UCO/DIT/21 70/2022-23	The Service Provider will comply with all applicable policies of the Bank, including but not limited to the Bank's Privacy Policy, Information Security Policy, Code of Conduct/Ethics, RBI/Bank's guidelines on outsourcing, IT Security Act and the Do-Not Call policies and the policies and regulations issued by any Regulatory Authorities including TRAI, IBA, RBI etc. and regulatory authorities of International locations whose customers are being serviced at the Contact Centre.	We can agree to this if the Bank provides us with the copy of documentation of such policies and regulations that it expects us to comply. Requesting the bank to help us with the complete policies and regulations	Applicable policies of Bank for this project will be shared with selected bidder. However, IT Security Act and the Do-Not Call policies and the policies and regulations issued by any Regulatory Authorities including TRAI, IBA, RBI etc. and regulatory authorities of International locations whose customers are being serviced at the Contact Centre will be the sole responsibility of bidder.

220	124	RFP REF No. UCO/DIT/21 70/2022-23	If the successful bidder fails to complete the due performance as per subsequent Agreement, bank reserves the right to terminate the contract and recover Liquidated Damages 2% of contract value. Bank may also terminate the agreement if deductions on account of liquidated damages exceed more than 10% of the total order price	The bidder propose to cap the liquidated damages for a total of 10% maximum of the TCV.	Clause stands as per RFP
221	125	RFP REF No. UCO/DIT/21 70/2022-23	The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank	As a standard, we suggest that the bank to withhold maximum of 20% of any disputed payment. However, the bank should pay us the remaining 80% of the payment due, Kindly acknowledge	Clause stands as per RFP.
222	132	RFP REF No. UCO/DIT/21 70/2022-23	In case the bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder with the capping of 125% of the original quoted cost for such	The bidder proposes to have a cure period to reasonably resolve the concern. If still unable to comply to do so after the cure period too, bank has right to terminate the agreement	Clause stands as per RFP.

			deliverable as per commercial bid		
223	139	RFP REF No. UCO/DIT/2170/2022-23	The bidder to perpetually indemnify bank and liabilities to be capped at total contract value	We propose capping perpetual indemnity that too capped at TCV. We can agree to indemnify client by having an annual aggregate liability which is capped at a maximum of 3 to 6 months fee payable by Client.	Clause stands as per RFP.
224	14	2	Bank will provide premises for the locations other than mentioned above. In case, Bank fails to do so, selected bidder will arrange for the same.	How would the Bank compensate the Vendor for cost of Infrastructure, Technology, furniture etc. that will be provided by Vendor. As the PCM rate may not cover these costs due to operations from Bank's premises.	Kindly refer scope of work and commercial format.
225	27	31	The envelopes separately should contain the documents in the order mentioned in the below diagram.	Are the Hard copies of the bid also required to be submitted other than the soft copy?	Kindly refer RFP
226	34		In case Bank chooses to visit the location, the bidder shall bear the cost of travel and stay for the Bank team comprising of four to six members.	We understand that this is applicable only in case of visit outside Mumbai/ Navi Mumbai/ Thane region. Please clarify.	Clause stands as per RFP.
227	39		Those calls which are not dropped in the first 30 seconds (and in 10 seconds for Premium category)	30 seconds duration is too high this should be capped at 5 seconds as per industry standard or max at 10 seconds	Clause stands as per RFP



228	180	Annexure P	Short calls are not chargeable. 1. In case of IVR calls up to 35 second from RMN and calls up to 50 seconds from Non RMN will be treated short calls and 2.	This is contradicting to the clause mentioned on page # 39 under Definition of Method, please confirm which is the right definition of short call	Kindly refer Corrigendum
229	72		In these Contact Centers, the entire infrastructure required for setting up, implementing and maintaining the Contact Centre like hardware (desktop/PC, headset, phone instruments, projectors, screen, printers, soft board, whiteboard, servers etc.), software (softphone, knowledge management portal, CRM, agent desktop application, quality management tools, web chat, email an agement/ web chat systems, workforce management tools, etc.), various equipment (e.g. ACD, IVR, Voice Loggers, Dialer, Switch, Router etc.), security, insurance, regulatory licenses (e.g. OSP from DOT, Shops and Establishment and other regulatory/statutory licenses), all other infrastructural needs will be	How about the connectivity from server room to desktops and conference rooms? We understand this will be provided by Bank, please confirm.	Necessary network access to be provided by the Bank.

			arranged by the Service Provider		
230	73		At New Delhi, Bengaluru, Kolkata, Bank will provide only the premises with basic furniture (workstations up to 100 agents, chairs, Tables, rooms, toilets).	Please help with the break-up of 100 workstations at each centre. Further providing break-up of CSAs, Sr. CSAs, Voice CSEs, Non Voice CSEs at each centre	Clause is self-explanatory. Kindly refer manpower requirements clause of RFP.
231	107	3	Go live – within 60 days from LOI/PO - availability of below process/feature/integrations:	Requesting bank to please revise this to 90 days. As 60 days is too short a period considering the scope of implementation, arrangements and various complex approvals required from both the sides.	Clause stands as per RFP.
232	44	Part-IV: Scope of Work	Volume and AHT	Please provide Interval / day / weekly / monthly level volume and AHT for Inbound (Language Wise) historical and expected for New deal term - calls to be handled by Agent	Kindly refer clarification enclosed herewith.
233	44	Part-IV: Scope of Work	Volume and AHT	Please provide Interval / day / weekly / monthly level volume and AHT for Outbound (Language Wise) historical and expected for New deal term; please include historical connect percentages along with connected and not connected AHT - calls to be handled by Agent	Kindly refer clarification enclosed herewith.

234	44	Part-IV: Scope of Work	Volume and AHT	Please provide Interval / day / weekly / monthly level volume and AHT for Web Chat (Language Wise) historical and expected for New deal term - Chats to be handled by agent	Kindly refer clarification enclosed herewith.
235	44	Part-IV: Scope of Work	Volume and AHT	Please provide Interval / day / weekly / monthly level volume and AHT for Video Chat (Language Wise) historical and expected for New deal term - Video Chats to be handled by agent	Kindly refer clarification enclosed herewith.
236	44	Part-IV: Scope of Work	Volume and AHT	Please provide Interval / day / weekly / monthly level volume and AHT for Social Media (Language Wise) historical and expected for New deal term - to be handled by agent	Kindly refer clarification enclosed herewith.
237	44	Part-IV: Scope of Work	Volume and AHT	Please provide expected Interval / day / weekly / monthly level volume and AHT for Voice/SMS/WhatsApp blaster	Kindly refer clarification enclosed herewith.
238	44	Part-IV: Scope of Work	Volume and AHT	Please provide Interval / day / weekly / monthly level volume and AHT for Email (Language Wise) historical and expected for New deal term - to be handled by agent	Kindly refer clarification enclosed herewith.
239	96	Contact Centre Timings	Hours of Operations	Please provide expected hours of operations for each queue along with the working days of each	Kindly refer scope of work of the RFP. As per guidelines issued by

				queue (including mandatory day off/holiday list to be followed) - Outbound cannot work 24X7 due to dialing restrictions	TRAI/regulatory authorities time to time, outbound call timings will be followed.
240	44	Part-IV: Scope of Work	Agent Utilization	What all Channels can be clubbed in one so that cross utilized agents can be considered?	It is sole responsibility of the bidder to manage the operations and meet SLA defined in the RFP.
241	44	Part-IV: Scope of Work	Headcount	If there is a constrain in sharing volume and AHT - please share FTEs for all channels to create the sizing of pure FTE model	Please refer commercial
242	44	Part-IV: Scope of Work	Headcount	What is the overall HC requirement and ratio bifurcation between Chat, Email, Social Media and Call.	It is sole responsibility of the bidder to manage the operations and meet SLA defined in the RFP.
243	100	Service Requirements	Support Roles	Do we need to consider any other support roles apart from the ones mentioned in the RFP	It is noted that bidder needs to comply scope of work mentioned in the RFP .
244	72	Part-IV: Scope of Work	Location(s)	Please provide expected volume/staffing distribution between the proposed contact centers	Tentative seats allocation centre wise is furnished below. New Delhi-70 Bangalore-40 Kolkata-40 However actual requirement shall be advised to selected bidder during implementation which is subject to change as per requirement of Bank during currency of contract.

245	44	Part-IV: Scope of Work	Web Chat /Video Chat/Email/Social media	Please help to share the Service level target for these LOBs	Clause is self-explanatory.
246	44	Part-IV: Scope of Work	Web Chat /Video Chat/Email/Social media	How many concurrent chats agents are supposed to handle.	It is sole responsibility of the bidder to manage the operations and meet SLA defined in the RFP.
247	44	Part-IV: Scope of Work	Co-browsing	What is the average Co-browsing sessions concurrency.	Kindly refer RFP clause.
248	44	Part-IV: Scope of Work	Web Chat /Video Chat/Email/Social media	What is overall concurrency for live agent chat (Social Media + Web Chat).	This is a new module proposed to be implemented. Bidder is expected to calculate the volume based on statistics given in the RFP and prevailing industry standards in the area.
249	39/18 1	Commercial Evaluation/ Note	Short Call Definition	Short calls are defined as 35 seconds on page 181 and as 30 seconds on page 39. Please clarify	Kindly refer corrigendum enclosed herewith
250	112/1 13	4.1.4	Call Answer / Call response time	Please provide Interval / day / weekly / monthly level volume and AHT for Inbound segments (NRI/ HNI/ Overseas/ loyal/ classic/other) historical and expected for New deal term - calls transferred to agent	Kindly refer clarification enclosed herewith.
251	113	4.1.4	Even if overall above mentioned response time is achieved in a month, but in case there is huge shortfall	Please help to share the Interval wise volume trends and AHT for last six months to calculate the required agents to meet this KPI	Details will be shared with selected bidder.

			(<70%) in response time in more than 8% of half hour intervals. E.g. that is, <70% calls attended within given timelines, for more than 120 half hour intervals in a month (Total of 48X30 half hour intervals in a month) is achieved in a month, but in case there is huge shortfall (<70%) in response time in more than 8% of half hour intervals. E.g. that is, <70% calls attended within given timelines, for more than 120 half hour intervals in a month (Total of 48X30 half hour intervals in a month)		
252	93	Forecasting	The FTE approval will be based on the Peak Weak volume basis and the difference between the FTE arrived on two methods (monthly and peak week) will be used as per Bank's discretion and direction for other weeks/days except that particular peak weak.	Is there any Minimum guarantee for the volumes shared? Please confirm	It is clarified that there is no minimum guarantee for the call volumes.
253	100	Ratio of CSAs, Sr. CSAs, Voice CSEs, Non	Senior Management/Centre Managers (AVP or equivalent designation for up to 250 agents, VP or equivalent	1. This is not matching with Standard organizational ratio. Request to relook into the ratios of senior support staff as these	Clause stands as per RFP.

		Voice CSEs, TLs and AMs	designation for centre more than 400 agents)	ratios will have a major impact on commercials. 2. What is the min/ max. agent headcount head count we are expecting?	
254	110	4. Penalty	4. Penalty	1. Penalty Clause to be relooked too stringent to be followed as BAU. Request to relook into the penalty clauses. 2. What is the upper limit of the penalty on a monthly billing	Clause stands as per RFP.
255	113	4.1.4 Call Answer / Call response time	Measurement Interval: Half hourly interval Reporting Period: Daily For premium customer like NRI/ HNI/ Overseas etc. this will be 95% call in 5 sec For loyal and other classic segment as advised by the bank more than 90% of calls requesting to speak with an Agent are attended to within 10 seconds For other customer this will be 85% call in 15 sec	Will daily reporting be used as the basis for a penalty? If Yes will the vendor be exposed to the penalty?	Kindly refer penalty clause mentioned in the RFP.
256	44	Part-IV: Scope of Work	Demat, wealth management / Cash management, Payment gateway, mutual funds, forex, fastag, Locker, NPS, PPF, Gold Bonds, government schemes, insurance products	1. Is there any specialized skillset required for this line of business? If yes, request to share the detailed job description 2. Is this will be a target based?	Kindly refer scope of work. Quality control is sole responsibility of the bidder.

257	45	Part-IV: Scope of Work	Any new Products/ Services/ enhancements development pertaining to Contact Centres and IVR as advised by Bank time to time without any additional cost in time bound manner.	1. Will there be any phase wise planning or Vendor is be open to the changes whenever asked? 2. What would be the timeline of the implementation? Please confirm	Bank will advise the timeline as and when required.
258	107	3. Schedule of Implementa tion	Go live – within 60 days from LOI/PO - availability of below process / feature / integrations:	1. 60 days go live from PO looks stringent for Inbound ,as due to current global chip shortages for procurement of new IT assets will have high lead time in this meeting given timelines is difficult We suggest 120 days for Go live 2. is there any penalty levied on timeline breach? Please confirm	Clause stands as per RFP.
259	44	Part-IV: Scope of Work	Volume and Headcount	Any Annual Growth needs to be considered? Please confirm	Kindly refer clarification enclosed herewith.
260	97	Part-IV: Scope of Work	Languages	Are all given languages required for all the given channels (Voice/Email/Web Chat/Video Chat etc.)? Please confirm	Yes, Bidder's understanding is correct.
261	180	Masked Commercial Bid	Monthly Indicative Volume	Shall we use the monthly indicative volume for headcount calculations or historical volume and AHT requested above can be provided? Please confirm	Yes, Bidder's understanding is correct.
262	39	Commercial Evaluation	Monthly Indicative Volume	Is this going to be an FTE Model or PCM model work type. Also, if this is going to be FTE model work type, kindly share the FTE	RFP clause is self-explanatory in this regard.



				definition for all LOBs (182 hours or 208 hour etc.)	
263	72	Setting up the operations of the New Center	The Selected Service Provider has to set-up one contact centre on premises provided by bank at New Delhi, Bengaluru, Kolkata and other locations mutually agreed at their own cost.	All the premises will be provided by Bank only. Please confirm	RFP clause is self-explanatory in this regard.
264	49	Part-IV: Scope of Work	Complaints/Feedback/ Suggestions on all Required Services by Bank and its partners	1. What would be the channel/medium to register Complaints / Feedback / Suggestions? Please confirm 2. Will there be a CSAT captured on the call/SMS/Email/Outdialled? 3. Target- will it be any R&P metric?	Kindly refer scope of work mentioned in the RFP.
265	75	Contact Centre Infrastructure to be provided by the Service Provider (A. Hardware, Software, Telecom facilities)	The solution proposed by the Service Provider shall be made PCI DSS and PA DSS compliant, as per Bank's / regulatory requirement without any additional cost	Is PCI DSS certification required for this account because it includes additional cost ?	Clause is self-explanatory.
266	83	Call Recording	It should support 100% Bulk Recording and Quality Recording for Voice as well	What is the % of screen recording. Please confirm	It is to be clarified that 100 % Bulk recording includes screen recording as well as voice

			as Screen.		recording as mentioned in the RFP.
267	102	Training	On boarding/induction training must include a certification post completion of training and only those who obtain more than 80% marks will be permitted to go on the production floor. The induction training and certification process will need to be pre-approved by the bank	Who will conduct the certification? Will it be done by bank team or internal Certified team	Certification has to be done by bidder however process needs to be pre-approved by the Bank as defined in the RFP.
268	115	4.1.7	This is measured by scoring all the calls through Auto-speech analysis/ audit as well as a random sample of calls on pre-defined parameters on manual basis as per industry practice and mutual agreement with the Bank	Is there any pre-defined audit sheet and tool for quality monitoring?	Clause is self-explanatory
269	115	4.1.7A Service Level (On Quality Score)	No Score on Call quality Penalty 1 >92% Nil 2 Between 85% to 92% 5% of monthly billed value 3 Between 75% to 85% 7.5% of monthly billed value 4 < 75% 10% of monthly billed value	Industry standard for CQ KPI target/benchmark is between 82-85% in BFSI projects for penalty. We should mutually agree on this basis designed audit form. Please confirm	Clause stands as per RFP

270	76	Call Centre Infrastructure	IVR, NLP AI based voice Bot IVR and CTI Technical	Is there an existing Chatbot / Voicebot? If yes, what is the existing RPA/Chat platform/ Telephony? If no, what are the expected deployment channels? - Web/IVR/Smart speakers /Social media?	This is a new module proposed to be implemented. Bidder is expected to calculate the volume based on statistics given in the RFP and prevailing industry standards in the area.
271	76	Call Centre Infrastructure	IVR, NLP AI based voice Bot IVR and CTI Technical	What languages does the bot need to support?	Bot needs to support all 12 languages
272	76	Call Centre Infrastructure	IVR, NLP AI based voice Bot IVR and CTI Technical	Please share As-Is process maps, keystroke level documents explaining the potential automation use cases identified in order to evaluate the automation feasibility	Integration process will be shared with selected bidder only.
273	76	Call Centre Infrastructure	IVR, NLP AI based voice Bot IVR and CTI Technical	Do we have volumetric & Average Handling Time data for the potential use cases?	Presently no such volumetric projections available with the Bank. However at the time of integration, scalability to be designed in consultation with the Bank.
274	70	Customer Relationship Management (CRM)	Service Provider has to provide the Customer Relationship Management (CRM) which needs to be maintained in house by the Service Provider.	Is there any expectation from migrate data from existing system to new helpdesk CRM? if yes than what is the data size and tenure.	Yes, details will be shared with selected bidder.

275	70	Customer Relationship Management (CRM)	Service Provider has to provide the Customer Relationship Management (CRM) which needs to be maintained in house by the Service Provider.	Is there any expectation to integrate this contact center CRM with any of core banking solutions/applications.	Kindly refer scope of work.
276	75	A. Hardware, Software, Telecom facilities:	Unified desk top solution (holistic CRM), Knowledge management system, Workforce Management system, Quality management tools	Do we need to migrate data from any of existing knowledge management tool if yes than what is the data size and media format.	Kindly refer scope or work in terms of migration of data.
277	44	Part-IV: Scope of Work	Web Chat/ Video Chat/ Email/Social media chat bot's/Chat services/ Automated email response. Chat Bot should be available at agent level	Based on historical trend what is the concurrency expected for the Chatbot .	Presently no such historic trends available with the Bank.
278	75	A. Hardware, Software, Telecom facilities:	Unified desk top solution (holistic CRM), Knowledge management system, Workforce Management system, Quality management tools	Do we already have a Knowledge bank which can be mapped with Chatbot for training?	Existing Chat Bot Knowledge Bank will be shared with selected bidder.
279	75	A. Hardware, Software, Telecom facilities:	Unified desk top solution (holistic CRM), Knowledge management system, Workforce Management system, Quality management tools	What all media formats Knowledge Management system should support?	It should support all standard formats as per industry practice.

280	70	Integration with Bank's back-end applications	The Service Provider selected to run the Contact Centre will be required to carry out integration with multiple applications / Systems used by the Bank as part of providing a unified Omni channel desk top application for the agents.	Integration capabilities: 1. Are all the system capable of API based Integration. 2. Is there option to get bulk data (Basic Customer Profile) in an Export format? 3. Are there ready screen which can be plugged into a third party application using SSO - for example, current month transaction from Core banking system	Integration with API and with other option will be shared with selected bidder.
281	70	Integration with Bank's back-end applications	The Service Provider selected to run the Contact Centre will be required to carry out integration with multiple applications / Systems used by the Bank as part of providing a unified Omni channel desk top application for the agents.	Is there any middleware available with UCO to integrate with Bank's backend systems? If yes, please provide the details.	It is the sole responsibility of the bidder to provide all necessary systems/hardware/software / middleware.
282	61	IVR – Integrated Voice Response	The Service Provider selected to run the Contact Centre on Managed Services model will be required to benchmark the IVR and NLP AI based conversational voice Bot IVR services provided by Banks, design the IVR tree structure in consultation and with the approval of the Bank.	Please provide the existing IVR call flow document with self-services details. Availability of IVR source code to be re-used for the new contact center deployment	Will be shared with selected bidder.

283	61	IVR – Integrated Voice Response	The Service Provider selected to run the Contact Centre on Managed Services model will be required to benchmark the IVR and NLP AI based conversational voice Bot IVR services provided by Banks, design the IVR tree structure in consultation and with the approval of the Bank.	There is big list of services required on IVR (DTMF/Voice BOT), please clarify whether bank has the plan to implement these many services or can we reduce the no of self-services to bring down the cost?	Clause stands as per RFP.
284	77	Call Centre Infrastructure	mSolution shall provide GUI based tool to be provided for designing the IVR and NLP AI based voice Bot IVR and call distribution flow.	Is Voice BOT services required to be provided to all calls, or can we limit to specific customer segment or for few services. Please confirm	RFP clause is self-explanatory.
285	74	Contact Centre Infrastructure to be provided by the Service Provider	The Service Provider will need to ensure the Uptime of PRI lines / Tolloed Lines/ MPLS / Leased lines provided by Bank with the Telecom Service Provider.	What is the total internet bandwidth requirement per seat basis to access UCO applications?	RFP Clause is self-explanatory.
286	74	Contact Centre Infrastructure to be provided by the Service Provider	The Service Provider will need to ensure the Uptime of PRI lines / Tolloed Lines/ MPLS / Leased lines provided by Bank with the Telecom Service Provider.	Is there any requirement for GSM based calling as well for outbound calling or it would be traditional PRI/SIP based calling only?	RFP Clause is self-explanatory
287	83	Call recordings	It should support 100% Bulk Recording and Quality Recording for Voice as well	What is the call and screen recording retention period?	It is to be noted that call and screen recording retention period will be valid for entire

			as Screen.		contract period with a bifurcation of online and archived period decided by the Bank.
288	101	Training	An Induction Training of at least 21 days viz., 4 days for communication and soft skills, 14 days for products and services of the Bank and 3 days for buddy up/system training, will need to be imparted to all newly recruited Agents.	Is the training period Billable?	It is clarified that imparting of training to the resources is sole responsibility of bidder. Bank will not pay any amount for the same.
289	47	Type of Contacts handled by Service Provider Inbound Calls	Account based Enquiries on all Required Services by Bank and its partners	Middleware system should be deployed to create a bridge between CRM (this will be used by agents)/IVR (for self-help) and other channels.	It is the sole responsibility of the bidder to provide all necessary systems/hardware/software / middleware.
290	49	Complaints/ Feedback/Suggestions on all Required Services by Bank and its partners	Integration of Government/Regulatory grievances redressal system like CPGRAM or any other time to time instructed by Government with internal CRM service system /CRM.	CRM will have integration capability with all kind of APIs However Bank will need to provide the APIs/Connectors of CPGRAM. Please confirm	Required services and connectors will be provided by the Bank at the time of implementation of CRM solution.
291	49	Account based Requests on all Required	The service request module will need to be integrated with the Bank's CRM, FRMS, net banking, Mobile banking,	All integration should happen via a common middleware and Bank should provide all documentation related to integration. Please	As mentioned above.

		Services by Bank and its partners	UPI and cards and with other appropriate platform, and directly interface with the various systems on the bank so as to directly log in the request for STP (straight through processing)	confirm	
292	14	2. Objectives	The Bank's current Contact Centre capacity is 80 + agents.	What is the current Contact Center Technology that is in use today?	Query is not admissible
293	14	2. Objectives	The Bank now intends to outsource its Contact Centre operations to a Service Provider who can establish 3 or more centers (one in New Delhi (Primary), one in Bengaluru, one in Kolkata and other may be as per the mutually agreed location) so as to cater to major customer languages and provide for disaster recovery.	Does the current Contact center operate from multiple locations today as well?	Yes
294	14	2. Objectives	The Bank aims is to expand the scope of services through inbound/outbound calls, web chat, video chat, interactive NLP AI based voice Bot IVR, Automated Quality Audit, automated email management, co-browsing, voice / SMS / WhatsApp blasters etc. to our existing	1. Can Cloud based Solutions be proposed or do we have to propose Contact center solution deployed at Bank's premises?  2. A dedicated Contact Center Infrastructure setup is required? Please confirm	1. Kindly refer corrigendum enclosed herewith.  2. Yes, Bidder's understanding is correct.



			and prospective, domestic as well as international customers.		
295	14	2. Objectives	The Bank now intends to outsource its Contact Centre operations to a Service Provider who can establish 3 or more centers (one in New Delhi (Primary), one in Bengaluru, one in Kolkata and other may be as per the mutually agreed location) so as to cater to major customer languages and provide for disaster recovery.	Are the agents expected to work in Bank's Domain or Service Provider's domain?	Domain will be provided by the Bank.
296	44	Part-IV: Scope of Work	Web Chat /Video Chat/Email/Social media chat bot's /Chat services/Automated email response. Chat Bot should be available at agent level	1. Are the same agents supposed to handle both Voice and digital Channels or will there be dedicated agents for Digital channels? 2. If dedicated agents, then what would be the split for Voice and non-voice agents?	Kindly refer page no 97 of the RFP.
297	44/45	Part-IV: Scope of Work	Automated Voice assisted IVR, agents and IVR in Multilanguage to support all the required services of Bank and its partners <b>(These services will be referred as "Required Services" in the entire document for reference.)</b>	Will the Bank provide standard based APIs or Middleware for integration with the Bank's backend services to provide these functionalities through IVR?	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.

298	45	Part-IV: Scope of Work	Integration of Social media platforms with Contact centre, NLP AI based, chat, Email and voice Bot IVR and IVR.	1. Will Bank provide the Business Accounts for Social Media? 2. Voice BOT is required for Which languages? 3. Is Voice Bot required for a specific group of callers or for all the callers?	1. Bank is having official social media account which shall be used for this purpose. 2. Voice BOT should support all the languages supported by the IVR. 3. It is required for all the callers.
299	45	Part-IV: Scope of Work	Speech analytics of every call along with transcripts is mandatory. Auto tagging of calls should be at agent/IVR by system itself through speech analysis mechanism	In which all languages the Speech Analytics required?	As mentioned above.
300	45	Part-IV: Scope of Work	System should give real time score as quality of call on the basis of various parameters like emotions, sentiments, theme directions, complaints, customer pain points etc.	Is this required for all Call or specific Percentage or Specific type of calls?	It is clarified that it is applicable for all type of calls.
301	45	Part-IV: Scope of Work	Advisor assistance program should be there for speech to text conversion at real time and according to customer key word system should find the reply from KMT and assist the agent to provide the appropriate answer without surfing in KMT.	Can we assume that this will be English only?	Proposed solution should support all the languages mentioned in the RFP.
302	45	Part-IV: Scope of	Integration of Social media platforms with Contact	Can the Chat Bot or Voice Bot Application be delivered through	It is clarified that it has to be deployed on Bank premises.

		Work	centre, NLP AI based, chat, Email and voice Bot IVR and IVR.	the cloud or it has to be deployed on-premise?	
303	47	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	General enquiries on Products and services of the Bank and its partners sold and serviced by the Bank	Will Bank provide Web Services/API/Middleware for IVR to Integrate with and Provide these functionalities	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.
304	47	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Account based Enquiries on all Required Services by Bank and its partners	Will Bank provide Web Services/API/Middleware for IVR to Integrate with and Provide these functionalities	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.
305	49	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Complaints/Feedback/Suggestions on all Required Services by Bank and its partners	1. Will the Bank provide Complaint Management Application? 2. How is the feedback expected to be collected? Will the bank provide NPS software?	It is the sole responsibility of the bidder.
306	50	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Support on all Required Services by Bank and its partners	Will Bank provide Web Services/API/Middleware for integration?	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.

307	51	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Support on all Required Services by Bank and its partners	Is this required for all calls for all the agents?	Yes
308	52	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Card related services of Bank and its partners	Will Bank provide Web Services/API/Middleware for integration?	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.
309	52	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Card related services of Bank and its partners	Will the Bank provide the PIN generation software and the associated APIs?	API/ISO specification will be shared for Green PIN generation through IVR.
310	53	Type of Contacts handled by Service Provider <b>Inbound Calls</b>	Complaints of Bank and its partners services- ATM/ Cash recycler/E-lobby/ SPBP/ Branch/ BC points /Website/ADC/kiosk/Specialized product units	Will Bank provide the CRM? If yes, which CRM is in use? Does it support Web Sites/API based Integration with IVR/Chabot etc.	It is the sole responsibility of the bidder.
311	55	<b>Outbound Calls</b>	The scope of outbound activities includes all the processes and services including video/	Please let us know the Use case for Video for Outbound activities	RFP clause is self-explanatory

			telemarketing/ telesales/ social media/Emails/ messaging marketing, and any other service as and when required and advised by the Bank and its partners time to time.		
312	56	<b>Outbound Calls</b>	Marketing functions including cross sell and up-sell of Bank and its partners	Will the Bank provide Lead Management Software and the Associated APIs?	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.
313	62	IVR – Integrated Voice Response	Natural language processing capabilities, existing self-service options and leverage routing features of IVR coupled with bio-metric authentication (Voice Authentication).	Please suggest the languages to be supported by Natural Language Processing Server	Proposed solution should support all the languages mentioned in the RFP.
314	62	IVR – Integrated Voice Response	IVR software solution/service must integrate with existing infrastructure as well as any in the future or from time to time, seamlessly as well as any new upgrades from time to time for no additional cost.	Will Bank provide the APIs/Web services/Middleware required for the integration?	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.
315	63	IVR – Integrated Voice Response	Should initially from first day support up to 9 major regional languages Malayalam, Marathi, Oriya, Bengali, Panjabi, Gujarati, Tamil, Telugu, Kannada	Will Bank provide the recorded audio files?	It is the sole responsibility of the bidder.

			in addition to Hindi and English (with professionally recorded voice ensuring standardization and consistency) and regional languages may be increased to 20 gradually.		
316	63	IVR – Integrated Voice Response	Should announce waiting time and allow customer to leave name/number for automatic call back	Is this required for all the calls?	This facility is required for waiting inbound calls.
317	63	IVR – Integrated Voice Response	Should have fast keys	Please provide use case	It is the sole responsibility of the bidder.
318	64	IVR – Integrated Voice Response	Should save the customer data like preferred language, etc. and provide the services in the preferred /saved language.	Will Bank provide Database/CRM to store the customer data?	It is the sole responsibility of the bidder.
319	64	IVR – Integrated Voice Response	Vendor should provide call / screen recording on demand in time bound manner. Any delay will attract the penalty.	Is Screen recording required for all the calls?	Yes
320	64	IVR and Voice Integrated IVR system Technical requirements:	8. Busy signals on the phone are not acceptable and would carry a penalty for non-conformance as per penalty clauses mentioned in relevant section.	Please provide the call volumes , Trunk capacity Sizing and Agent Sizing needed at all the centres	Kindly refer clarification enclosed herewith.

321	65	IVR and Voice Integrated IVR system Technical requirements:	IVR ports should be at least 3 times the number of agents as customers want more call closures in IVR and should cater to any increase in call volumes until the duration of the contract without incremental costs.	Please suggest the number of agents?  On Page 77 there is a mention: IVR and NLP AI based voice Bot IVR ports should be 4 times the number of agents as customers want more call closures in IVR and NLP AI based voice Bot IVR. Is it 3 times or 4 times?	Kindly refer corrigendum enclosed herewith.
322	65	IVR and Voice Integrated IVR system Technical requirements:	IVRS shall be capable of integrating with the Email and SMS Gateway for sending SMS and emails.	Will Bank Provide the SMS Gateway and associated APIs? Will the bank provide email Application with POP3/IMAP and SMPT Capabilities for inbound /on-bound emails?	Yes
323	65	IVR and Voice Integrated IVR system Technical requirements:	An indicative list of services to be provided through multilingual IVR and NLP AI based voice Bot IVR are as under –	Will Bank provide TPIN application and the associated APIs?	Presently Bank is not having any TPIN application. However if required so necessary application/interface will be shared with selected bidder.
324	65	IVR and Voice Integrated IVR system Technical requirements:	IVRS shall be capable of integrating with the Email and SMS Gateway for sending SMS and emails.	For all the services the IVR needs to perform will the bank provide APIs/ Web Services/ Middleware required for Integration?	It is Bidder's responsibility to integrate with channels. Bank will provide responses to the API calls required for the proposed solutions.

325	67	Email and Chat based services	The Service Provider shall provide email solution as part of this proposal and it should be supported by voice BOTs and Voice authentication and extend the same to required number of agents.	Does Voice Authentication Mean Voice Biometrics?	Kindly refer RFP page no 62.
326	67	Video Chat/Co-browsing/Social Media	The Bank is keen to offer Video Chat / Co-browsing and Social Media response management services for its customers from its Omni channel Contact Centre and expects the bidder to provide a suitable technology solution for the same as part of its proposal in time bound manner as desired by the bank.	Will Agents be dedicated for Video Chat? Will there be dedicated Rooms for Video Chat?	Required infrastructure will be provided to selected bidder as mentioned in RFP clause on need basis.
327	68	360-degree view of customer journey to agents	360-degree view of customer journey to agents should include few TABS like Personal/ Home page, accounts, additional services, interactions, to be offered products etc.	Will Bank provide CRM with all the details or these pages need to be developed by the Service Provider?	It is the sole responsibility of the bidder.
328	69	Customer Segmentation	Bank is enhancing its segmentation strategy. Calls from the indicative segments mentioned below would need to be attended by differently experienced, multi-	How will the IVR identify if the caller belongs to a specific segment?	Specific requirement in the CRM solution for specialized segments of the customers shall be provided by the bidder on the basis of their call records and CBS details.



			skilled and suitably trained agents		
329	71	Integration with Bank's back-end applications	Migration of existing history/data/service request /TPIN/Call Recording etc. (as the existing call centers have been functional for over 5 years) and ability to retrieve/review/use (of existing Contact Centre operations) in new Contact centre solution.	Which Call recording application is currently in use?	Query is not admissible
330	73	Bank will provide premises with the following infrastructural facilities at New Delhi, Bengaluru, Kolkata Contact Centre location	Toll free numbers, PRI / SIP trunk lines and MPLS/leased line connectivity to the centre and Bank's DC/DR. All the Contact Centres will be interconnected for load balancing and disaster recovery purposes. No services/applications should run in standalone basis at any location i.e. DR should be made available for all services.	Will the trunks be terminated at individual locations. Please provide the trunk capacity at each location. Will the Trunks be in the form of PRI or SIP trunks?	The PRI/SIP will be terminated in the Bank's DC/DR site only. The concerned contact centres will be shared by the required load balancer service implemented by the bidder.
331	General	technology	General	Please confirm, whether it will be Client domain or our domain for agent log in? if it is Client domain, we assume that the Monitoring, Management, OS, patch, Antivirus will be taken care by	It will be Bank domain

				Client and service provider will provide only the hands on feet support.	
332	General	technology	General	Will Bank provide the LAN infrastructure (Switches, Structured Cabling etc.) at the Delivery Centers?	Yes, Bank will provide all necessary equipment along with network.
333	General	technology	General	Will Bank Provide the Licenses for Operating System and Databases?	It is the sole responsibility of the bidder.
334	83	Call Recording	It should support 100% Bulk Recording and Quality Recording for Voice as well as Screen.	Will Bank provide Storage for Archival of Recorded calls and for Backup?	It is the sole responsibility of the bidder.
335	73	Contact Centre Infrastructure to be provided by the Service Provider	The Service Provider will need to ensure the Uptime of PRI lines / Tolloed Lines/ MPLS / Leased lines provided by Bank with the Telecom Service Provider.	Will Bank Provide the Routers/Firewalls along with the MPLS network required for interconnection of the Delivery centers?	Yes, Bank will provide all necessary equipment along with network.
336	97	Service Requirements Manpower Profile	Able to speak, read and write in Hindi and English, and if required other regional languages.	Is it a mandate that Agent should be able to read and write in Hindi and Regional languages?	Clause is self-explanatory
337	97, 98	Service Requirements Manpower Profile	Able to communicate confidently and politely, with good speaking skills English speaking & communication skills should be high	What is the versant level of English speaking / writing agents skills that the Bank is looking?	Clause is self-explanatory

338	97	Service Requirements Manpower Profile	Job description	Request to share the detailed Job description for Quality Analysts	Clause is self-explanatory
339	76	Call Centre Infrastructure	The system must allow agents and tele workers to log in from anywhere on the network via the desktop or an endpoint	Are we looking for work from Home /Anywhere solution? Please confirm	Proposed solution must have capability to allow work from anywhere maintaining cyber security posture of the Bank in case of exigencies or as advised by the Bank.
340	75	Hardware, Software, Telecom facilities	The solution proposed by the Service Provider shall be made PCI DSS and PA DSS compliant, as per Bank's / regulatory requirement without any additional cost	Dedicated or shared network will comply the PCIDSS requirement Is it Bank domain or vendor domain	Bank domain
341	56	Smart Analytics	The data analytical system provided by Service Provider should be capable of generating smart customer analytics/ 360-degree view of customer journey to help the agent on the call. It should RFP REF No. UCO/ DIT/ 2170/ 2022-23 Date: 23/11/2022 Page: 57 of 211 show the product list currently availed by the calling customers and product list which can be cross sold to the customers based on smart analytics	1. We can develop, in-house online reporting tool which can be deployed inside Bank network however incase requirement is to deploy OEM products like MS power BI, then solution will be cloud based. Please confirm	Kindly refer scope of work, pre bid query responses and corrigendum/addendum in this regard.

			generated from data and previous interactions of the customer with the Bank.		
342	39	IVR Short calls	Basic Call center services inbound Automated (IVR)	Contradiction in clause -1 in definition of short calls As per page 180 IVR short calls defined as 35 sec from RMN and 50 sec from Non RMN agent shot call defined as 30 sec As per page 39 - all short calls except from premium support defined as 30 sec need clarification	Kindly refer Corrigendum
343	123	4.4 Overall Penalty:	4.4 Overall Penalty:	1. Will there be any reward or claw back clauses on SLA penalties 2. What is the TAT for monthly invoice payments 3. Is there int applicable for delay in invoice payments	1. No 2. Please refer 'Payment Terms' part of RFP 3. No
344	19	PO start date	PO start date	can we consider the PO start date from date of connectivity established?	Kindly refer RFP clause
345	72	Bank will provide premises with the following infrastructural facilities at New	Premises & Furniture	Who will be providing the facilities like housekeeping, canteen, Physical security etc.?	Kindly refer scope of work.

		Delhi, Bengaluru, Kolkata Contact Centre location			
346	72	Bank will provide premises with the following infrastructural facilities at New Delhi, Bengaluru, Kolkata Contact Centre location	At New Delhi, Bengaluru, Kolkata, Bank will provide only the premises with basic furniture (workstations up to 100 agents, chairs, Tables, rooms, toilets)	If a count of particular location count goes above 100 agents, will the bank procure a new premise/extend in the same premise? Or vendor needs to procure the same? Please confirm	Kindly refer RFP clause
347	206	Technical Evaluation Template	Service Provider profile	Request to verify the evaluation parameters like C1, C2, C3 etc. as they are not matching with Annexure S- Particulars of Technical Criteria	Query is not admissible



**Department of Information Technology**

**Request for Proposal (RFP) for Selection of Service Provider for setting up and management of Contact Centre Operations on Managed Services Model (E-tendering)**

**RFP Ref No: UCO/DIT/2170/2022-23 Date: 23/11/2022**

**Amendments, Addendums and Corrigendum's uploaded on 16/12/2022**

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**Annexure to be submitted in case of start-up companies**

**Annexure-A**

<b>Sl. No</b>	<b>Eligibility Criteria</b>	<b>Compliance (Yes / No)</b>	<b>Documents to be submitted</b>
1	Deployment Methodologies		Documents on deployment framework, tools, templates & utilities to be provided.
2	Project Management Methodologies		Profile of project Team / previous Assignments of similar nature / Details project plan to be submitted.

The solutions for the above mentioned two categories must be brought out in detail and submitted along with the Bid for evaluation purposes.

Name & Signature of authorised signatory  
Seal of Company

## **Additional scope of work**

### **Miscellaneous**

The proposed solution should be in compliance with applications implemented as per UCO Bank Data Centre standard such as

- 1) The application should be mounted in 3 tier architecture.
- 2) The DB and App Server should be in active passive or active active mode for high availability in DC/DR with log sipping or advance mode of backup enabled therein.
- 3) Over and above, the predicted transaction volumes the vendor should size the server for additional 50% capacity for future requirements. At any point of time, server Utilisation should not be more than 50%.



**Department of Information Technology**

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**Amendments, Addendums and Corrigendum's uploaded on 16/12/2022**

Sl. No	Existing Clause	Modified Clause
1.	<p><b>A. Hardware, Software, Telecom facilities:</b></p> <p>The Service Provider will be responsible for all the hardware and software facilities required for smooth operation of a Contact Centre. This includes: Complete hardware and software (e.g. virtualized desktops, headphones, Servers, Routers, gateways etc. that will host the solution etc.); <del>Cloud</del> based solutions may be proposed but will be subject to review and approval by the Bank;</p>	<p><b>A. Hardware, Software, Telecom facilities:</b></p> <p>The Service Provider will be responsible for all the hardware and software facilities required for smooth operation of a Contact Centre. This includes: Complete hardware and software (e.g. virtualized desktops, headphones, Servers, Routers, gateways etc. that will host the solution etc.); however the proposed solution shall be cloud ready.</p>
2.	<p>The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 5000 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients.</p>	<p>The bidder or its wholly owned subsidiary providing BPO/Contact Centre services should be operating with an aggregate of at least 1500 Full Time Equivalents (FTEs) for its Contact Centre Voice Operations based in India catering to domestic and/or international clients.</p>
3.	<p>Force Majeure</p> <p>Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as· Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, Situations, including but not</p>	<p>Force Majeure</p> <p>Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case maybe which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as· Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, pandemic Situations, including but not</p>



	limited to war, declared or undeclared, priorities, quarantines, embargoes, Terrorist attacks, public unrest in work area,	limited to war, declared or undeclared, priorities, quarantines, embargoes, Terrorist attacks, public unrest in work area,
4.	Short Call duration: In case of call transferred to Agents up to 35 second will be treated as short call.	Short Call duration: In case of call transferred to Agents up to 30 second will be treated as short call.
5.	IVR ports should be at least 3 times the number of agents as customers want more call closures in IVR and should cater to any increase in call volumes until the duration of the contract without incremental costs.	IVR ports should be at least 4 times the number of agents as customers want more call closures in IVR and should cater to any increase in call volumes until the duration of the contract without incremental costs.



Department of Information Technology

**Request for Proposal (RFP) for Selection of Service Provider for setting up and management of Contact Centre Operations on Managed Services Model (E-tendering)**

**RFP Ref No: UCO/DIT/2170/2022-23 Date: 23/11/2022**

**Clarification uploaded on 16/12/2022**

Sl. No	Clarification
1	<p>Indicative call volume quoted in commercial template may be referred as baseline for calculation of scalability with a provision of 10-15% YoY growth aggregating up to 50-75% growth during the contract period. Notwithstanding to anything mentioned about projection, it is sole responsibility of the bidder to meet SLA.</p> <p>Bidder is expected to calculate the volume based on statistics given in the RFP and prevailing industry standards in the area.</p>
2	<p><b>FTE</b> - Please refer Page No. 42 Point No.7 Any other services where per FTE work is required (i.e. FRMS alert review etc.)</p>



**Department of Information Technology**

**NOTICE TO THE BIDDERS**

**16.12.2022**

**Subject: Extension of Bid Submission date in respect of Request for Proposal (RFP) for Selection of Service Provider for setting up and management of Contact Centre Operations on Managed Services Model (E-tendering) RFP Ref No: UCO/DIT/2170/2022-23 Date: 23/11/2022.**

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The last date for submission of bid documents for “Request for Proposal (RFP) for Selection of Service Provider for setting up and management of Contact Centre Operations on Managed Services Model (E-tendering) which was scheduled on **21.12.2022** is hereby extended up to **04.01.2023 (4:00 P.M.)**. Technical bids will be opened on **04.01.2023 at 4:30 P.M.**

All other terms and conditions of the above RFP & subsequent pre-bid responses/addendum/corrigendum will remain unchanged.

**(Deputy General Manager)  
DIT, BPR & BTD**