

**CORRIGENDUM**  
**- TENDER NO. 2019MAR12/T002152225**

**Subject: Selection of agency to operate inbound / outbound Swavalamban Call Center Issue of Corrigendum for RfP No. 2019MAR12/T002152225**

**The following are pre-bid queries and Proposed amendment / changes made under the captioned tender. Rest all other terms and conditions of RfP shall remain unaltered.**

<b>S No</b>	<b>Clauses and page No RfP</b>	<b>Queries Raised</b>	<b>Proposed amendment / changes if any and reason thereof</b>
1	4.3 Public Procurement Policy for MSEs Page No 9  4.3.1 "SIDBI is governed by .....by Ministry of Micro Small and Medium Enterprise(MSMEs)	Please confirm if the vendor is eligible for exemption of EMD & Tender fees if it is registered as Medium Enterprise under MSME body	No change The provisions are only applicable for MSEs.
2	6.Scope of Work, Page No.19 v. Outbound calls to be done on working days between 08.00 hrs to 19.00 hrs only (or as per existing TRAI guidelines as may be notified from time to time).	As mentioned, Outbound operating window is mentioned, request you to please provide the operating window and number of operational days for Inbound calls as well	The operating window and operational days for inbound calls are same as outbound calls.
3	6.Scope of Work, Page No.19  ii. Tele-callers start working on their allocation, receiving / making calls to the customers from the allocations.	Kindly provide the volume of calls per month for Inbound as well as Outbound	The volume of calls would depend on the leads generated through various Swavalamban initiatives. In the first phase 10 caller seats are proposed to handle the queries raised.
4	6.2 others Page No. 21 Call Centre - To start with call centre shall have 10 seats which may be increased to 25 in due course. The	Please provide the number of agents catering to Inbound calls & number of agents catering to Outbound calls	To start with there will be total 10 Tele callers which shall be increased to 25 in next two months of operation. We may have dedicated numbers i.e 5 for inbound and 5 for outbound

	number of call centre seats may increase or decrease on requisition of SIDBI.		however based on the requirement / need agents may be shuffled for inbound / outbound calls.
5	6.Scope of Work, Page No.19  iii. Tele-callers would provide services to the leads which may be informational, transactional, lead generation to banks / FIs, grievance handling if any and general information.	Please confirm the non-connects calls out of the total Outbound calling data in %  Please provide the Average Handling Time (AHT) of a call and Abandoned calls percentage rate (%)	No Change Non-connect calls, Average Handling Time and abandoned calls would be only known after implementation/roll out of the project.
6	9.21 Performance Bank Guarantee (PBG) Page No.41  9.21.7 If aggregated shortfall in achieving Service Level requirement exceeds 10% successively in two quarters or any three quarters in a financial year, SIDBI will, inter alia, be at liberty to invoke the performance guarantee within the ambit of Section 6.8.2 hereinabove in addition to other remedies available to it under the contract or otherwise.	Kindly provide the Service Level required and penalties, also let us know the quality score expected.	<b>Amended clause may be read as</b>  <i>"If aggregated shortfall in achieving Service Level requirement mentioned in the scope of work, SIDBI will, inter alia, be at liberty to invoke the performance guarantee in addition to other remedies available to it under the contract or otherwise."</i>
7	6.1 Performance management reports and reconciliation Page No.20  x. On a weekly basis the Quality Supervisor/TL, is responsible to monitor at least 5 calls per agent. Escalation of calls also needs to be monitored and documented in case of customer issue.	Kindly confirm the support staff or span ratio required for Inbound & Outbound (TL/QA/MIS/Trainer)	No Change Quality Supervisor/ TL to monitor 5 calls per agent/week. Agency/vendor would offer span ratio as per accepted industry practice.
8	6.2 others Page No. 21	As mentioned in the RFP, ramp up plan is mentioned	To start with call centre shall have 10 seats on immediate

	Call Centre - To start with call centre shall have 10 seats which may be increased to 25 in due course. The number of call centre seats may increase or decrease on requisition of SIDBI.	i.e. increase to 25 seats but please let us know the downsizing, decrease in number of seats to what number of seats	basis and have capacity to increase the same to 25 in next two months of operation. Decrease in number of seats would be depend on the performance of the agency and in case of reduction in number of leads, response from the aspirants etc.
9	6.3 Minimum Competencies required in the call centre executives Page No.23  f) The candidate should possess local knowledge / fluency in concerned regional language and English / Hindi	Kindly let us know the number of Regional languages required for servicing and the number of agents required to cater to the additional languages	Swavalamban print initiative is being circulated in 7 languages as of now i.e Hindi, English, Marathi, Tamil, Kannada, Gujarati and Bengali. However initially queries/information may be required to be responded in Hindi and English and availability of Tele callers in regional language may be required in future.
10	6.1 Performance management reports and reconciliation page no.21  xiv. Regular training to be provided wherein gaps are identified in the behaviour	Please confirm the training model, will SIDBI provide the training, training content and SOP, also please provide number of days required for training an agent, also please mention On Job Training days	Training content, orientation to the training manager and information repository would be provided by SIDBI for technical part i.e about Swavalamban. However, soft skills, behavioral aspects, SOP, number of days, on job training days would be provided by vendor.
11	6.Scope of Work, Page No.19 iv. The Service Provider will provide dedicated telephone lines for making outbound calls and to receive inbound calls - For this, each location needs to have state of the art auto-dialers and inbound call distribution systems. This process should be captured on the system and it is mandatory for each action including calls not accepted by the customer and calls dropped to be recorded. The tele-callers will have codes for each action which they will input into the	Kindly confirm if the CRM will be provided by SIDBI or do the vendor have to develop the CRM for the process  Please do let us know if there are any Integrations which needs to be considered into SIDBI systems	CRM to be developed and managed by vendor.  No integration is proposed as of now.

	system (call back, Customer not picking, declined call etc.).		
12	6.Scope of Work, Page No.19 iv. The Service Provider will provide dedicated telephone lines for making outbound calls and to receive inbound calls - For this, each location needs to have state of the art auto-dialers and inbound call distribution systems.	As mentioned in the RFP, PRI lines has to be provided by the vendor, kindly confirm if PRI lines procured by the vendor & telecom charges can be billed to SIDBI on actuals	The cost quoted for commercials should be all inclusive.
13	-	After awarding the contract, within how many days is the process Go-Live is expected	After awarding the contract and execution of documents the vendor should be in readiness to start the assignment as soon as possible, preferably immediately.
14	8.2 Evaluation of Technical Bids (8.2.3) Page No.27  2.Experience of agency / running call centre for BFSI including at least 2 Scheduled Commercial Banks / A rated NBFCs with minimum 500 FTE  a) 2 BFSI players b) 3 – 5 BFSI players c) More than 5 BFSI players	Considering the scale of operations provided under SIDBI's tender, we are sure that SIDBI would want to be assured that necessary focus is given to its business. Thus, large number of assignments where scale of 30 – 300 FTEs per assignment, would more clearly reflect / demonstrate the Bidder's ability to successfully manage / give right kind of focus for each such assignment, viz-a-viz the scale requirement suggested as per the existing clause.  We therefore recommend to also consider providing an option of reduced FTE requirement per BFSI assignment and increasing the number of BFSI assignments as an equivalent to this clause, as this would help SIDBI take a more informed decision with	No change

		regards to the choice of an appropriate bidder.	
15	8.2 Evaluation of Technical Bids (8.2.3) Page No.27  3. No. of tele-caller centers and coverage of cities (in different locations) pan India  a) Less than 10 centers and less than 5 cities b) 25 centers and 10 cities c) 50 centers and 15 cities d) 75 centers and 20 cities	Considering the requirement of SIDBI's operations to be run from one center, we are sure that SIDBI would want to be assured that necessary scale is available at this center itself. Thus, there may be bidders which may have less number of centers but with larger capacity of 1,000 or 2,000 seats per center viz-a-viz bidders with 10 centers such that every center has a scale of 150 to 200 seats. A promising bidder may thus seem to not have that kind of potential with such a clause and the same may inevitably result in SIDBI not being able to take an informed decision through this clause We therefore recommend to also consider providing an option of higher scale capacity with lesser number of centers.	No change
16	Annexure VIII page 70 Total Lumpsum (inclusive of taxes)	We request you to kindly consider exclusion of GST (taxes) from the table that has been provided under this Annexure, as GST / other applicable taxes are levied by Govt. authorities and thus it is imperative to comply with any changes in the GST structure that may come up during the course of the contract.	The vendor may give breakup while submitted the commercials i.e Cost + GST / Taxes=Total Cost. However, for calculation to commercials the total cost would be considered.
17	-	Waiving off eligibility criteria for start-ups	No change