



Central Bank of India

Tender No. CO:PDOD:2022-23:CS:RFP:01

Annexure-1 to Corrigendum-1

REQUEST FOR PROPOSAL (RFP)

FOR

INTEGRATED CUSTOMER CARE -
OUTSOURCING, MANAGEMENT, MAINTENANCE & OPERATIONS

Central Bank of India,
Department of Planning, Development and Operations,
Central Office, 2nd Floor, Central Bank Building,
M.G. Road, Fort, Mumbai – 400 023

Annexure C: Commercial Proposal

The Revised Commercial Bid format is as under:

The Bidder is required to update the masked commercials in the following format:

Commercial Bid ICC RFP: Table 1 - Mumbai Site

[illegible]

Commercial Bid ICC RFP :Table 2 - Hyderabad Site

Hyderabad															
	Year - 1			Year - 2			Year - 3			Year - 4			Year - 5		
	Total Resources	Annual Cost of Resource	Total Price Y1	Total Resources	Annual Cost of Resource	Total Price Y2	Total Resources	Annual Cost of Resource	Total Price Y3	Total Resources	Annual Cost of Resource	Total Price Y4	Total Resources	Annual Cost of Resource	Total Price Y5
															Total for 5 years (Y1+Y2+Y3+Y4+Y5)
Site Manager	1			1			1			1			1		
Functional Head	1			1			1			1			2		
Floor Manager	2			2			2			2			3		
Team Leader	6			6			8			9			12		
Sr. CCA	45			50			60			62			80		
CCA	45			55			58			65			82		
Total (T2)	100			115			130			140			180		

Table 3: Breakup of Customizations involving efforts over and above scope of RFP.

SN	Requirement	Quantity	Recurring Cost in Rs.					Total cost for 5 Years excluding taxes (in Rs)
			Year 1	Year 2	Year3	Year4	Year5	
1	Customizations involving 300 person-days efforts over and above scope of RFP. For every year.	300						
	Total (T3)							

Commercial Bid ICC RFP :Table 4 - Total Cost of Ownership (TCO)

Particulars	Total price in Rs. (5 years) <i>excluding taxes</i>
Total (T1) for Mumbai site	T1
Total (T2) for Hyderabad site	T2
Total (T3) for Additional Customisations	T3
TCO (T1 + T2 + T3)	
TCO in words	

*Cost for technology should include all the technology outlined in the RFP and should include the cost of the infrastructure and applications supported for the CBol.

The cost mentioned in the Table-5 below is for the Bank's information only and not part of TCO

Table 2: Commercial Table for ICC RFP									
S. No.	Tools & Systems	Brand/make	Technical specifications of the tool	Y1	Y2	Y3	Y4	Y5	Total
1	Interactive Voice Response (IVR)								
2	Computer Telephony Integration (CTI)								
3	Dialer								
4	CRM								
5	Automatic Call Distribution System (ACD)								
6	Email								
7	Chatbots								
8	WhatsApp								
9	Video Banking								
10	Co-Browsing								
11	Intent Recognition Engine								
12	Speech Analytics								
13	Sentiment Analytics								
14	Voice Screen Contact Logger / Recording system								
15	Web chat / Video chat								
16	Other non-voice capabilities								

17	HR Mgt Systems								
18	Performance Appraisal systems								
19	Quality Mgt Tools								
20	Business Intelligence tools								
21	Robotics Automation tools								
22	Management Information System								

Note:

1. The technical evaluation score cut off will be 80%. Successful bidders will qualify for Reverse Auction
2. The entire cost should be loaded on "per FTE" cost.
3. Prices quoted should be exclusive of taxes
4. An FTE must have 182 log-in hours per month (login hours includes talk+hold+wrap+available).
5. Please note that no billing shall be made for any service separately i.e. Physical Premise, IVR, CRM development and maintenance etc.
6. The Technically qualified bidders will be eligible to participate in the reverse auction. Bank reserves the right to disqualify bidders where the price variance is higher than 20% of the average price of bidders
7. Space provided to each FTE should be as per the industry norms and should be a minimum of 50 sq ft of carpet area per FTE
8. Space/cabin provided to Bank officials should be similar to Bank standards. (Not less than 100 sq. ft per bank official)
9. Bidders should strictly quote in the columns given and for periods as mentioned above. No rows or columns should be deleted.
10. No column/row should be left blank. In case of '0' (Zero)/NIL, it should be mentioned clearly as '0' (Zero)/NIL.
11. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
12. Prices quoted by Bidders should be exclusive of taxes. No extra costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The Bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same. Bank would be bearing the cost of network and telecom charges as indicated in this RFP including Outbound telecom charges which would be paid at actuals.
13. The number of FTEs as given above are indicative only. Bank reserves the right to decrease or increase the FTEs requirement as per call volume or actual requirement of Bank.
14. The bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
15. Additional Per Person-day rates (applicable in case of enhancement of scope in future). The same will be as per Table 3 for the respective year and mutually agreed terms thereafter. The effort estimation shall be based on Function Point Analysis (FPA) or other industry Standard practices.

-----X-----

Annexure L(A): Bid Security (Earnest Money Deposit)

To,

General Manager-IT
Central Bank of India,
DIT, 1st Floor,
CBD Belapur,
Navi Mumbai -400 614

Dear Sir,

In response to your invitation to respond to your RFP for _____, M/s _____ having their registered office at _____ (hereinafter called the "Bidder") wishes to respond to the said Request for Proposal (RFP) and submit the proposal for as listed in the RFP document.

Whereas the "Bidder" has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of **Rs 1,00,000.00 (Rupees One Lakh Only)** as bid security as required to be submitted by the "Bidder" as a condition for participation in the said process of RFQ.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently. We undertake to pay immediately on demand to Central Bank of India the said amount of **Rupees One Lakh only**, without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **Rs. 1,00,000.00 (Rupees One Lakh Only)**
2. This Bank guarantee will be valid up to _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before _____

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____ .

Yours faithfully,

For and on behalf of _____
Bank Authorised Official