

Dated 20.02.2023

CORRIGENDUM -1

(Tender Reference No. CO/PDOD/2022-23/CS/RFP/01)

In reference to the Request for Proposal (RFP) for “Integrated Customer Care Centre – outsourcing, management, maintenance and operations” reference no. CO/PDOD/2022-23/CS/RFP/01, all interested bidders are hereby informed that the Changes/Clarifications/Revisions/Addendum as per Corrigendum-1 are to be taken into account for bid submission. Bidders are requested to note and comply accordingly.

S. No	Clause No	Page No.	RFP Clause	Revised Clause / Clarification
1	Clause 14 of Section III	59	Bidder should allow the Reserve Bank of India (RBI) or persons authorized by it to access Bank documents, records or transaction or any other information given to, stored or processed by Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by RBI.	Please read this clause as "Bidder should allow the Reserve Bank of India (RBI) or persons authorized by it to access Bank documents, records or transaction or any other information given to, stored or processed by Bidder "in relation to this contract of Bank" within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by RBI. Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Bidder. The Bank shall be given access to all books, records, and information relevant to the outsourced activity of Bank available with the Bidder ,
2	TABLE-1 of RFP	3	Last Date and Time submission of Bids Mode of bid submission & online portal's URL	Revised timeline : 08/03/2023 up to 15:00 hrs. Mode-Online URL: https://centralbank.abcprocure.com/EPROC
3	TABLE-1 of RFP	3	Time & Date of Opening of technical bids	Revised timeline : 08/03/2023 at 15:30 hrs.
4	Annex A1: Letter to the bank on the bidder's letterhead	74	We enclose cost of RFP Rs.100,000/- (Rupees one lakh Only) and the details of the same is as under.	We enclose cost of RFP Rs. 50,000/- (Rupees Fifty Thousand Only) and the details of the same is as under.
5	B.4 IVR of 1.2.4. B. Channels	20	System must implement: voice authentication, automated speech recognition (ASR), speech analysis, Text to speech	Please read the clause as " System must implement: voice authentication, automated speech recognition (ASR), speech analysis, Text to speech (TTS) on existing and future IVR platforms for the ICC with no

			(TTS) and bio-metric authentication on existing and future IVR platforms for the ICC with no additional cost in a time bound manner as desired by the bank or defined by a regulator.	additional cost in a time bound manner as desired by the bank or defined by a regulator.
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