

RFP for “Outsourcing of Dialer-Based Tele calling for Collections; (Credit Cards) and Skip Tracing

RFP NO: CO: BFSL/Collections RFP/2021-22/01

RFP Dated: 02.06.21

Addendum 03, Dated 24th June 2021

- Bucket 1 target is changed to 80%

% Target Achieved	% Target Achieved	Target	Incentive/Penalty
110.1	>=110% of target	80%	12%
105.1	>=105% &<110% of target		7%
100.1	>=100% &<105% of target		0%
100	Meets 100% Target		0%
95.1	>95% &<100% target		0%
89.1	<=95% of Target but more than or equal to 89%		-7%
88.99	<89% of target		-12%

- Commercial Evaluation:- Pg no#49 :- BFSL doesn't want the Pickup service. Hence the clause/point stands deleted. Bidders are request to quote for cost per FTE.

S/d
 Authorized Signatory