

RFP for “SELECTION OF VENDOR FOR SETTING UP & MAINTENANCE/MANAGEMENT OF CONTACT CENTRE OPERATIONS ON OUTSOURCED MODEL”.

RFP NO: CO: BFSL/CRM RFP/20-21/01

RFP Dated: 01.08.20

Addendum 02, Dated 14<sup>th</sup> Aug 2020

Below are few changes & clarification towards RFP.

1. We are start with DC only however for hands and legs support DR will be available in Bangalore that means BFSL will provide BCP in Bangalore from Mumbai DC -IVR Platform.

2. Optional ( will not be part of TCO ) IVR Platform cost in Bangalore DC with no commitment if in case BFSL want , May proceed further with DR IVR Platform as well in future , but we need cost of DR as well from bidders – Optional.

| Sr. No                          | Particulars                           | Amount | Tax           | Total |
|---------------------------------|---------------------------------------|--------|---------------|-------|
| Additional cost not part of TCO |                                       |        |               |       |
| 1                               | IVR Platform for DR location ( BGLR ) |        | As Applicable |       |

3. Optional cost ( will not be part of TCO ) for onsite resource cost for any change management of additional requirement not mentioned in RFP.

| Sr. No                          | Particulars  | Amount | Tax           | Total |
|---------------------------------|--|--------|---------------|-------|
| Additional cost not part of TCO |  |        |               |       |
| 1                               | Onsite Resource Support ( per man day effort cost for L2 & L3 resource ) |        | As Applicable |       |

4. Technology IVR stack will be in Book of BFSL post completion of period. Both case we will be owning IVR Platform license and additional developed IP however Payment will be done on the basis of opex model.

5. BFSL is looking for only 3 IVR system mentioned in the RFP namely - Aspect, Genesis & Cisco, we are not open for other system.

6. Turnover mentioned in Annexure – M & pg no# 88 :- Please read it as FY 2017-18 , 2018-19, 2019-20.

7. Annexure – B & pg no# 60 :- BFSL is not looking for names of the AM & TL but rest of the details will be required.

8. DR site address:- BFSL, No-96, Level -3, Phatton House, 4th B-Cross Road, KHB Colony, 5th Block, Near Truffles, Koramangala, Bengaluru, Karnataka- 560034.

9. Due to holidays & festive season, extension given for BID submission and opening of eligibility & technical bid, kindly refer below details:

|   |                        |
|---|------------------------|
| Last date & time for submission of Bids                   | 24-08-2020 at 03.00 pm |
| Date and time of Opening of Eligibility and Technical Bid | 24-08-2020 at 03:30 pm |